One-Stop Operator RFP
Bidders' Conference Summary
May 19, 2023, 11:00 a.m.

**Attendees**
Ro'lesha Coleman
Troy Reddick
Jerry Myers, IN THE DOOR
Roberta Hall, IN THE DOOR
Robert Gordon, IN THE DOOR

Alisa Jackson provided an overview of WorkSource Cobb/CobbWorks, a 22-year-old non-profit organization (going into its 23rd year of services) and the designated One-Stop organization for workforce services in Cobb. Its purpose is to educate, train, and get unemployed individuals back to work, earning a sustainable wage. WorkSource Cobb also connects employers with skilled labor to fill their employment needs. She explained that the Technical College Systems of Georgia Office of Workforce Development (TCSG-OWD) is the State administrative entity that governs workforce services and releases funds to the local workforce agencies. Cobb County Government is the recipient of workforce funds, and CobbWorks has a sub-recipient agreement with the County to administer the services to the community.

The role of the One-Stop Operator is to coordinate services between the One-Stop partners to ensure the best services are offered and available for the customers. Alisa explained that the One-Stop Operator services are bid out for new vendors every three years. The One-Stop Operator services are contracted for a one-year period, with the option to renew for two additional years.

Alisa shared that the selection process will include a team of evaluators reviewing and scoring all submissions to determine who will be awarded the contract. The RFP is due May 31st by 4:00 p.m. Alisa provided an overview of the scope of services and listed the primary functions of the One-Stop Operator. All submitters were encouraged to pay close attention to the proposal format, the rating scale, and the budget page. The request could be submitted for up to $125,000.00.

**Questions**

1. Is there any data for the previous year's results available?

   There is data available if needed. However, the focus of the response should be how you or your organization will provide the services listed. The data needed is to show your experience and how you will provide the service. If specific data is needed, I may be able to direct you to the right source.

2. Are any result-based findings available to leverage to complete the proposal?

   No result-based data is available. However, what specific data are you seeking? There are statewide data points on the TCSG site but nothing specific to CobbWorks. If you are referring to specific performance data for CobbWorks, there is data available to share.

3. Can a line item be added to the budget sheet?

   Yes, a line item can be added to the budget page. The budget can be provided in Excel format if needed. If anyone needs the Excel format budget page, please email Alisa at ajackson@cobbworks.org, and it will be provided.

4. Can you be contacted if there are questions that arise after the call?

   Yes, questions will be accepted until Wednesday, May 24th. The Q&A will be updated with any new questions received.

5. Regarding the firewall, what type of space is provided for the One-Stop Operator?

   The One-Stop Operator has a cubicle workspace in the One-Stop Center. The OSO is provided a desktop and Surface/laptop for offsite work. The firewall pertains to the protection of confidential information between partners' systems and CobbWorks systems. Several partners have their own systems for staff to utilize onsite in the One-Stop center. We must ensure there is no breach of customers' information.

6. Regarding the WIOA funding, the partner will have to have access to the WorkSource Georgia Portal. Will CobbWorks Team provide the training?

   Yes, CobbWorks will provide training for any systems needed. The One-Stop Operator contract is basic. The Operator is responsible for coordinating partner services. The agency that holds the contract will provide training for their team member placed as the Operator, and CobbWorks will provide training our its systems and services.

7. Who is responsible for uploading WIOA applications for customers?

   CobbWorks staff (Navigators) are responsible for assisting customers with uploading their WIOA application for submission.

8. After a customer completes the application and brings it to the front desk, does the staff take the information and upload the documents associated with the customer's profile?

   The customer uploads their documents themselves and the staff assist with the process if needed. The system is a regional process in that the customer accesses a single site for the application. On the site, there are tutorial videos to explain the process and what to expect. The site also provides a list of documents required for submission. The application process is virtual and online. Once the customer uploads their application, they contact a Navigator. The Navigator reviews the documents in the online system for completeness, and if complete, the application is forwarded to the eligibility stage.

9. Would the customer turn in the application to the office?

   The customer no longer submits applications in paper form.

10. When is the Operator connected with the client/customer?

    The Operator does not work directly with the client. The Operator may assist a customer in the Career Center with a computer issue or questions as needed. The current Operator facilitates a workshop for older workers, one way he connects with customers. However, he does not work directly with customers.

11. Does the Operator collect and report the data from the workshop?

    No, the workshop data is collected by CobbWorks staff and reported as part of our internal monthly reports.

12. Do resumes and job descriptions count towards the 20 pages of the proposal narrative specified on page 5 of the RFP? If not, should these be placed in a separate section of the proposal or remain in the main proposal narrative section?

    Yes, resumes and job descriptions count towards the 20-page narrative. The exempted documents are the RFP cover letter, audit/monitoring reports, references, and budget summary.