



Employ Prince George's Operations Division on behalf of the

Prince George's County Workforce Development Board

WIOA Title I American Job Centers One Stop Operator

QUESTIONS & RESPONSES

RFP No.: WDBRFP-003

Is there a specific budget template you would like us to use and upload for our proposal submission in response to #WDBRFP-003 for WIOA Title I American Job Centers One Stop Operator?

No. The Workforce Development Board has not prescribed a budget template for this solicitation. Bidders should submit a proposed budget and budget narrative that clearly identifies all proposed costs, explains the basis for each cost, and demonstrates how costs support the proposed scope of work. Please refer to the Cost Requirements section of the RFP.

Who is the current One-Stop Operator, and are they recompeting? What is the transition timeline if a new operator is selected?

To ensure a fair and equitable procurement process, the Workforce Development Board will not provide information regarding current or prospective applicants. Interested organizations should develop their proposals based upon the requirements and timelines outlined within the RFP. The anticipated contract start date is September 1, 2026.

How many partner agencies are currently co-located at each center, and which ones are the most active?

The American Job Center partner network includes required and additional workforce system partners operating in accordance with WIOA. There are eight partner agencies with physical office space at the Largo location and three at the National Harbor location. A number of external partners utilize the common area spaces. Prospective bidders are encouraged to review the scope of work and attend the site walk-throughs to better understand the service environment. The Workforce Development Board does not rank partner activity levels.

What does the current front desk staffing look like at each site — headcount and hours? Are there any gaps EPG wants the new operator to fill?

Bidders should propose a staffing model based upon the requirements outlined in the RFP. At a minimum, the selected operator must provide no fewer than two (2) front desk staff for the Largo American Job

Center and no fewer than one and one-half (1.5) front desk staff for the National Harbor American Job Center. Please refer to the Minimum Staffing section of the RFP.

Is there a site manager or dedicated program director currently on-site, or is this a remote management model?

The Workforce Development Board has not prescribed a specific management structure for this solicitation. Bidders are expected to propose a staffing model and management approach that effectively supports the requirements outlined in the RFP.

Of the 7 scope areas, which does EPG consider the highest priority or most in need of improvement?

All scope of work elements identified within the RFP are considered important and will be evaluated collectively. Applicants should address each scope area and demonstrate their ability to successfully perform all required responsibilities.

Are the current MOUs and RSAs with all required partners in place, or will the new operator need to renegotiate them from scratch?

The selected operator will be responsible for supporting the negotiation, execution, maintenance, and compliance of Memorandums of Understanding (MOUs) and Resource Sharing Agreements (RSAs) in accordance with the requirements outlined in the RFP. Please refer to Scope of Work Item 3.

What does the current AJC Asset Map look like — does one exist, and is it up to date?

The selected operator will be responsible for evaluating partner programs and services and creating and maintaining American Job Center Asset Maps as described within the Scope of Work. Applicants should propose an approach for fulfilling this requirement.

What did the previous operator budget for front desk staff salaries and benefits? Are prevailing wage rates or pay scales expected?

To ensure a fair and equitable procurement process, the Workforce Development Board will not disclose historical contractor cost information. Bidders are responsible for developing a reasonable and competitive budget that supports the staffing requirements outlined in the RFP and complies with all applicable laws and regulations.

What does the monthly report template look like — is there a format EPG requires?

A reporting template will be provided to the selected operator during contract implementation. At a minimum, the selected operator will be required to submit monthly reports documenting activities performed under the contract.

Are there specific performance metrics or participant outcomes tied to this contract, beyond what's stated in the RFP?

The Workforce Development Board expects the selected operator to successfully perform the responsibilities outlined within the Scope of Work and support the effective operation of the American Job Centers. Bidders should develop performance management strategies that align with the operational requirements identified in the RFP. Additional performance expectations, if applicable, will be addressed during contract negotiations and implementation.

Has this contract been audited before, and were there any compliance findings the incoming operator should be aware of?

To ensure a fair and equitable procurement process, the Workforce Development Board will not disclose information related to prior contractor performance, monitoring activities, audits, or compliance reviews. Applicants should develop their proposals based on the requirements outlined in the RFP.

What technology systems are currently in use at the centers (case management software, kiosk platforms, scheduling tools)?

The AJCCN utilizes a portal that covers the referral network, front desk staff coordination, One-Stop Operator reporting as well as visitor check-in kiosks powered by Empyra MyOneflow.

Who are the key EPG staff contacts for the new operator on a day-to-day basis?

The designated points of contact for contract administration and operational coordination will be identified during contract negotiations and implementation. The selected operator should anticipate regular collaboration with Workforce Development Board and Employ Prince George's staff as necessary to fulfill the requirements of the contract.

What was the annual customer traffic volume for each center during the most recently completed program year?

During Program Year 2024, the AJC Largo welcomed 10,805 visitors and the AJC National Harbor saw 1,641 check-ins.

How many workshops, hiring events, orientations, and partner events are conducted annually at each location?

The American Job Center Largo is the only comprehensive center and serves as the primary location for workshops, orientations, hiring events, and partner activities. On average, Largo conducts approximately 10 workshops per week (about 500 annually), in addition to hosting recruitment fairs and special events throughout the year.

