

# One Stop Operator KS LAIV

## Posted 1/17/2024

### Pre-Proposal Questions Prior to Conference with Official Responses

- #1 Does the Workforce Alliance currently offer virtual job fairs and workshops? What platform is used?

*The State of Kansas has a virtual job fair platform Premier Virtual that is currently used for virtual job fairs.*

*Workshops are currently offered in-person and virtually using zoom. Workshops are also recorded and available via you tube.*

- #2 Does the Workforce Alliance Centers gather customer feedback data?

*Yes, the State of Kansas has a contract with Wichita State University to conduct customer surveys. Each location has an electronic survey tool that gathers customers input as they exit each facility.*

- #3 How does the One Stop Operator interact with the Director of Integrated Services, the Vice President of Operations and the training team?

*WA is currently restructuring the staffing model of the organization. The One Stop Operator's daily activities will be overseen by the Director of Training. The Vice President of Operations will oversee the One Stop Operator Procurement and contract compliance. The One Stop Operator will work with all teams and will have an expectation to interact with the training team to ensure customers are being served and referrals to other services are happening quick and seamlessly.*

### Pre-Proposal Questions During Conference with Official Responses

- #1 Are there any changes in the responsibilities of the OSO with the staffing changes at WA?

*There are no changes to the scope of services, the RFP remains the same. All the staffing changes are on the board side and will not impact the RFP.*

- #2 Is there any difference in scope of this RFP compared to the current contract?

*No, there are no significant changes to the scope in this RFP compared to the current contract.*

- #3 Who is the current OSO Contractor?

*Eckerd Connects*

- #4 When is the next one stop certification due?

*Comprehensive center is due for cortication in March 2024. Affiliate sites will be due in 2027.*