

**Workforce Innovation and Opportunity Act
Request for Proposals for One-Stop Operator for Illinois Local Workforce Investment Area 24
Mid-America Workforce Investment Board
Release Date: June 24, 2022
<https://mawib.org/home/mawib/rfps/>
Proposals Due: 4:00 pm CST, August 1, 2022**

QUESTION AND ANSWER – Responses to Questions Received through July 20, 2022

- Question:* Will the MAWIB require OSO staff to be present on-site at the AJC? If so, how often?

Answer: An on-site presence by the Operator is expected but given the budget size, there is not an expectation for full-time on-site presence. In the past, the Operator has provided on-site as well as virtual activity. LWIA 24 partners will welcome proposals that provide sufficient on-site presence to fully deliver required activities as outlined in the RFP.
- Question:* Is the total contract budget negotiable? Could we propose a larger budget to cover a more robust project approach?

Answer: The budget amount listed in the RFP is the current amount obligated by the MAWIB for the Operator contract. In order to evaluate proposals that are substantially at the same scale, respondents should propose a solution that fits within that budget amount.
- Question:* Are there existing procedures for customer referrals, customer satisfaction feedback, and facility/calendar management, or would all of those procedures need to be developed and implemented from scratch?

Answer: There are some procedures in place, including a referral procedure. There is not a formal customer satisfaction policy or procedure. There is not a written policy and procedure manual. The facility/calendar is managed by the Illinois Department of Employment Security facility Manager as they are the leaseholder for the One-Stop facility. LWIA 24 welcomes respondents that bring new solutions but will provide a new Operator with a complete set of current procedures and materials and partners work together with the Operator to continually develop and improve procedures.
- Question:* Can you clarify what you mean by, "Provide a proposed organizational chart for the One-Stop Operator in the context of the wider WIOA American Job Center system"?

Answer: Respondents should provide a chart showing the way their organization would interact with a local One Stop system. This should include all staff of the respondent that would serve in Operator functions, lines of responsibility and ways they would expect to interact with staff of the Board, Title I service provider and other on-site partners. Information on the LWIA 24 WIOA system including Local Plan and One Stop MOU can be found at the State of Illinois' WIOA Regional Planning site at <https://www.illinoisworknet.com/WIOA/RegPlanning>