**Request for Proposals**

**Questions and Answers**

**January 25, 2024**

1. **The "One Stop Operator Budget" includes a statement that 'all OSO costs are program costs'.  As a subrecipient, a small amount of time and expense is engaged with invoicing, payroll, banking, accounting, payments and monitoring, all of which are administrative costs (see 20 CFR 683.215). Should these administrative costs be included in the proposal budget?**

**Answer**

Yes, they should be included in the budget. Correct categorization can be determined during contract negotiations.

1. **Is there a cost of the provided** [**iowaworksmv.org**](http://iowaworksmv.org) **email addresses?**

**Answer**

No

1. **What system is currently in place for collecting customer feedback?**

**Answer**

A survey is sent through the IowaWORKS Case Management system by the state twice a month.

1. **Please confirm a smaller font is permitted for tables, charts, and graphics, so long as legible.**

**Answer**

Yes, this is acceptable.

1. **Please confirm question prompts are exempt from formatting requirements.**

**Answer**

Yes, question prompts can be exempt from formatting

1. **Please confirm question prompts may be truncated in order to stay within page limits.**

**Answer**

Yes, question prompts may be truncated.