

CareerSource Pinellas
One-Stop Operator Services RFP – RFP 22-0302
Questions and Answers as of March 16, 2022

March 16, 2022

- 1. Please clarify the number of the site(s) and the location(s) where the proposed One-Stop Operator services will be delivered.**

Gulf to Bay (Full Service)

2312 Gulf to Bay Blvd.
Clearwater, FL 33765

St. Petersburg (Full Service)

3420 8th Avenue South
St. Petersburg, FL 33711

Tarpon Springs (Satellite)

682 E. Klosterman Road
Tarpon Springs, FL 34689

Lealman Exchange (Satellite)

5175 45th Street North
St. Petersburg, FL 33714

- 2. Can you clarify if the One-Stop Operator will be expected to provide Customer Service training? See excerpts below - Page 8 indicates that the One-Stop Operator will not provide training. However, item 9 on pages 10-11 indicates that the service provider shall conduct Customer Service Training. Whether we need to come over there for meetings?**

Expectation is that One-stop Operator will provide annual customer service training; not provide training for day-to-day/ local operating procedures. Also, it is the expectation that the provider attend One-Stop Committee meetings and Partner meetings.