



**WIOA ONE STOP
OPERATOR
REQUEST FOR PROPOSAL**

**WORKFORCE
INVESTMENT BOARD OF
SWMO**

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INTRODUCTION

The Workforce Investment Board of the Southwest Region, Inc. (DBA Workforce Investment Board of Southwest Missouri, herein referred to as WIB) administers Workforce Innovation and Opportunity Act (WIOA) funds for the seven local area counties of Barry, Barton, Dade, Jasper, Lawrence, McDonald, and Newton. The local area includes one comprehensive center at Joplin and two non-comprehensive centers at Monett and Neosho. The Southwest WIB intends to procure a qualified ONE STOP OPERATOR for a one-year contract period, with the option to extend the agreement(s) for three additional one year periods based on need, performance, and funding availability. This RFP provides Respondents with the requirements necessary to submit a responsive proposal inclusive of: background information, a description of desired services, proposal guidelines and format, and the selection process.

PROCUREMENT TIMELINE

- 02/05/2019 Requests for Proposal posted online
- 02/12/2019 Deadline for Questions/Comments
- 02/13/2019 Q&A and Supplemental Postings Online
- 03/08/2019 Proposals Due
- 03/12/2019 Administrative Review and Proposal Scoring
- 03/19/2019 Full board review and approval of Committee
- 04/01/2019 - 04/05/2019 Negotiate and finalize contracts
- 07/01/2019 - 06/30/2020 Period of Performance and Deliverables

REFERENCES

Workforce Innovation and Opportunity Act (WIOA): <http://www.doleta.gov/WIOA/docs/BILLS-113hr803enr.pdf>

TEGL 15-16: https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=8116

Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200, including the Department of Labor specific requirements at 2 CFR part 2900 - <http://www.ecfr.gov/cgi-bin/ECFR?page=browse>

LOCAL ONE-STOP STRUCTURE

- ◆ Administrative Entity and Fiscal Agent: WIB
- ◆ Chief Elected Official Framework: Consortium of Presiding Commissioners, John Bartosh, Chairperson
- ◆ Management System: One-Stop Operator
- ◆ Staffing System: Program and Frontline staff leased from a third-party professional employer organization (PEO)

SCOPE OF WORK

One-Stop Operator (OSO) Functions

- ◆ Coordinates service delivery of required partners and service providers.
- ◆ Being primary provider of services within center.
- ◆ Coordinates service providers with the center and across the one-stop system.
- ◆ Coordinates service delivery in a multi-center area, including affiliated sites.
- ◆ Implements process and schedule for reviewing and analyzing performance data internally and with partners, identifying areas to target for improvement, diagnosing causes of failure to meet performance standards, planning changes to improve performance, implementing changes and monitoring the results. Promptly develops solutions to address any identified problems in day to day operations and continues to apply corrective actions until performance meets standards.
- ◆ Employs Functional Leader
- ◆ Identifies Center staffing needs.
- ◆ Produces monthly narrative with trends on customers served.
- ◆ Achieves contracted performance measures and deliverables established by WIB.
- ◆ Convenes weekly meetings of key Job Center supervisors.
- ◆ Plans and moderates weekly Job Center staff meetings and training events. Provide technical assistance when needed.
- ◆ Establishes a program of staff capacity building, within and across partners. Collects and analyzes appropriate data for quality assurance, equal opportunity, continuous improvement and reporting purposes. Facilitates the sharing and maintenance of data.
- ◆ Schedules daily team assignments and workflow.
- ◆ Coordinates vacations/unscheduled absences with the employer of record to ensure Center customer coverage.
- ◆ Provides constructive feedback to the Center staff regarding their duties.
- ◆ Notifies formal supervisors immediately of any leave requests or unexcused absences, disciplinary needs, changes in employee status (resignations, etc.)
- ◆ Coordinates presence and participation at Job Centers and access points.
- ◆ Assists with facility coordination and accountability with WIB, DWD, and relevant partners.

