



East Tennessee Human Resources Agency Response to Bidder's Questions

Updated One Stop Operator Questions – February 7, 2022

Adult and Dislocated Worker Service Provider

Q. On page 20 of the RFP it states, "The Scope of Work . . . should not exceed 25 pages." However, approximately 14 lines later it states, "Narrative Sections/Scope of Work (20 pages maximum)." Is the page limit 20 or 25?

A. The maximum number of pages for the Scope of Work is 25.

Q. On page 20 of the RFP, there are contradictory instructions about page limits for the Scope of Work. The first paragraph says the Scope of Work is limited to 25 pages, but the bulleted list beneath says Scope of Work is 20 pages maximum. What is the actual page limit for the Scope of Work?

A. The maximum number of pages for the Scope of Work is 25.

Q. What are the current wage rates for each position?

A. Wages for ~3 tenured career specialists approach \$30/hr. while newer hires earn in the range of \$15-\$21/hr. Projections should be based on a 40-hour work week. Successful bidders (contractors) are required to offer employment, for a period of 90 days, to all current staff who express an interest for continued employment. During this 90-day period, contractors will work with the Board to establish staffing levels and rates of pay. Contractors are expected to offer an hourly wage that supports self-sufficiency.

Q. Does every office need a physical presence or are virtual opportunities allowable?

A. The current service delivery area features 11 AJCs with street addresses and physically-located staff. Respondents are encouraged to suggest alternative scheduling models that 1) leverage mobile/shared staff at reduced hours across the 11 AJCs and/or AJC access points, 2) incorporate virtual delivery of services, and/or 3) present staffing models that promote staff cost savings.

Q. Is there equipment/desktop printers etc. available for a new contractor or do we need to budget for it?

A. The Board's administrative entity, the East TN Human Resource Agency, will provide at AJC sites the following Information Technology (IT) goods and services:

- public support (software, licenses, printers, tech support);
- hardware for public and staff desktops;



- hardware for a maximum of four (4) laptops: One Stop Operator (1) and Career Services Provider Managers (3)

Q. Does the respondent need to budget any rental costs?

A. No

Q. What is the required minimum amount for participant costs in the Adult and Dislocated Worker RFP?

A. The required minimum participant cost rate is 40% as set by the Tennessee State Workforce Board.

Q. What is the current staffing plan for each of the offices?

A. See the following staffing chart.

**ETLWDB
AJC Staffing
January 2022**

# Career Specialists Comprehensive AJC			
	County Location	Adult/DW	Youth
1	Blount	2	1
2	Hamblen	4	2
3	Knox	8	3
4	Sevier	2	1
# Career Specialists Affiliate AJC			
	County Location	Adult/DW	Youth
5	Anderson	2	1
6	Campbell	2	2
7	Claiborne	1	1
8	Loudon	1	1
9	Morgan	2	1
10	Roane	4	1
11	Scott	2	1
# of Career Services Managers			
		Adult/DW	Youth
		2	1
TOTALS		32	16



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One Stop Operator

Q. Who is the current vendor that provides One-Stop Operator services?

A. MidCumberland Human Resource Agency, Nashville, TN

Q. When is the next One-Stop Operator certification due?

A. 2024

Q. How is the current One-Stop Operator working with the East Tennessee Economic Development Agency?

A. No connection

Q. Do WIOA or One-Stop partner staff currently support the affiliate sites?

A. No, just the Comprehensive AJCs (4)

Youth Service Provider

No Questions Submitted