

REQUEST FOR PROPOSAL

Workforce Innovation and Opportunity Act ONE STOP OPERATOR

July 1, 2017-June 30, 2019

Proposal Deadline: May 5, 2017

Lower Shore Workforce Development Board

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014 and became effective July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is designed to help both job seekers and businesses. WIOA addresses the needs of job seekers by establishing a workforce system that helps them access employment, education, training and support services to succeed in the labor market. WIOA addresses employer needs by matching them to the skilled workers they need to compete in the global economy.

Section 121(d) of WIOA requires that each Local Board designate a one stop operator.

LOCAL WORKFORCE DEVELOPMENT AREA

A division of the Tri-County Council for the Lower Eastern Shore of Maryland, the WDB is staffed by the Lower Shore Workforce Alliance (LSWA). The WDB is one of 12 workforce development boards across the state that direct federal, state and private funding resources for educational and occupational skills programs. The WDB is a business-led, policy-setting board that oversees workforce development initiatives in the Local Workforce Development Area (LWDA). The WDB is composed of volunteers from business, civic, education, labor, and community leaders. The LWDA includes Somerset, Worcester and Wicomico Counties on the lower shore of Maryland.

The one-stop system is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. The regulations define the system as consisting of one or more comprehensive, physical American Job Center(s) in a local area that provide the core services specified in WIOA. The LWDA includes one comprehensive one stop center:

One-Stop Job Market/American Job Center
31901 Tri-County Way
Salisbury, MD 21804

SOLICITATION

In accordance with Section 121(d) WIOA, the WDB is issuing this Request for Proposal (RFP) to solicit a qualified One Stop Operator (OSO).

Per WIOA, the One Stop Operator must, at a minimum, coordinate the service delivery of required one stop partners and service providers.

Minimum

The Local Workforce Development Board requires the following services of its' One Stop Operator:

- Coordinate Quarterly Partners' Meetings
- Coordinate Quarterly Business Services Meetings
- Website: maintain events and keep information up to date

- Create Quarterly Newsletter for distribution to partners and public
- Handle routine questions and requests from public regarding the One-Stop Job Market, its' partners and services
- Report to WDB

Additional

Although not required, the following services are also strongly preferred:

- Actively maintain at least one social media account representing the One-Stop Job Market/American Job Center
- Facilitate and ensure cross-training of center staff at a minimum of two times per year
- Route customer complaints to appropriate party
- Act as point of contact to facilitate communication amongst partner agencies
- Maintain One-Stop Job Market/American Job Center events calendar
- Participate in the evaluation of "Continuous Improvement" of the center as described in WIOA Section 121(g)

In order to clearly identify the duties you propose to perform, include in your narrative a list of the services you are responding to. Note that entities that can provide all requested service will be given priority.

Competitive elements to be considered are:

- Experience performing like services
- Knowledge of workforce system
- Reasonableness of Cost
- Organizational and management capacity

ELIGIBLE BIDDERS

To be eligible to receive funds to operate a one stop center, the entity must be a) a public, private, or nonprofit entity or b) a consortium of public, private, or nonprofit entities that includes three or more of the workforce partners. Eligible entities include:

- An institution of higher education;
- An employment service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency;
- A community-based organization, nonprofit organization, or intermediary;
- A private for-profit entity;
- A government agency;
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization;
- A nontraditional public secondary school such as a night school, adult school, or an area career and technical education school; otherwise elementary and secondary schools are not eligible.

PROPOSAL EVALUATION

Proposal Review

All proposals will be reviewed and rated by the WDB's Steering Committee. The WDB reserves the right to accept other than lowest cost proposals and to reject any or all proposals or parts thereof.

Service providers not selected for contract negotiations shall be notified in writing no later than two weeks after award date.

