



The Southwest Ohio Region  
WORKFORCE INVESTMENT BOARD

## SWORWIB ONE-STOP OPERATOR (OSO) REQUEST FOR PROPOSALS ADDENDUM 4 JANUARY 11, 2019

At the Bidder Conference on Friday, January 4, some questions arose regarding the relationship between SWORWIB and the current OSO, Hamilton County Jobs and Family Services, especially during the RFP process. The following further address those questions:

- 1) The SWORWIB is responsible for property management through an MOU among all of its partners (See Addendum 2), which sets forth, among other responsibilities, cost sharing. SWORWIB provides for security detail of Hamilton County off-duty Sheriffs from 3:00 -6:00 p.m. and upon arrangements for weekend activities. HCJFS as the current OSO covers the costs of full-time Sheriff on site at 1916 Central Parkway.
- 2) Under the MOU the SWORWIB is responsible for the management and upkeep status of the actual facility and arranges services and repairs throughout the year by reimbursement through the partners' cost-share arrangements, managed by Hamilton County through Ohio Department of Job and Family Services (ODJFS) financial systems.
- 3) OSO provides for all operating equipment used by its staff, customers and on-site partner personnel. The current OSO has provided a list of the following which to assist Bidders regarding the items currently in place:

*a. The numbers of computers provided for customer use and dispersed through the facility, with a breakdown as to numbers by (resource, training, and computer) rooms or areas.*

Computers	
Computer Lab B	24
Resource Room	22
Staff	14
Facility Conf Rooms	<u>2</u>
Total	62

These were purchased with HCJFS-shared dollars and would need to be replaced by a subsequent vendor.

*b. The numbers of fax machines available for customers – as well as those only available for OSO staff and partners staff – with average monthly costs for equipment and phone access.*

Customer faxes            2  
 The lease, supplies, and operation costs for hardware are not readily available. Each of these items is a very small part of a much larger County contract.

*c. The number of copy machines available for customers – as well as those only available for operator staff and partners staff – with average monthly costs for equipment, ink, service and paper.*

Printer/Copier/Fax (High Volume)	
Staff	3
Customer	1
Printer Only	
Customer	2
Staff	2
Fax Only	
Staff	1

The lease, supplies, and operation costs for hardware are not readily available. Each of these items is a very small part of a much larger County contract.

*d. The number of offices and cubicles for total number of staff and partners assigned space in the building. Include the number occupied, the number available, and whether there are and if so how many such spaces are “other.”*

Cubicles 1 <sup>st</sup> Floor	
State Dev Ops	5
PRC	1
Security	1
Medicaid	6
Dohn	1
Job Corp	1
WIOA	4
CCMEP	2
VOA	2
Vet Devop	3
State Supx	1
Empty	4

Total 1<sup>st</sup> fl. Cubicles:31

Cubicles 2 <sup>nd</sup> Floor	
PRC	4
State	3
WIOA	4

Total 2<sup>nd</sup> fl. Cubicles: 11  
Total Cubicles: 42

Offices 1 <sup>st</sup> Floor	
WIOA	1
CCMEP	1

Offices 2 <sup>nd</sup> Floor	
WIAO	4
OOD	1
State	1
WIB	1
Total Offices	9

Effective 12/1/2018 the 1916 census is 67.75. We have 11 vacant cubicles. We plan to add 2 conference rooms on the 2<sup>nd</sup> floor with data and phone lines. We have plans to fill up to 7 of our 11 vacant spaces. Potential new staff depend on hiring success and timing:

- Two (2) HCJFS TANF staff
- Three (3) ODJFS staff
- Two (2) Medicaid staff

If filled those, we'll have 1 vacancy on the 2<sup>nd</sup> floor, and 3 on the 1<sup>st</sup> floor. If HCJFS were no longer the OSO, there would be @ 25 vacant cubicles and offices:

- 13 Operator
- 4 vacant cubes without planned occupants
- There could be 12 additional spaces available if PRC moves – a current unknown.

*e. The number of phone lines in the offices, cubicles, and meeting rooms, and the average monthly cost for phone service.*

There are 54 lines on the main floors. The trunk line to the building costs \$50,000 per year.

There is an additional Cincinnati Bell invoice of approximately \$200 per month for the lobby phone and a couple of fax lines.

*f. The type and provider of Wi-Fi services and internet connections and the average monthly cost for internet access.*

There are 2 standard routers, each for a 1200 sq.ft. area (1 each on 1<sup>st</sup> & 2<sup>nd</sup> floors. Basement is not covered. Installation of WiFi boxes, circuits, router, switches, etc. is currently handled by Prospera Services.

*g. A list of all software used by the OSO as well as all software provided for use by all partners and customers on all computers available to their use.*

The only installed software on all computers is Office 365 and Adobe Reader. Deep Freeze is installed on all public PC's. Resume Writer is installed on computers in resource rooms and computer labs. The great bulk of state databases and staff functions exist on web-based platforms.

*h. A list of all software required for use by ODJFS related to the OSO, broken down as to Adult and Dislocated Workers, Rapid Response-related, and CCMEP-related.*

There is no "software". All work done for ODJFS WIOA cases and Rapid Response is done after logging into various portals on the Ohio server. The State of Ohio requires each individual to apply for log-in access to these portals. A data sharing agreement is required.

- 4) The current OSO also suggests that Bidders should also be mindful of some of the following issues:

- Phone hardware
- 1 pallet of paper quarterly
- Staff support for IS, and traditional back-office functions
- The Work Number contract
- Shredder bins
- Property tax if for-profit
- Postage
- NCRC contract
- Translation services contract
- Chamber memberships
- Sufficient funds to operate in a cost reimbursement environment with 60 day lags