

## One-Stop Operator Q & A

1. **Q:** What's a One-Stop?

**A:** The physical location where customers can access employment and training services. The centers were re-branded in 2014 to America's Job Center of California (AJCC).

2. **Q:** It sounds like you're looking for a consultant. Why call it a One-Stop Operator if the person who responds to the RFQ doesn't actually "operate" a one-stop?

**A:** We agree – the label is extremely confusing. The One-Stop Operator doesn't actually "operate" the physical career center. Instead, consider the One-Stop Operator a Project Manager or Project Coordinator.

3. **Q:** What does the One-Stop Operator actually do?

**A:** An effective OSO will convene various stakeholders and facilitate meaningful conversations about how those stakeholders can work together to meet common goals and serve shared customers. Ultimately, we're trying to improve the delivery of services.

4. **Q:** That's it? The OSO is a meeting facilitator?

**A:** It's slightly more involved than planning a few meetings. Let me walk through the list of proposed services and translate the fluff language into something useful.

- Identify the required one-stop partners ([list attached](#))
- Connect with the local decision-makers at these organizations ([contact information attached](#))
- Build a working relationship with these individuals
  - Learn about their services
  - Learn about their customers
  - Discover their current and future needs
  - Gather intel
- Review the signed Memorandums of Understanding between the Workforce Board and the Partner
  - What did each party agree to?
  - Is everyone holding up their end of the bargain?
  - When it's time to renew the MOU, how can we make it better and more meaningful?
- Review the Cost Sharing Agreements between the Partners
  - What did each party agree to?
  - Is everyone holding up their end of the bargain?
  - If not, offer possible solutions
- Read and understand [WSD16-20](#) including [Attachment 2](#)
  - OSO will complete and submit the required forms to "certify" the one-stop
  - OSO will make recommendations for process improvement
- Facilitate quarterly meetings with the required partners

- Attend Workforce Board meetings
  - Provide meeting summaries, status updates, promising practices, and other relevant information
- Connect with the Capital Region's Regional Organizer
  - Collaborate and coordinate activities
- Make recommendations for staff development and capacity building
  - Determine the training needs of staff and partners
  - Assist with identifying and planning training activities
  - Help various stakeholders make new connections
  - Establish plans for continuous improvement

Updated 6/11/20

5. **Q:** What is the revised due date for questions?

**A:** The revised due date for questions is June 18, 2020 5:00 pm (refer to [RFQ revision 2](#))

Updated 6/12/20

6. **Q:** I am writing to check on the level of effort or budget range associated with your currently posted RFP for a One Stop Operator. Does the board plan to allocate roughly the same amount as last year?

**A:** I am unable to provide a budget range as this is a Request for Quote (RFQ) vs a Request for Proposal (RFP). Our intent for using the RFQ method was for the vendor to propose the cost for providing said services. The board will allocate funds accordingly based upon the accepted proposal.

Updated 6/19/20

7. **Q:** Can the historic references and job experience of an employee serve as corporate reference if the work was done prior to being employed at [REDACTED] or performed during employment with [REDACTED], though performed as an independent agent?

**A:** Yes.

8. **Q:** What is the duration of the contract?

**A:** Initial contract is for 9-12 months, with the option to extend 3 additional years based on performance and board direction.

9. To help us best estimate time allocation and our costs, can you please estimate volume and frequency of the following?

**Q:** MOU & CSA contracts.

**A:** MOUs must be revisited every three years. Cost Sharing Agreements should be reviewed annually.

[https://edd.ca.gov/Jobs\\_and\\_Training/pubs/wsd18-12.pdf](https://edd.ca.gov/Jobs_and_Training/pubs/wsd18-12.pdf)

**Q:** One Stop Certifications - There is one comprehensive AJCC ion the Golden Sierra Region. It was last certified in 2018. It will need to complete the certification process again by June 30, 2021.

**A:** [https://edd.ca.gov/Jobs\\_and\\_Training/pubs/wsd18-11.pdf](https://edd.ca.gov/Jobs_and_Training/pubs/wsd18-11.pdf)

- Q:** Workforce and partner staff development activities.
- A:** This will be determined based on discussions with partners and the need for system integration.
- Q:** Capital Region Regional Plan implementation activities estimated monthly hours.
- A:** This will vary month to month. Currently, there is one monthly Director's meeting, and Workforce Board meetings every other month.
- 10. Q:** Can you direct us to the location, or provide a copy, of the Capital Region Regional plan?
- A:** <https://goldensierra.com/wioa-regional-plan-2-year-modification/>
- 11. Q:** Who is the current "Capital Region's Regional Organizer"?
- A:** Valley Vision
- 12. Q:** For supporting the Capital Region Plan, "Support implementation" is very broad. Can you be more specific about activities you envision including and the level of support required?
- A:** The OSO should be familiar with the goals of the regional plan and work to align the local efforts with the local and regional plan outcomes. This may require coordination with Valley Vision and the regional Director group, communication of events and initiatives with the local partners. The efforts of the local OSO will be focused on local systems building in support of the industries identified in the regional plan.
- 13. Q:** How are outcomes measured, and are outcome reports available for our review?
- A:** An evaluation will be conducted no less than annually by the workforce board, or the executive committee on the Board's behalf. The tools and mechanism for this evaluation will be established by the workforce board, and finalized during the contract negotiation process