PROHIBITED FUNCTIONS

- ◆ Convene system stakeholders to assist in the development of the local plan
- ◆ Prepare and submit the local plans (WIOA sec.107)
- ◆ Be responsible of oversight of itself
- ◆ Participate in the competitive selection process for one-stop operators
- ◆ Select or terminate One Stop Operators, Career service providers, and Youth providers
- ◆ Negotiate local performance accountability measures

ENTITIES ELIGIBLE TO BID

- ◆ Individuals, all public or private not-for-profit corporations, organizations, agencies, or private for-profit corporations and businesses, and not otherwise excluded may submit a proposal.
- ◆ WIB strongly encourages minority and women-owned businesses, socially and economically disadvantaged business enterprises, and small businesses to respond to this RFP, to participate as partners, or to participate in other business activity in response to this RFP.
- ◆ No individual or entity may compete for funds if any of the following apply:
 - The individual or entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental organization.
 - The individual or entity's previous contract(s) with WIB have been terminated for cause.
 - The individual or entity has not complied with an official order to repay disallowed costs incurred during its conduct of services under any contract.
 - The individual or entity or its parent organization have filed for bankruptcy during the past five years.
 - The individual or entity has been convicted of a public entity crime pursuant to statutes.
 - The individual or entity developed or drafted work requirements for this RFP.
- ◆ As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions under all applicable local, state, and federal regulations.

PROPOSAL REQUIREMENTS

- ◆ Proposals are due no later than 5:00 p.m. on Friday March 1, 2019 by email to rfp@sectorready.org.
- ◆ Questions regarding this RFP may be directed by email to rfp@sectorready.org no later than 5:00 p.m. Friday, February 1, 2019. Relevant Q&A along with revisions of state or federal policies will be posted to <http://www.workforcezone.net/notices> to equitably share information with all potential bidders.
- ◆ The WIB anticipates overall costs of this contract to not exceed \$60,000 annually, but bidder should prepare a budget of anticipated expenses for salary, fringe, travel, professional development, etc.
- ◆ Narrative should completely, but concisely answer each RFP element expressed below as it pertains to each category of service proposed.
- ◆ Page count is not mandated in the proposal, but keep in mind that the proposal document should be user-friendly in comprehension for volunteer reviewers.

PROPOSED ELEMENTS

- ◆ **Format and Completeness:** Points may be deducted if the proposal submitted does not follow the prescribed format or if other forms are not satisfactorily completed.
- ◆ **Previous WIOA or Related Experience:** Describe all experience you have related to the WIA, WIOA, or other federal or state programs and legislation.
- ◆ **Qualifications of Proposed One Stop Operator:** Provide the qualifications including Knowledge, Skills, and Abilities of the person who will perform the duties of the OSO.
- ◆ **Staff Management:** Explain any qualifications you have regarding supervision, hiring, performance evaluations of employees.
- ◆ **Compliance/Quality Assurance Experience:** Detail all experience relating to monitoring, auditing, reviewing of federal, state, or local laws and regulations.
- ◆ **Customer Service Vision:** Outline of how to improve integration and collaboration for business, job seeker, and youth services.
- ◆ **Read and complete Complaint and Grievance form.**
- ◆ **Provide the following documents related to your company/organization as a whole:** Organizational Chart, Voluntary Self-Identification form used for current employees, Staffing analysis as it relates to minority and non-minority groups.
- ◆ **Provide copies of your company/organization policies covering the following areas:** Harassment, Discrimination, Retaliation, Accommodations (disability and religious).

