

Bidder's Conference Q & A One Stop Operator (WRCOGWIOA-OSO2021)

Questions Received Electronically by Deadline (April 16, 2021) to Submit Technical RFP Questions:

1. The documentation explanation on page 10 requires a bound copy of our audit and Item 1.e. on page 11 asks for hard copy letters. Are we supposed to deliver these hard copies separate from our electronic submission? Or is it acceptable to submit electronic copies of these with our electronic submission?

Yes. It is acceptable to submit electronic copies.

2. Are any signatures required as part of our submission?

A signature page will be required. It will be posted on www.waccamawworks.org as Addendum 1.

3. Who are the current providers/vendors of this contract?

Ross Innovative Employment Solutions.

4. What is the funding level for this contract?

Funding level is on Page 8 of the RFP under the section *PY 2021 One Stop Operator Budget*. Funding level ranges from \$275,000 - \$300,000. This includes 1 One Stop Operator and 3 Greeters for each of the 3 centers.

Questions Received from Mandatory Bidder's Conference (April 20, 2021)

1. What is the current staff structure?

There is 1 Operator who supervises 3 greeters at the 3 centers. These positions are hired by the Contractor and the salaries are included in the budget.

2. Who are the landlords for the centers?

The facilities for the comprehensive center and one satellite center are owned by the SC Department of Employment and Workforce. The second satellite center is leased by WRCOG. All costs are shared by partners.

3. How are equipment and supplies handled?

Equipment to include computers, printers, etc. are owned or leased by WRCOG. Maintenance on this equipment is handled by WRCOG through the IT provider. All of the shared computers and equipment in the resource and training rooms are cost-shared by the partners.

Operating supplies for the centers, such as paper towels, etc. are provided by WRCOG. However, the One-Stop Operator is allowed to budget, at their discretion, any additional supplies that may be needed by their staff.

4. Is there a website that includes any further documents that may be needed for the RFP?

Yes. www.waccamawworks.org provides access to documents such as the Local and Regional Plan as well as the Memorandum of Understanding.

5. Is there a formal staff development plan as indicated on page 7 of the RFP?

No. It is the responsibility of the Operator to ensure that all center partners receive the necessary training, information sharing, referrals processes, etc. that partners are comfortable with. This requires communication among all partners.

6. What does security look like in the centers?

There are security guards in each of the centers. The security company has been procured by WRCOG. The Operator is the liaison to the security guards, for example – communicating building closures or handling concerns/complaints.

The security guard positions are cost shared with the partners.

7. What is the UI status in the centers? Is there in-person activity?

Yes. The centers are open and approximately 90% of the customer traffic is UI related. The work search requirement has been re-instated so many people are coming to the centers to seek assistance.

Also, in an effort to decrease UI fraud, the South Carolina Department of Employment and Workforce has partnered with ID.me to help verify identities for Unemployment Insurance (UI) and Pandemic Unemployment Insurance (PUA) benefits. This has increased the number of claimants coming to the centers for assistance with this process.