

## One Stop Operations RFP Submitted Questions & Answers

**\*\*this listing will continue to be updated daily until the closure of the RFP\*\***

- Coordinate and facilitate quarterly meetings of One Stop partner management, which includes all partners included on the system wide Memorandum of Understanding (MOU).
  - Can these meetings be virtual via Google Meets? Is there a requirement to hold one or more of these meetings in person?  
**Answer: The MOU negotiation meetings can be held virtually. There is no expectation that these be held in person**
  
- Facilitate at least one (1) annual meeting to discuss Infrastructure Funding Agreements for each of the three Virginia Career Works Centers, in coordination with CRWDB staff.
  - Is this three meetings in total or are most/all of the partners at each of the centers so that in one meeting we can go through each MOU/IFA?  
**Answer: The notation of 3 Centers in our RFP is an error. At this time, our region currently has only 2 Centers. The IFA meeting can be held virtually to ensure all partners can participate together.**
  
- Create monthly reports to workforce system partners and the CRWDB on Virginia Career Works Center demographics, customer satisfaction, business satisfaction, referrals, etc. as requested by the CRWDB
  - Do you capture this data already and just need to put it into a report or do you need the OSO to come up with the systems to capture data, work with staff to implement them, and then turn the data into a report?  
**Answer: We currently track Center(s) traffic with basic demographic information, customer & business satisfaction through surveys and have an online referral system in place as well. This data will simply need to be compiled in a palatable/presentable way. The Board is hopeful that continuous improvement of how to gather and use this information will be an undertaking by One Stop Operations.**
  
- Conduct four (4) workforce system staff training sessions on topics such as customer service, problem solving, diversity and equity in service delivery, accessibility, etc. or any other topics identified by workforce system partners or CRWDB staff.
  - Is there a budget for securing knowledge experts? For example, is there funding to pay for a DEI expert to present?
  - Can these meetings be virtual via Google Meets? Is there a requirement to hold one or more of these meetings in person?  
**Answer: We do have funds that can be used toward experts for training, however we try to utilize our partner relationships as much as possible to help with this as well.**  
**At least one of these meetings per year should be in person for relationship building between the One Stop Operator and the partners.**
  
- Will a budget format be available in excel?  
**Answer: Bidders are free to develop an excel budget with the guidance given in the RFP.**
  
- If bidding on AD,DW and Youth Services as well, can the OSO Operator position be shared between both programs?  
**Answer: The One Stop Operation services currently listed for RFP are separate completely from any other RFPs currently released.**
  
- Are there any shared costs to be included in this budget? If so, what are they?  
**There are no shared costs for the scope of work described in the RFP.**