PROPOSAL EVALUATIONS CRITERIA (100 POINTS TOTAL)

- ◆ **Background of entity relevant to regional transformation and skill development; include any awards or special recognition of bidder's relevant accomplishments** (0-15)
- ◆ **Qualifications and capacity for development of one-stop operations; include information on qualities and roles of all key staff that will assist with the project** (0-15)
- ◆ **Fiscal Management Processes and risk management by bidder** (0-40)
- ◆ **How the bidder proposes to measure effectiveness of project; recommendations for additional outcomes to implement and track beyond the basics included in the RFP** (0-20)
- ◆ **Line item budget and justification of total cost proposed** (0-10)

ADDITIONAL ASSURANCES

- ◆ This RFP alone is not a guarantee to award contracts. WIB reserves the right to reject any and all proposals.
- ◆ All contracts are subject to annual appropriations contracted to the WIB through the U.S. Department of Labor and Missouri Division of Workforce Development.
- ◆ Entity should complete appropriate registrations prior to start of contract, such as eVerify
- ◆ Proposed contract will be for the period July 1, 2019 until June 30, 2020 with the option to renew for three (3) additional one-year periods.
- ◆ **Withdrawal of Proposal:** A proposal may be withdrawn at any time prior to the selection announcement by writing to rfp@sectorready.org.

- ◆ Amendment of Proposal: A proposal may be amended at any time after submission but prior to the due date by writing to rfp@sectorready.org; after the due date, proposals may not be Amended.
- ◆ Changes and Amendments: WIB reserves the right to amend or withdraw this RFP at any time by notifying each potential proposer of record.
- ◆ Award and Finalization: When a selection decision is made, WIB will notify all responsive proposer(s) of the decision via email.
- ◆ After selection and notification, WIB and the successful proposer will finalize a contract; no contract is effective until signed by WIB.

GENERAL CONDITIONS

- ◆ This RFP is not to be construed as a purchase agreement or contract, or as a commitment of any kind.
- ◆ WIB reserves the right to correct any error(s) and/or make changes to this solicitation, as it deems necessary. It will provide notifications of such changes to all proposers recorded in the official record as having received or requested an RFP.
- ◆ WIB reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified proposers, or to cancel in part or in its entirety this RFP if it is in the best interest of WIB to do so.
- ◆ WIB shall not be liable to the selected proposer(s) for any costs incurred or performances rendered by proposer before the commencement of a resultant contract or after termination of the contract.
- ◆ WIB reserves the right to request additional information, clarification of, or explanation for any aspect of a response to this RFP.
- ◆ All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by WIB shall be the sole responsibility of and borne by the proposer.
- ◆ Proposals must conform to all relevant federal, state and local regulations and policies.
- ◆ WIB specifically reserves the right to vary the provisions set forth herein at any time prior to execution of a contract where such variance is deemed to be in the best interest of WIB, and to act otherwise as is deemed necessary at their sole discretion.
- ◆ All proposals and their accompanying attachments become the property of WIB upon submission. Materials submitted will not be returned. All proposals are subject to the Public Information Act.
- ◆ This is a negotiated procurement utilizing the Competitive - Request for Proposal method. As such, the award does not have to be made to the proposer submitting the lowest priced proposal, but rather the proposer, as determined by the RFP evaluation process having the most responsive proposal satisfying WIB requirements. The parties to the proposed contract will be WIB and the entity selected as a result of this solicitation, to be executed by an official of the entity

duly authorized to legally bind the firm to contractual terms and conditions. WIB shall not be a party to any subcontract or third party contract that the contractor requires to perform under the proposed contract. The contractor shall be solely responsible for satisfying the deliverables and performance standards.

