

# One-Stop Operator Services Workforce Innovation and Opportunity Act (WIOA) Request for Proposals Q&A

Updated May 17, 2019

Similar questions may be grouped together with one answer provided for the group.

1. Please provide a listing of required attachments.

Partner4Work assumes this question refers to the Proposal Review Scoring Rubric on page 21 of the RFP, where five points are awarded for Attachments. For this RFP, these attachments include two Reference Letters described in How to Apply, 3. Organization Overview, b. Past Experience. The requirement is to provide two reference letters (along with contact information) from funders (other than P4W) that can attest to the work you describe and verify your ability to serve customers, achieve deliverables and meet performance goals similar to those required by this RFP.

2. Will there be a transition period? If so, will we be able to submit a transition budget?

Any agreement resulting from this RFP will not include a separate transition period or transition budget. The period of performance will begin on July 1, 2019. However, Partner4Work will work closely with the selected applicant to ensure a smooth transition and help build a framework for successful performance.

3. Do you anticipate that Oral Presentations will be required? If yes, when do you think they will be scheduled?

Partner4Work staff will determine the need for bidder presentations upon review of proposals. If determined necessary, presentations or discussions with bidders would likely be conducted in early June.

4. Section 3 of the RFP indicates a total of 6 FTE positions. Page 20 in the budget section talks about 5 positions and \$200,000 in salaries. Please help reconcile this difference. What are current salary ranges for existing staff?

The selected applicant will implement a One-Stop Operator model that will directly employ the following positions, totaling six full-time staff members.

- One-Stop Operator: 1 full-time staff person
- Site Administrator: 1 full-time staff person
- Customer Service Representative (CSR): 2 full-time staff people (one at each center)
- Career Resource Center (CRC) Attendant: 2 full-time staff people (one at each center)

Partner4Work expects the selected applicant to employ the current Site Administrator, CSRs and CRC Attendants, which is a total of five full-time staff members. The selected applicant

will hire an individual for the One-Stop Operator position, bringing the total number of full-time staff members to six.

The combined total salaries for the current Site Administrator, CSRs and CRC Attendants is set at \$200,000 in the required budget template for this RFP (not including fringe), which all applicants must utilize in constructing proposal budgets. Applicants should propose fringe for the Site Administrator, CSRs and CRC Attendants, and salary and fringe for the One-Stop Operator position.

5. How do we access the online Pre-Award Assessment that is noted under item C on the cover page? We cannot find a link to it on the P4W website.

The link is provided on the cover sheet, imbedded in [complete online](#). Please follow the link form here or directly from the cover sheet.

6. Who is financially responsible for providing technology support – Network, Connectivity, Software, and Hardware issues and fixes, etc.? Do we have to budget any costs for site rental, maintenance, cleaning costs, or utilities: electric, gas, water, telephone/internet? Do we have to take out general liability, fire or any other type of insurance for the locations? Are we responsible for marketing/communication costs (including printed marketing materials) related to the one-stop centers?

Through the Resource Sharing Agreement (RSA) and related budget, staff of PA CareerLink® partner agencies are provided with basic office furnishings and access to equipment, which includes standard furniture, such as a cubicle or office room, desk, chair, and file storage; telephone service and related equipment (e.g., desk phone); internet service, including Wi-Fi; and access to multifunction printer/copier/scanners. The RSA also covers costs related to information technology, equipment, supplies and furniture shared by PA CareerLink® partners (e.g., conference rooms, signage, brochures) or made available to the public (e.g., Career Resource Center, classrooms). Partner4Work has site control, maintains the leases and/or pays for facility costs at both PA CareerLink® centers. As such, related space and utilities costs should not be included in proposed budgets.

The selected applicant will be responsible for the cost of supplies, equipment and services not included in the RSA, but necessary to carry out one-stop operator services defined in the RFP. Such costs include but are not limited to general office supplies, laptops or desktop computers for one-stop operator staff, software applications, server(s) or cloud storage to host files and information, and service/support for any information technology specific to one-stop operation services. Applicants should include and clearly identify the costs of supplies and equipment necessary to deliver one-stop operator services in their proposed budgets, excluding those costs covered by the RSA. All costs must be reasonable, allowable, allocable, and necessary. Ownership of materials and supplies, including computing devices, will be determined by the Uniform Guidance.

Supplies and equipment not included in the RSA but needed by the selected applicant may or may not be currently available to the selected applicant at the PA CareerLink® centers in

support of one-stop operator services. The condition and ownership of existing supplies and equipment at the PA CareerLink® centers will need to be assessed to determine appropriateness for use by the selected applicant.

7. Will the incumbent be required to fully develop its own policy and procedure documentation or will existing policies and procedures be made available to the new operator?

Policies and procedures for PA CareerLink® centers currently exist. However, the selected applicant will be responsible for maintaining policies and procedures and making changes, as appropriate, that reflect an integrated system, efficient use of resources and nonduplication of efforts, in close coordination with PA CareerLink® Core Partners.

8. Who is responsible for managing the overall CareerLink budget?

The Resource Sharing Agreement (RSA) and related budget are created in conjunction with the Core Partners at the PA CareerLink® with Partner4Work as the Fiscal Agent primarily responsible for maintaining the RSA and related budget. However, decisions regarding the RSA are made collaboratively by Core Partners with the help of the One-Stop Operator. The selected applicant will assist Partner4Work in developing and managing the RSA and related budget, as defined and required by WIOA and its implementing regulations.

9. With the volume of information requested, can documents/charts supporting program narrative be included as attachments (past performance, etc.)?

For this RFP, Partner4Work will allow for optional attachments. In order to be considered during review, any optional attachments must relate directly to the proposal content required by the How to Apply section. Further, optional attachments may not exceed a combined total of five pages, in addition to the page limitations described in the How to Apply section.

10. May bidders use a readable font smaller than 12-point for tables, graphs, and images? May bidders single-space tables, graphs, and images?

The text of the proposal must be 12-point, Times New Roman font, double-spaced with 1-inch margins. We will allow text on tables, graphs, and images to be smaller, as long as it is legible. However, please keep in mind that tables, charts, graphs and other illustrations will be counted toward the page limitations established by the RFP.

11. May bidders truncate or omit question prompts? May bidders single-space question prompts and section headers?

The criteria or headers of the How to Apply section of the RFP do not have to be included in proposals; however, effective proposals will contain all required proposal content and follow the same general order illustrated in the How to Apply section of the RFP.