

One-Stop Operator RFP Questions & Answers

1. **Can the duties of the Operator be performed virtually? Or is it expected that the Operator be on site 10-15 hours a week?**

While many activities within our local area shifted to virtual platforms due to the Covid pandemic, we are hopeful that in-person events will be possible in the near future. While we have certainly proved that conducting business in a virtual manner is doable, we still prefer face-to-face contact with our partners, as we feel it is a more effective way to build and sustain our partnerships. With that being said, this does not necessarily preclude the One-Stop Operator conducting virtual meetings with partners sitting in the same room and the OSO being virtual.

In addition, it is important to note that we do not anticipate the OSO needing to put in 10-15 hours every week. This is more of an average and estimate over the course of the year. It may be that 30 hours are needed during one week and just 5 another week and maybe none on yet another given week.

2. **With regards to “Establish and maintain key relationships with workforce partners”, can this be accomplished through quarterly Partners and Business Services meetings (i.e. 8 meetings throughout the year), as well as with 1-2 cross-training events for staff?**

Yes, we do believe that quarterly partner meetings will be adequate to maintain key relationships with our partners.

3. **Can “Plan and ensure cross training of staff for core and required partner programs, on a variety of topics as identified by partners, develop and distribute desk aids/asset map and update as necessary, maintain master staff contact lists” be performed virtually through a video/webinar system?**

We have certainly learned over this past year that utilizing virtual technology can be very beneficial in the operations of our WIOA programs and activities. It would be very plausible and acceptable to conduct cross training and other related activities virtually. We have definitely experienced higher levels of participation for virtual events than when they were held in person.

4. **Regarding “Create Quarterly newsletter for distribution to partners, including collection of relevant information, development of the newsletter, maintenance of the recipient list and distribution”, is this effort strictly for staff consumption? Will this newsletter be distributed to the public?**

At this time, we envision this being for partner staff consumption, but are always open to further possibilities. The main idea behind this thought process was to keep partners abreast of activities and events going on within the community, as well as increasing touchpoints to stay connected and involved with each other. There may be a better suggestion than a newsletter, but this was one thought that our leadership had to stay connected.

5. Do you have standing Partners and Business Services meetings already scheduled for 2021?

We currently do not have a date specifically set for a Partner meeting, however we do anticipate having one in April and possibly in July or August of 2021.

6. Regarding “must have been in business for at least two (2) years prior to the submission of the proposal”, will you accept being in business, and in good standing, for 1.9 years with the President of the business having served as a LWDB Director for ten years?

Although the requirement listed in the RFP is two years prior to the submission of the proposal, we do not want to limit competition. With that being said, we would be open to accepting a proposal from an organization that would meet the two-year prerequisite prior to the effective date of a contract (which would be July 1, 2021).

7. The package contains copies of Attachments A, B, C and D but makes reference to Attachments E (Org Chart) and F (Resumes). We do not see those attachments in the documents posted on your website. Were Attachments E and F meant to be included in the RFP or is the proposer expected to prepare these attachments and submit as E and F?

The attachments E and F referenced in our RFP packet should be prepared and submitted by the proposer.

8. The RFP does not specify a location.

Our local area comprises Plaquemines, St. Bernard and St. Tammany parishes. We do have Career Centers located in all three locations. We do anticipate having the One-Stop Operator assisting us in partnership development within the tri-parish area, but primarily in St. Tammany parish as this is where our Comprehensive Career Center is located. We expect that partner meetings could take place in multiple venues across the area and not just in one specific building necessarily and will definitely assist in getting the appropriate meeting space.

9. The budget sheet also does not have a section for building expenses.

Respondents are allowed to add other categories than those listed on the budget page and office space rental would be an allowable cost to include.

10. Will this opportunity be virtual or both in person/virtual?

Please refer to answer #1 above.

Melissa Kirsch 3/22/21

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