

One-Stop Operator Services RFP

Questions & Answers #1

Issued March 28, 2025

Question 1	Do you think the mobile career unit needs the Customer Service Coordinator from AZ@WORK City of Phoenix every day or could it be someone who is there most of the time but covers periodically for one of the other Customer Service Coordinators at one of the three One-Stops?
Answer	No, the Mobile Career Unit does not need the Customer Service Coordinator every day, but the Customer Service Coordinator is needed at every Mobile Career Unit event.
Question 2	Clarify the eligibility criteria “Three distinct programs or partners”
Answer	Three individual, different or collaborating programs or partners. Some examples include (and are not limited to) education partners, non-profits, businesses, associations, or civic groups for which potential proposers may have coordinated integrated workforce or employment services.
Question 3	The RFP states this is a cost-reimbursement agreement. Can you clarify if this is a cost plus fee and if so is it a fixed fee, incentive fee, or award fee?
Answer	The agreement resulting from this process will be a cost reimbursement that may include profit that is tied to performance.
Question 4	Who are the system partners?
Answer	Please see Section II (A) (1) (I) in the RFP for the System Partners.
Question 5	Are admin costs inclusive of ICR?
Answer	Assuming ICR means indirect cost rates, yes, the combined total of administrative and indirect costs cannot exceed 10% of the total direct services costs.
Question 6	Do we add to the budget to printing of the outreach materials or does the materials get provided?
Answer	The proposed budget should include costs associated with providing the scope of work including costs associated with outreach materials. Some outreach materials are provided by ARIZONA@WORK City of Phoenix direct service providers and are also currently provided by the One-Stop Operator.
Question 7	Is there a currently list of program services standards offered?
Answer	Please see Question 5.
Question 8	Is there is number of meetings and trainings required for system partners leaders and staff? Is there a minimum or as-needed?
Answer	No, there is not a number for required meetings and trainings. The meetings and trainings should be driven by completing the requested Scope of Work in Section II of the RFP.
Question 9	Number of average new participants at each center? Is there a minimum requirement or expectation of what we try to bring in?
Answer	No, the one-stop network including the System Partners all promote the job centers to enhance access to services and new participants by source promotion is not tracked.
Question 10	Does the email system, phone lines, and website expenses go in our budget?
Answer	No, these expenses are paid directly by the City.

Question 11	Is the current phone line system a hard phone system or is it a soft line system?
Answer	The current system is a hard line system.
Question 12	So to be clear, our federally negotiated indirect rate will be honored AND we are able to have 10% towards admin costs?
Answer	No, please see Question 6 and Section II (H) (2) (a) of the RFP.
Question 13	Do you have any examples of any previous hazards that were identified in the past?
Answer	Example 1: Equal Opportunity monitors identified that braille signage was too far from the door and a hazard. Example 2: A sign fell down from heavy wind.
Question 14	Does the job centers office coordinator lead work for the Board or will it be one of our staff members?
Answer	The Job Centers' office coordinator lead works for the State of Arizona and is not a part of the One-Stop Operator staff.
Question 15	How many current system partner programs are there?
Answer	Please see Question 5.
Question 16	When ensuring EEO and ADA compliance does this include the affiliate job centers?
Answer	Yes.
Question 17	How many current one-stop operators are currently staffed per location?
Answer	There is currently 1 One-Stop Operator providing the services outlined in the RFP with a staff of 2 at each location.
Question 18	What is the example of business services activities. Is it working and engaging employers?
Answer	An example is hosting a job fair, the One-Stop Operator will provide support to services provided by the ARIZONA@WORK City of Phoenix Network. No, the One-Stop Operator does not engage employers.
Question 19	Is the Mobile Career Unit ran by the One-Stop or do we have to book it to use it in an event? Will the City consider using the MCU for One-Stop?
Answer	No. The Mobile Career Unit is not available for bookings and may only be used by the City.
Question 20	What we really need to know is that if we include ICR, will that count against the 10% admin cap.
Answer	Yes.
Question 21	Is huddles and Gemba walks a system?
Answer	No.
Question 22	Is the Welcome Function responsibilities different then the orientations?
Answer	Yes. The responsibilities of the Welcome Function found in Section II (C) (2) (k) includes services provided at the front desk one-on-one with job seekers. The daily orientations outlined in Section II (C) (1) (a) (8) should be for groups interested in knowing what is offered.
Question 23	Can the orientation be a group setting?
Answer	Please see Question 23.
Question 24	Can you clarify or define, provide examples of what is and is not considered "admin".
Answer	Administrative costs includes anyone or thing not directly performing the One Stop Operator scope of work. Please reference Uniform Guidelines 2 CFR 200.

Question 25	Page 7 of the RFP states the Program Year is July 1-June 30 and the cover states the award recommendation to the Phoenix City Council is scheduled for October. Can you confirm the contract start date is July 1, 2026?
Answer	The contract will begin as soon as this RFP process has concluded with a negotiated and signed agreement after award by the Phoenix City Council.
Question 26	Can a list of bidder's conference attendees be provided?
Answer	Yes, a list of the Pre-Proposal Meeting attendees is available on the RFP Website.
Question 27	On page 19 of the RFP, proposals are limited to 50 pages, excluding Attachments A-E. Can you confirm the required documents (e.g., resumes) are also excluded from the 50 page limit?
Answer	No, the required documents like resumes are not excluded from the 50 page limit. Only Attachments A through E and the accompanying documentation are excluded.
Question 28	On page 19 of the RFP, it requires that "Attachments A-D should be scanned and submitted as an Adobe PDF file." Can you confirm Attachments A-D should be submitted as 1 document?
Answer	Attachments A-D may be scanned and submitted as one document or scanned and submitted as individual documents.
Question 29	On page 19 of the RFP, proposals are required to be written in 12-point Arial font. May tables, charts/graphs, and graphics be in a smaller font as long as legible?
Answer	Yes, but all narratives must be in 12 pt. Arial font.
Question 30	On page 19 of the RFP, proposals are required to be written in 12-point Arial font. May question prompts be in a smaller font as long as legible?
Answer	No, all narratives must be in 12 pt. Arial font.
Question 31	Alternatively, may question prompts may be truncated or removed?
Answer	Proposals must conform to the format outlined in Section III (B). The City recommends clearly identifying the items outlined in this section for the City to easily identify that all requested items have been included in the proposal.
Question 32	What is the file size limit of your email inbox? If our proposal response exceeds that limit, may we send multiple emails labeled file 1 of X, 2 of X, etc.?
Answer	The file size limit of the procurement.request.ced@phoenix.gov email inbox is 40 megabytes. Yes, if a proposal exceeds the limit, multiple emails with the suggested labels may be sent.