

One Stop Operator FAQ- updated 1/21/2021

1. Who is the current provider of services and how long have they been providing services?
Answer: The current provider is a consortium of Rock Valley College, Goodwill Industries of Northern Illinois and The Illinois Department of Employment Security (IDES). They began work as the provider on July 1, 2017.
2. Could you provide the current program performance?
Answer: The current provider has met or exceeded all program performance measures for the last two program years.
3. What has been the year to date customer service levels between Adult and Dislocated Workers?
Answer:
 - **In program year 2018 there were 327 new participants served and 191 carried over from the previous for the adult program**
 - **In program year 2018 there were 103 new participants served and 46 carried over from the previous year for the dislocated worker program**
 - **In program year 2019, there were 142 new participants served and 247 carry over for the adult program**
 - **In program year 2019 there were 105 new and 80 carried over from the previous year for the dislocated worker program.**
4. Will you provide current staffing by job titles and salary ranges (for each center)?
Answer: Each bidder should develop their own individual staffing model based on the services they intend on offering at each location. Salary ranges should be based on similar positions the bidder currently has within their organization.
5. Do we need to budget for facilities costs at the One-Stop Job Center? If so, is there an estimate of operational costs and what expenses are included?
Answer: Please refer to page 8, "One Stop Operator Services" and Page 20 "Program Year Budget."
6. Are working computers/phones available for use? If not, please provide estimated budgeted amount.
Answer: The staff in the resource center will be provided with phones and computers. Staff who are assigned to the adult and dislocated worker programs will need to be provided phones and computers by the successful bidder.
7. How many Adult and Dislocated Workers participated in Work Experience, Classroom Training, and OJT for the contract year?
Answer: This will vary from year to year based on the provider's program model
8. What were the supportive services costs for the program year?
Answer: This should be budgeted for based on the bidder's program model.
9. How much was spent on OJT last year?
Answer: This should be budgeted for based on the bidder's program model
10. Please provide details on the current staffing by location – Rockford, Belvidere, and Freeport.
Answer: This should be budgeted for based on the bidder's program model.

11. What is the current size and structure of the staff?
Answer: This should be budgeted for based on the bidder's program model.
12. The RFP contains a few references to "original proposal" – given the email submission modality, please advise if any elements need to be carved out and submitted as standalone files (e.g., financial audit referenced on RFP page 13).
Answer: The budget and financial audit need to be submitted as separate documents.
13. RFP page 4, is there a file size limit for email submission files?
Answer: Based on the guidance provided by Office 365, files can be no larger than 150 MB.
14. Please confirm question prompts are not subject to the font and spacing requirements on RFP page 14.
Answer: The question prompts are not required with the proposal submission.
15. Please confirm question prompts can be truncated or removed.
Answer: See the answer to question 14.
16. Please advise whether or not the Proposal Technical Review Checklist should be returned with proposal submissions.
Answer: The proposal technical review checklist should not be returned with the proposal submission
17. Can an operator provide both OSO and Title 1B services?
Answer: Yes, the RFP is for both career/OSO and Title 1B services
18. What are the separate budget amounts for 1A and 1 D services for Title 1B career services and 1-B training?
Answer: The amount available in the 1B career services funding stream is approximately \$690,000 for adults and approximately \$460,000 for dislocated workers. The amount available in the 1B training funding stream is approximately \$1,110,000 for adults and approximately \$740,000 for dislocated workers.
19. For career services, what is the percent of funds that need to be spent on training?
Answer: There is no specific amount that needs to be spent on training in the career services area but there must be enough money allocated to work experience and supportive services to fulfill program objectives.
20. Is there a deadline for asking questions?
Answer: The deadline for submitting questions is 4 PM on February 19th. All questions submitted by this date and time will be answered and posted on this document