

1	<p>Q: Are we to assume that the one-stop center located on Glenwood Avenue will continue to be used by the one-stop operator? A: Yes, we anticipate the Center will remain at its current location.</p>
2	<p>Q: Has the Board set aside funding related to facility costs for the one-stop center – i.e. rent, utilities, janitorial, maintenance and repair, etc.? Are any of these costs expected to be covered by the funds awarded to the one-stop operator? If so, please detail. A: Facility costs are a part of the Center’s infrastructure costs and are therefore shared by the WIOA partners. These costs are not a part of the One-Stop Operator’s budget.</p>
3	<p>Q: Who is responsible for the upkeep/maintenance (including insurance) of the mobile unit – Board or one-stop operator? If it is the one-stop operator, can you provide historical cost information? A: The MWC is part of our Workforce Services Division and not part of the One-Stop Operator’s responsibilities.</p>
4	<p>Q: Can you provide historical cost information related to fuel for the mobile unit? A: The MWC is part of our Workforce Services Division and not part of the One-Stop Operator’s responsibilities.</p>
5	<p>Q: What level of funding has the Board held back for costs related to participant training (occupational training) and supportive services? How will these funds be handled between the Board and the one-stop operator? A: WIOA Services, including participant training and supportive services are a part of our Workforce Services Division and not part of the One-Stop Operator’s responsibilities. These costs are not a part of the One-Stop Operator’s budget.</p>
6	<p>A: Who holds the title for all property (furniture and equipment) in the one-stop center? B: Workforce Services Division of Will County holds title for all property at the One-Stop Center.</p>
7	<p>Q: Are computers (in the resource room and those used by staff) on a replacement schedule? Who is responsible for replacing or upgrading such equipment – Board or one-stop operator? A: Computers and equipment costs are part of the Center’s infrastructure costs and are therefore shared by the WIOA partners. These costs are not a part of the One-Stop Operator’s budget</p>
8	<p>Q: What technology enhancements (e.g. adaptive equipment for disabled customers) are currently available at the center? Is the one-stop center compliant with requirements related to access by customers with disabilities? A: Auxiliary Aids are available to qualified individuals with disabilities who seek to participate or benefit from services, programs, or activities of the Workforce Center of Will County. Those aids include: Trackball Mouse, Large Print/Braille Keyboard, Large Monitor, Screen Magnifier Software (Narrator), Headphones, Enlarged Keyboard, Assistive Listening System, Scanning/Reading Software, Scanner w/ ADF, Braille Printer and Narrator (voice recognition) LCD Screen Magnifier. The Center is ADA compliant.</p>
9	<p>Q: What management information system(s) does the Board and the one-stop operator currently use for data collection and reporting? Are they meeting the needs of the Board? A: G*Stars is currently used as our Center’s tracking system. It is meeting our current needs.</p>

10 Q: Will the one-stop operator be responsible for all performance outcomes – including partners – or just those related to WIOA Adult/Dislocated Worker?
 A: The One-Stop Operator will be responsible for developing and implementing a system to gather, analyze, and report performance of core partners, center processes, and system services.

11 Q: Can you provide an organizational chart for the one-stop center, including all partner staff?
 A: The current One-Stop Center Organizational Chart is:

Workforce Center of Will County
Functional Organizational Chart

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graph TD
    A["One-Stop Operator  
Workforce Services  
Division of Will County"]
    B["WSD Information Services Specialist"]
    C["WSD Career Services Staff  
(Adult/Dislocated Worker/Youth)"]
    D["WSD Business Services Staff  
(including OJT)"]
    E["WSD Administrative Spec./Fiscal Officer/EO-Monitor"]
    F["WCWC Resource Room Staff  
(WSD and JJC Workforce Development)"]
    G["IDES Wagner Peyser and Disabled Veterans Outreach Program Staff**"]
    H["Joliet Junior College DAEL and Workforce Development Staff**"]
    I["IDHS - Division of Rehabilitation Services Staff**"]

    A --- B
    A --- C
    A --- D
    A --- E
    A --- F
    A --- G
    A --- H
    A --- I
  
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** Functional reporting to OSO – supervisory reporting to Partner staff supervisor.
 Revised 03/2017

12 Q: Can you provide salary information for current one-stop operator staff?
 A: The current One-Stop Operator budgeted \$328,251 for salaries.

