

**BCDSS Solicitation
for 2016-2018
Work Participation, Placement, and Support Services**

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**BALTIMORE CITY DEPARTMENT OF SOCIAL SERVICES
SEPTEMBER 28, 2015**

Purpose of Contract

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- The purpose of the RFP is to contract with vendors who can help BCDSS to . . .
 - move Baltimore City men and women from welfare to work and self-sufficiency
- Contractors will be expected to provide **supportive employment services** that help TCA recipients to obtain Full-Time Unsubsidized Employment with. . .
 - Competitive wages
 - Benefits
 - Opportunities for Career advancement

Purpose of Contract

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- Maryland's Temporary Cash Assistance (TCA) program includes a Work Requirement for certain recipients
- This Work Requirement compels a TCA recipient to participate in an approved Work Activity
- Work Activity must be for 30 hours a week –with some exceptions—in order to maintain eligibility for TCA
- On average, in Baltimore, about 5,000 people annually are obliged to complete this Work Requirement

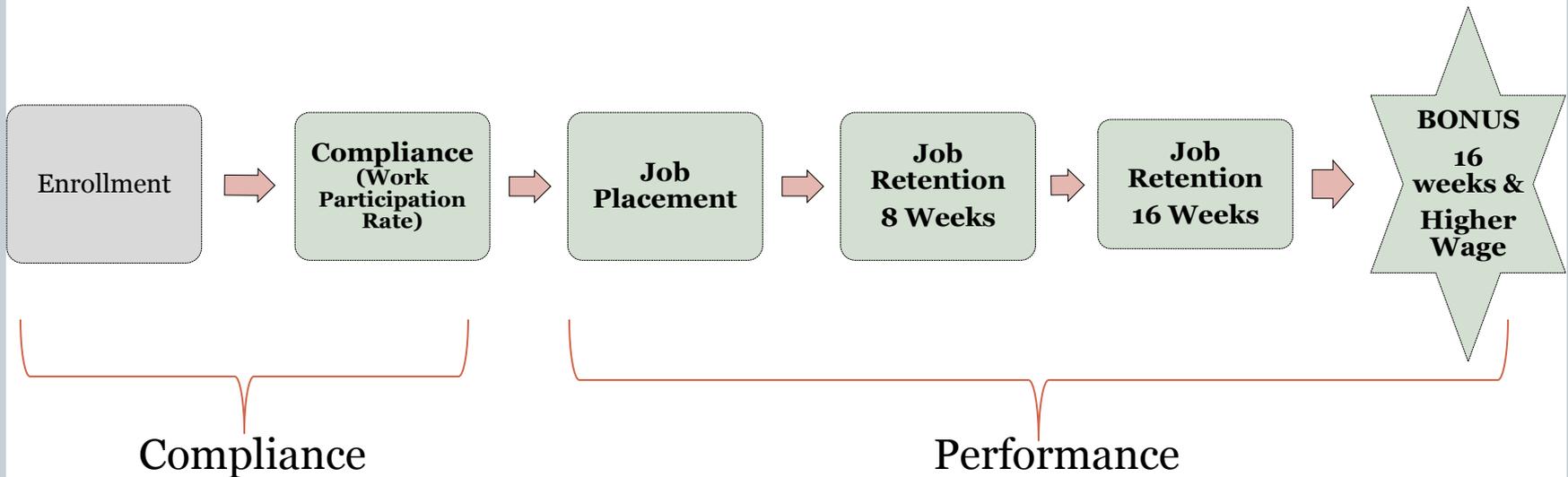
Contract Design: Pay-for-Performance

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- **If contractors perform, they get paid.**
- Contract has 2 main purposes:
 - to help customers to comply with work requirements; and
 - to help customers to move into employment
- 5 Payout Points drive performance
- BCDSS established a maximum price for each of these Payout Points to incentivize employment goals in particular.
 - The maximum price for Payout Points related to 8-week and 16-week job retention is higher than the other Payout Points.

Five Opportunities for Payment (Payout Points)

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Payout Points: Summary

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- **Payout Point 1: Compliance (Work Participation Rate)** ($\leq \$250$ per customer)
 - Customer maintained compliance with work requirements for 1 full calendar month (available up to 6x per customer)
 - Payout 1 Points are customer-specific. If “unused” for an enrolled customer, they cannot be transferred from that customer to another.
- **Payout Point 2: Placement** ($\leq \$50$ per customer)
 - Customer was placed into full-time (≥ 30 hrs/wk) unsubsidized employment (available up to 2x per customer)