Proposal Requirements and Evaluation

Each section of the proposal has been assigned a point value that represents the maximum score that can be achieved for the section. The maximum point value for all sections is 100 points. Proposals will be evaluated, assessed and rated based on the required project narrative which must include the following sections:

Implementation (25 points)

List the duties you select to bid on and how you plan to perform those services. Describe your ability to immediately begin providing the services beginning July 1, 2017.

Organization (20 Points)

Describe your organization. Why is your organization in the best position to deliver the requested services? How do your organization's goals align with those of the WIOA workforce system? What experience do you have in working with WIOA partners or within the WIOA system?

If a consortium is responding to this RFP, describe the makeup of your group: who is included? How will decisions be made? How will duties be divided? How will payments be directed? What happens in the event of a disagreement amongst consortium members?

Past experience (10 points)

Provide examples of relevant experience providing similar services. Describe past experience, if any, with the one stop service delivery model under WIOA (or similar programs). You may include reference letters related to your experience.

Budget (25 points)

Provide a budget (attachment provided), clearly outlining the funds needed and their purpose in performing the requested services. Include a job description and number of hours per week estimated for any staff positions that will be required. In-kind contributions, if any, should be recorded on the budget form. All budget line items should be necessary, allowable, and reasonable.

Financial Capacity (10 points)

Provide a description of the financial management capabilities of your organization. How will contracted funds be kept separate from other funds? How will financial information be made available for monitoring and auditing purposes? Identify the staff who will be involved in the financial management of the project.

Office location (10 Points)

Describe your location. If you do not plan to be located on site, how will you effectively deliver services? If you are or will be located on site, what office hours will you maintain?

PROPOSAL SUBMISSION

Timeline

One Stop Operator RFP Timeline	
April 3, 2017	Release of RFP
April 14, 2017	Deadline to submit questions via email
April 19, 2017	Responses to submitted questions
May 5, 2017	Proposal deadline 12 pm
July 1, 2017	Contract year begins

Questions

To ensure a fair competitive process, all questions related to this RFP must be submitted electronically to ruralmdfound@gmail.com. Written questions will be accepted through 4:00 pm on April 14, 2017. Written responses to questions will be posted on the website <http://www.ruralmdfoundation.org/> no later than 4:00 pm April 19, 2017. It is the respondent’s responsibility to check the website on a regular basis for updates.

Interested bidders are strictly prohibited from contacting members of the Lower Shore Workforce Development Board, members of the Board’s Steering Committee, and the staff of Lower Shore Workforce Alliance regarding this RFP.

Format

Responding organizations should ensure that proposals are prepared in compliance with the following requirements:

A response is required for each section of the proposal unless otherwise noted. Please follow the proposal guidelines using the headings noted for each section.

Proposals should be prepared in a professional manner, providing a complete and detailed description of the proposed program. Emphasis should be placed on clarity of content and completeness.

Proposals should be prepared in Microsoft Word, 12-point font and double-spaced one side only, not bound, and with pages numbered.

All attachments identified in the RFP must be included. Required sections include:

- Proposal Coversheet (Attachment A)
- Project Narrative

- Budget Summary (Attachment B)
- Conflict of Interest Disclosure (Attachment C)
- Copy of agency's most recently completed independent audit

Proposals that do not provide adequate responses to all sections of the RFP may be disqualified from the review and selection process.

The proposal must be signed by the agency official authorized to submit the proposal and enter into contract negotiations for the organization. Electronic or scanned signatures are acceptable.

Submit electronically to ruralmdfound@gmail.com with the subject line "Lower Shore One Stop Operator Proposal."

Deadline

In order to be considered for funding beginning on July 1, 2017, **proposals MUST be received by May 5, 2017 no later than 12 pm at the email address provided.** Proposals received after this deadline will not be considered for funding for PY17.

CONFLICT OF INTEREST

All respondents must complete the attached *Conflict of Interest Affidavit and Disclosure*.

TERM

It is the intent of the WDB to award a single contract for the identified services. The expected contract term under this solicitation will be from July 1, 2017 through June 30, 2019, provided that measurable outcomes are successfully achieved and that sufficient funds for the contract term remain available.

