

Job Center Operator RFP Questions and Answers

Question: Will you accept a hybrid model of virtual and in-person for One Stop Operations?

Answer: Yes, we will accept a hybrid model, but CareerSource Gulf Coast's preference is in person only model for One Stop Operations.

Question: Who is the current One Stop Operator?

Answer: Gulf Coast State College

Question: Has CareerSource Gulf Coast been subject to any corrective action in the last 4 years?

Answer: Yes, CareerSource Gulf Coast has been subject to corrective action as a result of annual programmatic and fiscal monitoring from Florida Commerce.

Question: What is the total anticipated budget?

Answer: \$265,650 is the current One Stop Operator budget. CareerSource Gulf Coast anticipates cuts in the federal funding to impact the operating budget. Please note CareerSource Gulf Coast has imposed a reduction in force for the past two years.

Question: Could you please confirm the last date for questions and proposal due date, there is some conflicting information within the RFP?

Answer: Last Date for Questions: March 14, 2025, at 12 pm CST; Proposal Due Date: April 1st, 2025, at 12 pm CST

Question: For section H and I, should any additional information be included besides what is prescribed within the RFP?

Answer: Yes, you can include additional information.

Question: For sustainability purposes, could we submit this proposal via electronic email or upload?

Answer: No, the proposal must be submitted as described in the RFP. Two (2) original proposals, six (6) copies, and a jump drive on which the proposal has been saved (note what program it is saved in; e.g., Word '07) must be received into the CareerSource Gulf Coast administrative office by no later than the due date and time shown in the Procurement Timetable, Part II, of this RFP.

Clarification to Question regarding virtual/hybrid delivery of services:

Please see page 2 letter C of the Request For Proposal (RFP). It states : “The tasks listed below **are expected to be performed by the successful proposer at the Comprehensive Job Center**. Other arrangements will be made as needed at affiliate sites.”

- ◆ Provide outreach efforts and services to local employers;
- ◆ Continue to develop and enhance our workforce development system by focusing on a fully coordinated and integrated customer service strategy that is market driven and offers value-added services to our job seeker and employer customers;
- ◆ Provide the services described in this RFP using the current service delivery system in the existing CareerSource Gulf Coast Job Center location;
- ◆ Quickly adapt and conform to changes in policies, procedures, priorities, service delivery design, and customer needs as necessary;
- ◆ Establish and maintain a continuous improvement process that includes data collection, reporting, data analysis, and corrective action mechanisms to ensure that performance goals are achieved;
- ◆ Maintain a close working relationship with all mandatory partners and improve their involvement in, utilization of, and provision of resources to CareerSource Gulf Coast Job Center customers;
- ◆ Deliver services to individuals with limited English language skills, disabilities, or other significant barriers;
- ◆ Promote adoption of creative and innovative methods and best practices in the delivery of the required services;
- ◆ List all job openings within its organization with CareerSource Gulf Coast;
- ◆ Maintain referral agreements with all other CareerSource Gulf Coast funded service providers;
- ◆ The successful proposer will be housed in the CareerSource Gulf Coast Job Center located at 625 Highway 231, Panama City, Florida. The Job Center is a turn-key operation with lease, phone, IT backbone and custodial services paid for by CSGC Office space and staff in Franklin and Gulf Counties are funded by the Board through a variety of workforce and non-workforce dollars. It is expected that the Job

Center operator will support and coordinate with that staff to ensure that services are recorded properly in Employ Florida and provide training and technical assistance as needed. The One Stop Operator will be responsible for coordinating Job Fairs at affiliate sites and advising staff on special client requests.

A hybrid model must still comply with the language in the RFP for the proposal to be considered responsive.