

Three Rivers Workforce Development Board

One Stop Operator Question Request for Proposal (RFP) Responses

1. Are there staffing needs for Customer Service level staff or just for the Manager to oversee the system?
 - Staffing needs are for the management of the One Stop office(s), and the stated roles and requirements One Stop system as outlined in the RFP.
2. Will the Operator be responsible for the MOU and Resource Sharing Agreement process?
 - The Operator will be responsible for participation and cost sharing requirements outlined in the WIOA final rules, this RFP, and applicable state or local board policies.
3. How many State Merit staff are in each location? (i.e. Wagner Peyser, TAA, etc.)
 - There is a Career Facilitator and Resource Specialist assigned to each One Stop.
4. What partners are actively offering services within the One Stop Centers?
 - WIOA and DOL. Other partners are currently negotiating a new MOU.
5. Section 7 performance standards – what are examples of the marketing events are referenced in this section?
 - Examples are activities related to increasing awareness of the One Stops, general information on services, and how to access the services.
6. What are the limitations if any surrounding the program as far as logos and branding?
 - The Operator must use the TRWDB supplied branding logos, branded WorkSource Three Rivers, on routine correspondence, presentations, etc.
7. Does the TRWDB maintain their own social media pages or will a social media marketing plan be developed and implemented by the provider? Who will manage social media?
 - The TRWDB owns all rights to its brand, including social media, and would establish roles and responsibilities for social media development and usage with the Operator.
8. Who is providing business services?
 - The Three Rivers Workforce Development Board will provide business services, and the Operator will simply provide relevant referrals and service coordination.

General IT Questions

1. If applicable, please identify any data systems required to be utilized and if they are web-based applications.

Georgia Work Ready Systems

2. For all applicable web-based data systems please identify any web-browser requirements and limitations (IE, Chrome, Firefox, etc.).

The recommended browser for Georgia Work Ready System is Chrome, but FireFox is also supported.

3. Will any required technology assets be provided as part of this contract and if so then please stipulate any cost limitations or requirements for the assets?

No requirements at this time.

4. Are there any special technology needs required to support this contract?

No requirements at this time.

5. If physical facilities are provided as part of the contract award, please identify any existing technology infrastructure that is in place and will be required to be utilized.

No requirements at this time

6. Are there any special software solutions/packages, including mobile applications, that are required to be utilized in support of this contract? If so, please identify them.

Microsoft Office Suite

7. Identify any applicable technology related compliance requirements (PCI, HIPPA, PHI, etc.).

Individuals that require access to Georgia Work Ready Systems will have to submit a portal request form provided by Three Rivers Regional Commission. All employees must be full-time; no temporary employee will be granted access.