13	<p>Q: Who is the current one-stop operator and how long have they been in place?</p> <p>A: Workforce Services Division of Will County is the current One-Stop Operator since PY15.</p>
14	<p>Q: Will the one-stop operator be given full access to state and local data systems and job boards?</p> <p>A: The One-Stop Operator receives the same access to state and local data systems and job boards that we currently have with those agencies.</p>
15	<p>Q: Does the Board or the current one-stop operator have policies and procedures in place that are in compliance with WIOA requirements or will the new one-stop operator need to develop them?</p> <p>A: All policies and procedures are current and compliant.</p>
16	<p>Q: Do all of the required partners under WIOA have staff, either full-time or on an itinerant basis, in the one stop-center? Are they “integrated” or simply co-located? Which required partners, if any, are not currently located in the one-stop center?</p> <p>A: All required partners have staff at the Center at some level and are integrated into the services provided.</p>
17	<p>Q: Would you consider the system to be fully or partially integrated?</p> <p>A: As there is no single reporting system yet, the system is considered partially integrated.</p>
18	<p>Q: Does the Board have an MOU in place with the required partners that specifies responsibilities and addresses shared costs? Can a copy be made available?</p> <p>A: Our current MOU is available at http://www.illinoisworknet.com/WIOAPlans</p>
19	<p>Q: Can you provide any historical data related to the number of customers enrolled in WIOA (Adult and Dislocated Worker), number enrolled in occupational training, number enrolled in OJT?</p> <p>A: Our latest Services Analysis Report summarizing of activities and services of the Workforce Investment Board and the Workforce Center of Will County is available at http://www.willcountyworkforceboard.com/</p>
20	<p>Q: What is the current average case load for one-stop operator staff at the center?</p> <p>A: The One-Stop Operator does not have a current case load.</p>
21	<p>Q: Who has primary responsibility for marketing of the one-stop system – Board or one-stop operator?</p> <p>A: The One-Stop Operator is primarily responsible for marketing the Center and the system.</p>
22	<p>Q: Can an eligible entity bid on any or all of the currently available RFPs?</p> <p>A: Any eligible entity is able to bid on any and all RFPs open.</p>
23	<p>Q: What level of support will the one-stop operator received from the Board?</p> <p>A: The Board is extremely involved and offers any assistance the One-Stop Operator may need.</p>

24	<p>Q: The RFP didn't indicate a requirement for a transition plan between the current one-stop operator and a new one (if one is selected). Should this be included in the response to the RFP?</p> <p>A: A transition plan should be included in the RFP response.</p>
25	<p>Q: The RFP did not delineate the full range of WIOA services to be provided by the one-stop operator. Can we assume that they include, but are not limited to: outreach/recruitment, eligibility determination, assessment, development of individual employment plans, career counseling, case management, access to supportive services or referrals to community resources, suitability determination for training, etc.</p> <p>A: The WIOA services mentioned above are part of our One-Stop Partners' responsibilities and are delivered by the partners. However, the One-Stop Operator will be responsible for the on-going functioning of the system including access to career services, training services, employment and training activities; access to programs and activities carried out by all WIOA one-stop partners; access to local labor market data and information; and job search, placement, recruitment and employment activities. As well as all requirements outlined in the One-Stop Operator Request for Proposal and should be a part of the proposal.</p>
26	<p>Q: Can you provide a list of the Board's targeted occupations used for training and a list of currently approved training providers?</p> <p>A: A list of our Demand Occupations is available at: http://www.jobs4people.org/media/1384/demand-occupations-2018-2019.pdf</p> <p>A list of approved training providers is available at: https://www.illinoisworknet.com/Training/Pages/WIOATrainingProgramSearch.aspx</p>
27	<p>Q: Please share the current One Stop Operator staffing plan, including titles and status (i.e. exempt, non-exempt, full-time, part-time. etc.).</p> <p>A: The current staffing plan as outlined by our current One-Stop Operator is: Administrative Manager – 50% of one FTE, Information Services Specialist – 50% of one FTE, Resource Room Assistants (2) - Full Time, EO Monitor – 25% of one FTE and Fiscal Officer – 25% of one FTE.</p>
28	<p>Q: The RFP indicates that the one-stop operator should identify a location for the one-stop, however, there is an existing one-stop at 2400 Glenwood Avenue in Joliet. Please clarify the requirement in the RFP about identifying a one-stop. Will the one-stop operator be required to identify a new one-stop location? Will the existing location at 2400 Glenwood Avenue continue to operate as the one-stop?</p> <p>A: We anticipate the Center will remain at its current location.</p>
29	<p>Q: Should rent and other occupancy expenses for the existing or future one-stops, affiliate sites or access points be included in the budget? If so, please share the current rent and related occupancy costs for the one stop and other facilities.</p> <p>A: Facility costs are a part of the Center's infrastructure costs and are therefore shared by the WIOA partners. These costs are not a part of the One-Stop Operator's budget.</p>
30	<p>Q: Is there a limit for administrative overhead, either as a grand total or percentage? If so, please specify.</p> <p>A: There is no limit for administrative overhead.</p>
31	<p>Q: Who is the fiscal agent for Will County?</p> <p>A: The County of Will is the fiscal agent for LWIA 10.</p>
32	<p>Q: If the RFP is amended, how will those changes be communicated to prospective bidders?</p> <p>A: If the RFP were to be amended, the changes would be communicated in the same way in which the original RFP was communicated.</p>