Payout Points: Summary

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- **Payout Point 3: 8-Week Retention** ($\leq \$1300$ per customer)
 - Customer remained in full-time unsubsidized employment for 8 consecutive weeks (available 1x per customer)
- **Payout Point 4: 16-Week Retention** ($\leq \$800$ per customer)
 - Customer remained in full-time unsubsidized employment for 16 consecutive weeks (available 1x per customer)
- **Payout Point 5 (BONUS): 16-Week Retention at  Wage** ($\leq \$500$ per customer)
 - Customer remained in full-time unsubsidized employment for 16 consecutive weeks at a wage that is at least 25% higher than minimum wage (available 1x per customer)

Payout Points FAQs

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- If a customer stays in a full-time, unsubsidized job for 16 consecutive weeks with a \$17 wage, can I bill for Payouts 4 and 5?
 - Yes, you should bill for both. Payout Point 5 is a bonus for contractors – provided only if the customer earns a wage that is at least 25% higher than minimum wage for 16 consecutive weeks in a full-time, unsubsidized job.
- If a customer is now ineligible for TCA because he is making too much money – due to the good job he found through my program – can I still bill for Payout 1?
 - No. Even though the customer is technically compliant with work requirements, he is no longer receiving TCA and will not count towards the WPR performance goal. However, you may bill for Payouts 2-5 for this customer, as appropriate.
- If a customer leaves TCA after complying with work requirements for 2 months (2 Payout 1 Points), can I transfer the remaining 4 Payout 1 Points to another customer?
 - No. Payout 1 Points are linked to each customer upon enrollment. Even if a customer does not achieve all 6 possible Payout 1 Points because she leaves TCA, those points can only be used for that customer in the event that she returns to that vendor during the life of the contract.

Payout Points FAQs

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- **Can I send a customer who has a substance use disorder back to the DSS and terminate her from my program?**
 - No. BCDSS will address any barriers to employment – like substance abuse – prior to referring a customer to you. If a barrier presents itself, however, after the customer is enrolled, it will be your responsibility to address the barrier so that the customer can participate fully in work.
- **What happens if I can't achieve a 70% Work Participation Rate (WPR) among the customers I am serving?**
 - First, customers who have short-term barriers will not be included in the contractor-specific WPR calculation (see page 149 of the RFP). Still, contractors who do not achieve 70% WPR will be paid 50% of their rate for compliant customers if they achieve a WPR of 50-69%. Contractors who achieve less than 50% will not be paid for their compliant customers that month.

Payout Points FAQs

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- **How many Payout 1 Points per customer should I bid for?**
 - You can invoice for Payout 1 up to 6 times per customer, so you should bid within that range (1-6 times per customer). It may take some customers only 1 month to move from welfare to employment. It may take other customers up to 6 months.
- **My company primarily serves people who are work-ready. What are the resources available to help customers with barriers – so that they can get back to work and we can begin billing for our services again?**
 - BCDSS has extensive experience addressing barriers to work. Our staff can provide policy guidance and lists of community and public resources that you can access.

Payout Points FAQs

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- Let's say that I bid for six (6) Payout 1 Points per customer and my 10 enrolled customers do not use all 60 Payout 1 Points (10 enrollees x 6 Payout 1s = 60 Points)? Can I transfer the remaining Payout 1 Points to additional enrollees?
 - No. Payout 1 Points are customer-specific. If a customer does not use the 6 Payout 1 Points available to him, they cannot be transferred to another customer. Therefore, a vendor will continue to invoice for Payout 1 until either the enrollment goal is met OR until the enrollment goal is met and all Payout 1 funds have been exhausted. Also note that Offerors can propose for fewer than six (6) Payout 1 Points per customer.

Proposed Services

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- BCDSS does not prescribe a particular service model
- Service model could include:
 - Strong labor market analysis that drives training
 - Strong relationships with area employers
 - Career pathways approach
 - Experience training for a particular industry
 - On the job training
 - In-depth training prior to job placement
 - Robust retention services
- Partnership – formal or informal –with other organizations is required (see Section 3.2.8(d))

Evaluation Criteria

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4 Criteria for the Technical Proposal

- *Work Plan*
- *Experience and Qualifications of Proposed Staff*
- *Offeror and Subcontractor(s) Qualifications and Capabilities*
- *Economic Benefit*

Evaluation Criteria

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Criteria for the Pricing Proposal

- Pricing proposals are ranked in order of lowest (most advantageous) to highest (least advantageous) price
- Equal weight given to technical and financial proposals
- For a complete discussion of the evaluation criteria, please see Section 5 of the RFP

Timeline

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- October 26, 2015 at 2pm local time: Proposal Due Date
- October 27, 2015 – June 30, 2016: Evaluation & Contract Award
- July 1, 2016: Contract Start Date