The WDB will have the option to renew the contract for two additional one-year periods as follows:

- Optional Renewal One – July 1, 2019 to June 30, 2020
- Optional Renewal Two – July 1, 2020 to June 30, 2021

Note: the option to renew is not guaranteed.

AVAILABILITY OF FUNDS

Funding for contracts awarded as a result of this process shall be contingent upon continued federal authorization for program activities and is subject to amendment or termination due to lack of funds or authorization. Proposals submitted under this RFP may be considered for funding for the period beginning July 1, 2017 based on funding availability, program performance, and the agency's training needs.

DISPUTE RESOLUTION

Any bidder dissatisfied with the determination of this RFP may appeal in writing within ten days of notification of non-award. The Chair of the WDB will adjudicate any disputes relating to the award of this contract. The Chair will determine if the proposals were evaluated in accordance with the Proposal Requirements and Evaluation criteria. Based on that investigation the WDB Chair will make a final decision on the merits of the dispute. The decision of the WDB Chair is final.

HELPFUL LINKS

Workforce Innovation and Opportunity Act	www.gpo.gov/fdsys/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf
WIOA Final Rules	www.doleta.gov/wioa/Final_Rules_Resources.cfm
Training and Employment Guidance Letters	https://wdr.doleta.gov/directives/

ATTACHMENT A: ONE STOP OPERATOR PROPOSAL COVER SHEET

ORGANIZATION INFORMATION

Organization Name: _____

Address: _____

Contact Person: _____ Title: _____

Phone: _____ Email: _____

Location(s) of program operation: _____

Organization type: Non-Profit Government Private For Profit

Number of Applicants: Individual entity Consortium of ____ entities

Total funding amount requested: _____

PROPOSAL DETAILS

Indicate the services included in your proposal:

- Coordinate Quarterly Partners’ Meetings
- Coordinate Quarterly Business Services Meetings
- Website: maintain events and keep information up to date
- Create Quarterly Newsletter for distribution to partners and public
- Handle routine questions and requests from public regarding the One-Stop Job Market, its’ partners and services
- Report to WDB
- Actively maintain at least one social media account representing the One-Stop Job Market/American Job Center
- Facilitate and ensure cross-training of center staff at a minimum of two times per year
- Route customer complaints to appropriate party
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- Participate in the evaluation of “Continuous Improvement” of the center as described in WIOA Section 121(g)

I hereby certify that to the best of my knowledge all information contained in this proposal is accurate and complete, that this is a valid proposal and that I am legally authorized to sign and to represent this organization.

Authorized Signature

Date

ATTACHMENT B: ONE STOP OPERATOR BUDGET SUMMARY TERM: JULY 1, 2017-JUNE 30, 2019			
COST CATEGORY*	REQUESTED FUNDS	IN-KIND CONTRIBUTIONS	PROJECT TOTAL
Staff salaries			
Staff fringes			
Staff travel			
Equipment			
Supplies			
Contractual			
Other:			
- Rent			
- Postage			
- Utilities			
TOTAL			

**INSERT OTHER COST CATEGORIES AS NECESSARY*

ATTACHMENT C: ONE STOP OPERATOR CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

- A. "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the Workforce Development Board , or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage. Activities are defined as board membership, employment or a vendor in any capacity. Relationships are defined as any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.
- B. "Person" has the meaning stated in COMAR 21.01.02.01B (64) and includes a bidder, offeror, Contractor, consultant, or subcontractor or sub consultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.
- C. The bidder or offeror warrants that, except as disclosed in D below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.
- D. The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explains in detail--attach sheets if necessary):

- E. The bidder or offeror agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or offeror will immediately make a full disclosure in writing to the WDB Chair of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or offeror has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the Chair of any contrary action to be taken.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION AND BELIEF.

Printed Name

Authorized Signature

Date