- ◆ The contractor will be required to maintain books, records and documents that properly and sufficiently represent expenditures of funds provided by WIB under the proposed contract and shall maintain performance records and any and all records relative to the contract. The contractor shall provide access to any and all such records, developed by or in the possession of the contractor relative to the proposed contract to WIB.
- ◆ WIB reserves the right to make unilateral amendments if the contract amount of client funds changes and/or if it is in the best interest of WIB. In such cases, no additional solicitations of proposals are necessary.
- ◆ WIB reserves the right to de-obligate, reduce, or cancel contract funding if WIB does not receive adequate funding from the Missouri Division of Workforce Development, U.S. Department of Labor, or other funding sources.
- ◆ The proposed contract will be governed by and construed in accordance with the laws of the state of Missouri within the jurisdiction of Jasper County.
- ◆ The successful contractor shall indemnify and hold harmless WIB, its officers, employees, agents, attorneys, representatives, successors and assigns from any and all claims, demands, costs, expenses (including attorney’s fees and expert witness fees), liabilities and losses of whatsoever kind or character arising out of or in connection with any act or omission of Contractor or its officers, employees, or agents, during the term of this contract. Contractor shall assume on behalf of WIB and the indemnified parties described above, and conduct with due diligence and in good faith, the defense of any and all such claims whether or not WIB is joined therein, even if such claims are groundless, false, or fraudulent.
- ◆ The successful contractor shall agree in the event of any dispute, claim, question, or disagreement arising from or relating to this contract or the breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. If they do not reach such solution within a period of 60 days, then, upon notice by either party to the other, all disputes, claims, questions, or differences shall be finally settled by Missouri-specific arbitration.

RISK ASSESSMENT

Assertion	Response	Evaluation /Risk
Management/Staffing		
1. What is the turnover percentage of key management? Identify changes in management, administration, and program during the past three years.		

Assertion	Response	Evaluation /Risk
2. Has any member of the Board, Executives, or Management been placed under investigation or been party to an investigation/ indictment in the past three years?		
3. What has been the percentage of staff turnover in the past three years?		
4. What are the minimum qualifications for Youth program staff members?		
5. Are background checks completed on all employees?		
6. Is there regular training offered to staff, including professional development? If so, what is the frequency?		
7. Are participants utilized in the office setting? If so, do they sign confidentiality statements?		
Administrative/Program		
8. Does the organization have written monitoring policies and procedures?		
9. Is there a monitoring schedule?		
10. Are there written monitoring reports? If so, when are they submitted?		
11. Are written reports reviewed? Who is responsible for signing off on the reports?		
12. How are policies and procedures communicated to staff?		
13. Do monitoring policies and procedures include action taken on findings and non-compliance?		
14. Is there an EEO/Affirmative Action Plan?		
Program Services in Other Areas		
15. Are all 14 elements being offered and what percentage are being utilized?		
16. Are the in-school/out-of-school percentages being met?		
17. Is the Work Experience percentage being met?		
18. Are there any participants who meet the 5% rule? If so, what is the percentage?		
19. Percentage of participants placed into training.		
20. Are there specialized programs? If so, are they offered to all participants?		
Performance in Other Areas		
21. Are there outstanding monitoring issues?		
22. Are there monitoring issues that tend to be continuous problems?		
23. Have there been any disallowed costs in the past three years? If so, please describe.		
24. Has there been any corrective/performance improvement plans in the past three years? If so, what is the status of the plan?		
25. Are negotiated measures being met?		
26. Are program enrollments on target with goals?		

