

**FAQ's to the Request for Quotes for
Technical Assistance and Training Needs – Florida's Workforce Investment System
Performance**

Please note: The RFQ includes “samples of services” for the Workforce Investment and Opportunities Act (WIOA) and Wagner-Peyser (WP) performance to identify training for best practices and continuous improvement.

1. Expanding LWDB roles beyond Titles I and III would likely require system integration at the CSF level to be effective. Are there specific areas of expansion that CSF wants the vendor to focus on? Have they been defined with a specific goal?

CareerSource Florida is currently working with core partners, primarily within the Department of Education, to address job seeker services provided by the Division of Blind Services, Division of Adult and Career Education and Division of Vocational Education. Areas of expansion will occur within these participant groups. The specific goal is to identify alignment of needs and coordination of resources toward the systematic sharing of performance information and best practices across the local areas and perhaps across partners.

2. Mapping Processes - Offices likely have unique operations processes and staff (contractor and CSF staff). Is it the expectation of CSF to have the selected vendor identify best practices for local boards to follow in identifying and mapping core business processes?

The mapping and streamlining processes would occur at a broad high level to identify successful processes and share best practices.

3. Cross-Training - Due to the wide variation in LWDB staff size, what is the expectation for staff cross-training solutions? Are there expectations to understand each positions role/duty to develop comparative cross-training methods, or, would having best practices for cross-training at any level be acceptable?

An overview of cross-training applications specific to performance managers and specialists will be important to providing training for local boards. As an example, key WIOA references, technical guides and documentation on processes identified for performance data updates and analytics.

4. Data Validation – What are the systems expected to be utilized in this training (GEOsol, DEO, local data, PFM, etc.)?

Data validation techniques and training will include primary available data resources within Employ Florida and DEO performance reports (e.g. DEO Monthly Management Reports).

5. Coordinating business strategies among partners - Which partners does CSF have in mind (other LWDBs, Other agencies, VR, multiple, etc.)? Have any strategy guidelines been identified? If so, have they been reviewed with the CSF board?

The coordination of business services strategies includes multiple stakeholders with a focus on sector strategies. Stakeholders may include: LWDBs, businesses, public and private organizations, economic development organizations, etc.

6. Will the project be awarded to one vendor or is there an option to award multiple vendors a piece of the overall project?

It is anticipated one contractor will be selected for the overall project.