American Job Center National Harbor is a smaller satellite location primarily used for weekly information sessions, orientations, and occasional classes or workshops.

Two of the most attended workshops across both locations are RESEA and ROW, serving nearly 3,000 job seekers annually.

Is there a training or event schedule available, and are there distinct surge periods (days of the week, weeks in the month, or month of the year)? For surge periods, what does the client or customer count look like on those days in both locations?

A training and event schedule is maintained for both locations. Peak activity typically occurs Tuesday through Thursday, during the first half of the month, and in high-demand seasons tied to hiring and workforce activity. Largo experiences the highest customer volume during these periods, while National Harbor sees moderate increases based on scheduled events.

How many required and additional partners currently participate in the Prince George's County American Job Center system?

There are over 250 members of the American Job Center Community Network.

Are there any partner meetings that the contractor staff are expected to attend and contribute to? If so, what is the frequency, length, and number of meetings per year?

The selected operator will be expected to facilitate and participate in meetings necessary to fulfill the requirements outlined in the Scope of Work, including partner coordination, communication, and MOU/RSA activities. Applicants should propose an approach for fulfilling these responsibilities

Are there any existing staff currently supporting center operations whom the WDB would like the selected operator to consider retaining?

To ensure a fair and equitable procurement process, the Workforce Development Board will not provide information regarding existing contractor personnel. Bidders should develop staffing plans based upon the requirements outlined in the RFP.

Besides staff, what specific costs should be proposed for the anticipated \$375,000 contract value?

Bidders should propose all reasonable and necessary costs required to successfully perform the Scope of Work described in the RFP. Proposed costs should be clearly identified within the budget and budget narrative and supported by an explanation of how each cost contributes to the successful delivery of services. Please refer to the Cost Requirements section of the RFP.

Are any partner staff funded through this contract, or are partners funded independently?

Applicants should develop proposals based on the scope, staffing requirements, and funding parameters outlined in the RFP. The selected bidder is not expected to fund the staff of other organizations.

Please describe the technology resources available within the American Job Centers, including self-service kiosks, customer tracking platforms, scheduling systems, and virtual access tools. Are these resources available in languages other than English, and if so, which languages are supported?

The American Job Center Largo is equipped with a range of technology resources to support customer access and service delivery, including ADA-compliant computers, printers, self-service kiosks, fax machines, and copy machines.

The AJCCN Portal serves as the primary customer-tracking platform used by all center partners to track customer engagement and services. Individual partners may also use their own internal CRM or case management systems, as required by the program.

Technology resources also support both in-person and virtual service delivery, including scheduling and remote access tools for workshops, orientations, and partner services.

For language access, the centers use Language Line services to assist customers who need support in languages other than English, ensuring equitable access for individuals with limited English proficiency.

Is it possible to see what questions are asked at the kiosks and what data is collected from these interactions? If so, could you provide 1-2 years of kiosk metrics?

To ensure a fair and equitable procurement process, operational data, historical usage metrics, and system-specific reporting information will not be provided as part of this solicitation. Applicants should develop proposals based on the requirements outlined within the RFP.

Is there any demographic information about clients/customers available?

At this time, demographic information regarding visitors to each center is not available.

Is there material the contractor is expected to develop, design, produce, and disseminate? If so, what are the materials, intended audience(s), dissemination pathways, and quantity (please provide as much detail as possible so we can determine skill needed and level of effort)?

As outlined in the Scope of Work, the selected operator will be expected to develop, in partnership with Employ Prince George's and the Workforce Development Board, outreach materials and assist with outreach efforts related to American Job Center services and activities. Applicants should propose an approach for fulfilling these responsibilities. Specific materials and communication needs will be determined throughout the contract period.

Are there any character count, word count, or response length limitations for narrative responses entered through the procurement portal? Additionally, are there any restrictions on attachments, file sizes, or supplemental documents that proposers should be aware of when preparing their submissions? If there are space or word count limitations, can graphics be added as an appendix to compliment the written content?

Yes. Within the application portal, **Project Title** fields are limited to **255 characters**, and narrative response fields are limited to **64,000 characters**. Applicants should ensure their responses are clear, complete, and responsive to each question within these limitations.

All required attachments must be submitted in **PDF format**. Maximum file size limitations are built into the application portal, and applicants will receive an immediate notification if a file exceeds the allowable size or if an unsupported file format is uploaded.

Applicants should submit only the attachments specifically requested within the application. Supplemental materials, including appendices or additional graphics that are not expressly requested, should not be included unless necessary to complete a required attachment. Narrative responses should be sufficiently complete on their own, and applicants should not rely on supplemental documents to answer application questions.

The solicitation requests the submission of a financial audit. Would the WDB accept an audited annual tax return or internally prepared financial statements (e.g., balance sheet, income statement, and cash flow statement) certified and signed by the company owner/authorized officer in lieu of an audited financial statement?

The options included in your question would be acceptable. For bidders who are not subject to financial audit requirements, alternate documentation demonstrating financial stability is required. Examples include the two most recent years of business tax returns or internally prepared or CPA-prepared financial statements.