

**Baltimore Workforce Development Board
One-Stop Operator Request for Proposal**

January 6, 2017

Q & A

Q1:

Our only question relates to the “Documentation of Organization’s Qualifications.” We believe that a number of the documents required are not applicable to the public sector (e.g. tax records and proof of legal status). Is it acceptable to simply state “not applicable” or is there other documentation that would be required?

A1:

If a particular document is not relevant please indicate “not applicable” – no other documentation is required.

Q2:

We are a staffing agency who provides online training and career counseling for our employees. Is this a good fit for One-Stop Operator?

A2:

It is up to the potential bidder to make the decision on whether the entity is a good fit. The request for proposal requires on-site coordination of One-Stop Center activities and does not include any counseling or training services.

Q3:

Is the \$50,000 award for the entire year of training and counseling or just to cover expenses related to the training?

A3:

The \$50,000 is intended to cover staffing costs associated with on-site coordination. No training or counseling is a service being requested.

Q4:

Should we send a monthly invoice or is it an automatic award?

A4:

This is not an automatic award and will require an invoice prepared as agreed upon in the resulting contract.

Q5:

Should the training be in segments at the locations during the year?

A5:

This request for proposal does not include training services.

Q6:

Is it only required when you have an individual who is in need of the service?

A6:

This request for proposal does not include training services.

Q7:

Should we have a staff member on site Mon-Fri? Is there a schedule?

A7:

Proposers must provide detail on plans regarding staffing to fulfill the roles and responsibilities of the One-Stop Operator.

Q8:

Can those in need of employment be referred to our open job orders for employment opportunities or must we only refer them to assignments given by WIOA?

A8:

Individuals seeking employment are referred to job orders in the Maryland Workforce Exchange database. Any employer may submit a job order to be placed in the database, however, this request for proposal is not for the provision of career services but is intended for the role of the one-stop operator.

Q9:

Is there a preferred budget format required for submission?

A9:

No.

Q10:

Is the vision of the Board that the successful bidder have staff stationed at the one or both of the comprehensive centers? If so, what is the space rental cost?

A10:

The Board is looking to the proposer to provide its plan for staffing and office hours within its proposal. Use of Center space will be provided by the City WIOA funds.

Q11:

Is the MOED providing computer hardware and internet access for One Stop Operator staff stationed at the Comprehensive Centers?

A11:

Internet access is available at each Center. Computer hardware is the responsibility of individual partner agencies with the exception of the computer hardware available in the resource rooms and registration areas. It is the responsibility of the proposer to include any dedicated computer for one-stop operator staff in their proposal.

Q12:

The RFP references reporting several times. Is the Board's vision that the One-Stop Operator submits performance data (actual vs. planned) in addition to reports submitted by Core Program and Required Partners or is the One Stop Operator to be the sole reporting entity?

A12:

The Board envisions the One-Stop Operator collecting performance data from the Core Program Partners regarding common measures. Tracking information such as referrals to Required Partners will be negotiated in the Memorandum of Understanding.

Q13:

Page 7 it states that the Operator will be responsible for "Managing hours of operation at the comprehensive Centers". Can you describe the board's vision for this activity? Is the expectation that the operator gathers pertinent information and then recommends amend hours along with other system improvements to meet the community's needs, publicize such changes, or does the operator open and close the center each day?

A13:

The Baltimore Workforce Development Board provides policy on the hours of operation for each of its Centers. Any change in hours would need to be negotiated with partner agencies and a request for a policy change submitted to the Board. The request for proposal is referring to ensuring the Centers are open for business during the hours negotiated and key work stations covered by partner agencies such as the greeting area and the resource room.