

## One-Stop Operator RFP Q&A

Question 1 – Are we able to provide links to our State Human Resources Links as before? For example, our Agency Grievance Procedures and Worker’s Compensation?

Answer – Yes, you can.

Question 2 - On page 21, second bullet - Goals/Objectives/Performance Outcomes – Describe your recruitment process for selected target groups to be served (such as, but not limited to, employers and job seekers). At a minimum, this should include the ranges of the numbers to be served based on selected target customer groups and projected levels of performance for each group. Each goal should be quantifiable and should be based on reports LMI available in the region, citing sources. – Please clarify

Answer - Identify target groups in the area that you will assist and set a target number to serve in each group. Need to be able to track progress.

Question 3- Is there a budget sheet that the WPCOG would like for proposers to use for budget submission?

Answer - It is being sent to all proposers.

Question 4- Regarding the electronic submission format being a WORD, the documents that need to be completed and signed and organizational policies must be scanned as a PDF. Can you provide some technical assistance or suggestions regarding submitting the full proposal as WORD document?

Answer - Please send the main document in WORD. Any documents requiring signatures may be submitted as PDF documents.

Question 5- The Certification Regarding Drug-Free Workplace Requirements document lists “Places of Performance” is this refers to the actual NCWorks Centers under the WPCOG and “Places” where other NCWorks services maybe provided? I just want to make sure I’m clear in my understanding.

Answer - Yes, this would be the NCWorks Career Centers where staff be working.

Question 6- One last question. Can you provide the number of jobseekers and businesses served last program year and those numbers through 3/31/24 of this program year?

Answer: Total Jobseeker traffic across all Western Piedmont area in PY22 was 5, 057.  
Total Businesses served in PY22 was 2,144.

The most recent report information that we have pulled is through February for PY23, please see below:

Jobseekers traffic: 4,202  
Businesses served: 1,622

Question 7 – Is it possible to get a Word copy?

Answer – Yes, please reach out to me if you don't have access to a program to make changes to Adobe.