FISCAL MANAGEMENT QUESTIONS

Answer the following questions regarding your fiscal management system.	
1. Do you have a copy of/access to the WIOA Law, Federal Regulations and subsequent amendments?	YES, NO OR N/A
2. Does your accounting system provide you with adequate information to prepare a monthly financial report? (Such report must be derived from a balance sheet and income and expense statements).	YES, NO OR N/A
3. Does your accounting system provide control and accountability over all funds received, property and other assets?	YES, NO OR N/A
4. Can your accounting system provide for financial reports on an accrual basis?	YES, NO OR N/A
5. Does your accounting system provide for identification of receipt and expenditure of funds separately for each funding source?	YES, NO OR N/A
6. Are your accounting records maintained in such a manner as to facilitate the tracking of funds to source documentation of the unit transaction?	YES, NO OR N/A
7. Does your accounting system have the capability to develop procedures for determining the allowability and allocability of costs in accordance with the provisions of WIOA regulations?	YES, NO OR N/A
9. Has the bank in which you would deposit State and Federal funds insured the account(s) or put up collateral or both, which is equal to the largest sum of money which would be in such bank account(s) at any one point in time during the contract period?	YES, NO OR N/A
10. Do you make monthly reconciliation of your bank accounts?	YES, NO OR N/A
11. Are these reconciliations made by the same person who performs the record keeping for receipts, deposits and disbursement and transactions?	YES, NO OR N/A
12. Do you record daily your cash receipts and disbursement transactions?	YES, NO OR N/A
13. Are there individuals or positions in your organization which have, as one of their duties, the receipt, distribution or handling of money covered under bond?	YES, NO OR N/A
14. Is there a person who is responsible for the recording of all financial transactions?	YES, NO OR N/A
15. Does your organization have an Equal Opportunity (EO) Policy?	YES, NO OR N/A
16. Does your organization have any legal judgments, claims, arbitration proceedings, lawsuits, or other legal proceedings pending against the organization, its owners, or principles?	YES, NO OR N/A
17. Does your organization have a Complaint or Grievance process?	YES, NO OR N/A
18. Is there a person who is responsible for the receipt of all purchased goods?	YES, NO OR N/A

a. Does this person immediately assign, upon receipt, an inventory number to the required items	YES, NO OR N/A
b. Does this person perform an inventory audit at least once a year?	YES, NO OR N/A
c. Do you maintain records on all property acquisition, disposition and transfer?	YES, NO OR N/A
19. Do you have written procedures and internal controls established for the procurement of goods and services?	YES, NO OR N/A
20. Is a competitive bid process incorporated in your purchasing procedures for acquisition of subcontractors, major goods and services, equipment and office space?	YES, NO OR N/A
21. Is documentation (i.e., timesheets, etc.) properly kept in support of each payroll disbursement?	YES, NO OR N/A
22. Are records maintained to support authorized leave (sick, etc.)?	YES, NO OR N/A
23. Is proper documentation maintained to support travel disbursement? (Please provide a copy of travel disbursement policy)	YES, NO OR N/A
24. Has a formal audit of your organization's financial records been conducted within the past year?	YES, NO OR N/A
25. Is your accounting system bound by any outside agency (city, county, etc.)?	YES, NO OR N/A
26. Do you have an indirect cost plan with current approval by a cognizant agency?	YES, NO OR N/A
27. Is your organization funded by more than one source?	YES, NO OR N/A
28. Does your organization have a written lease for all rented or leased properties?	YES, NO OR N/A
30. Does your most recent audit have unresolved audit findings?	YES, NO OR N/A
29. Does your organization have written accounting procedures? (If yes, please provide a copy.)	YES, NO OR N/A

APPEALS

Proposers/bidders who wish to appeal a decision must use the following process:

- ◆ Upon receipt of status notice, proposers must inform the Board, in writing, within five (5) days of the date of notification, of their appeal. Appellants must include the following information in their appeal correspondence.
- ◆ Identify the solicitation being protested.
- ◆ State the grounds for the protest, including a description of any alleged acts or omissions by the entity that forms the basis for the protest.
- ◆ Provide any written information that the protestor believes is relevant to the grant award.
- ◆ Provide the basis for the protestor's interest in the award.
- ◆ Provide desired remedies, if any.

- ◆ The WIB Chair shall convene an Appeal Conference of the Executive Committee.
 - ◆ The Board Chair or designee shall serve as the moderator for the conference and shall inform the proposer that only those issues presented in the appeal may be addressed at the conference.
 - ◆ Proposer may provide further information to clarify relevant issues and may be questioned by the Appeals Committee.
 - ◆ At the conclusion of the conference, the moderator shall call for a vote of the Appeals Committee on whether reconsideration shall be given the appealed decision. A simple majority vote will be sufficient to reconsider or uphold the original decision.
- laims, questions, or differences shall be finally settled by Missouri-specific arbitration.