

WOW Workforce Board, Inc.

**REQUEST FOR PROPOSAL
FOR
ONE STOP OPERATOR**

Contract Period: October 1, 2018 – June 30, 2019

ISSUE DATE: August 1, 2018
PROPOSALS DUE: August 28, 2018– 3:30 pm CST

CONTACT: Pete Coffaro, Chief Program Officer
Employ Milwaukee, Inc.
2342 N. 27th Street
Milwaukee, WI 53210
Phone (414) 270-1715
Pete.coffaro@employmilwaukee.org

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Auxiliary aids and services are available upon request to individuals with disabilities

WOW WORKFORCE BOARD, INC.

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** incorporated for reference purposes only*

PART I: GENERAL INFORMATION

A. RFP Purpose

The purpose of this Request for Proposals (RFP) is to solicit competitive proposals on behalf of the Waukesha-Ozaukee-Washington Workforce Development Board (“WOW WDB”) to retain a One-Stop Operator to manage services across a regional network of Workforce Development Centers (“Job Centers”). Contracts resulting from this RFP are anticipated to begin on October 1, 2018 and end June 30, 2019. Based on performance, the Board reserves the option to extend the contract for three additional years (through June 30, 2022). Any contract extension will be based on satisfactory performance of defined outcomes as well as other factors. Renegotiation will be initiated by the Board prior to expiration of the current contract.

B. Services Solicited Under This RFP

The operator will be charged with coordinating the service delivery among partner agencies in One-Stop Centers. Duties must include, but are not limited to:

- Coordinate and convene quarterly meetings of one-stop partners across all three centers to optimize service delivery;
- Assist the board in facilitating the memoranda of understanding for each Workforce Development Center;
- Assist the board in ensuring all one-stop partners adhere to the American Job Center branding requirements through quarterly monitoring and staff education;
- Assist the board in ensuring that each Workforce Development Center meets one-stop certification requirements; and
- Provide quarterly updates to the board and, if requested, present updates to the board at board meetings.

C. Procurement Timetable

<u>Procurement Action</u>	<u>Date</u>
RFP Release Date	August 1, 2018
Letter of Intent to Bid Submission	August 7, 2018
RFP Question Deadline	August 8, 2018
RFP Question Response	August 10, 2018
Proposal Submission	August 28, 2018
Formal Award Notification	September 30, 2018
Target Start Date	October 1, 2018

All times shown are Central Standard Time (EST). WOW reserves the right to adjust the schedule when it is

in the best interest of WOW, or to extend any published deadline in this RFP upon notification to those who have submitted a Letter of Intent to Bid by the date specified.

D. Funding Availability

WOW asks interested parties to submit a budget that reflects the work to complete the roles identified above. An allocation up to \$4,000.00/ year is available to complete the duties of the OSO.

Respondents should complete Attachment A (Budget Form). At its discretion, WOW may amend contracts based on performance, and/or renew contracts for up to three consecutive contract periods (July 1 through June 30) based on performance, through June 30, 2022.

E. Conditions of RFP

This Request for Proposal does not commit or obligate WOW to award a contract, to commit any funds identified in this RFP document, to pay any costs incurred in the preparation or presentation of a proposal to this RFP, to pay for any costs incurred in advance of the execution of a contract, or to procure or contract for services or supplies.

The following conditions are applicable to all proposals. The WOW reserves the right to:

1. Accept or reject any or all proposals in whole or in part, which it considers not to be in its best interest.
2. Change or waive any provisions set forth in this RFP.
3. Return non-conforming proposals without review.
4. Waive informalities and minor irregularities in proposals received.
5. Negotiate any and all proposed terms, conditions, costs, staffing level, services / activities mix, and all other specifics.
6. Request a) additional data, b) technical or price revisions, or c) oral presentations in support of a written proposal.
7. Determine that an arms-length agreement exists between the proposer and any subcontractors or vendors they might choose to use.
8. Require the establishment of escrow accounts for a Contractor that currently has outstanding debts to the WOW as a result of audits or monitoring reviews.
9. Conduct a pre-award review that may include, but is not limited to, a review of the proposer's record-keeping procedures, management systems, accounting and administrative systems, and program materials.
10. Use additional or de-obligated grant funds to increase the allocations of successful efforts.
11. Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, (b) to manage funding, and (c) to meet the needs of the customers.

12. End contract negotiations if acceptable progress, as determined by the WOW, is not being made within a reasonable time-frame.

G. Questions & Communication with WOW

Written questions regarding this solicitation should be submitted via email or fax by 3:30pm on August 8, 2018. No questions about the development of proposals will be accepted after August 8, 2018. A summary of the questions and answers will be available on the Internet at www.employmilwaukee.org.

Any question(s) must be submitted in writing or by email to:

Pete Coffaro, CPO
Email: Pete.Coffaro@employmilwaukee.org
2342 N. 27th Street
Milwaukee, WI 53210

WOW and Employ Milwaukee staff are prohibited from communicating with proposers, and proposers shall not attempt to contact or communicate with staff in any manner regarding any portion of this RFP.

Ex parte communication regarding this solicitation is prohibited between a potential and or current contractor and any WOW Board member, staff, or any other person serving as an evaluator during this competitive procurement process. Proposers directly contacting Board members, committee members, staff or evaluators risk elimination of their applications from consideration.

PART II: SCOPE OF WORK

A. Purpose of the One-Stop Operator

WIOA aims to further enhance the quality of the one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. The new law places greater emphasis on local resource coordination to better meet the needs of jobseekers, incumbent workers, and employers. This includes cultivating and strengthening the partnerships and strategies necessary for optimum performance and outcomes. WIOA identifies a wide range of federally funded employment and training programs which are required partners of the Job Center system. The One Stop Operator will be integral in coordinating the service delivered by these partners in a more cohesive, effective manner.

B. Role of the One Stop Operator

This One-Stop delivery system strives to align, coordinate and integrate programs and services and to foster demand-driven skills attainment which meets the needs of jobseekers and businesses. One-Stop partners administer separately funded programs in a collaborative manner. The primary delivery system of One-Stop services is through the Job Centers, though those services are connected to other method of access and referrals.

The One Stop Operator, in a consultant role, coordinates system delivery of services, monitors performance progress, and ensures continuous improvement of the system as a whole.

Specifically, the Operator will:

- Coordinate and convene quarterly meetings of one-stop partners across all three centers to optimize service delivery. The Operator will develop meeting agendas, facilitate meetings, and provide meeting notes.
- Assist the board in facilitating the memoranda of understanding for each Workforce Development Center which may include providing requested information and obtaining signatures;
- Assist the board in ensuring all one-stop partners adhere to the American Job Center branding requirements through quarterly monitoring and staff education;
- Assist the board in ensuring that each Workforce Development Center meets one-stop certification requirements through internal monitoring and self-assessments; and
- Provide quarterly updates to the board and, if requested, present updates to the board at board meetings.

See Part I, Section B – One Stop Center Duties. Also; Part I, Section D – Funding Availability

PART III: TERMS AND CONDITIONS

A. Applicant Eligibility

The WIOA Joint Final Rule requires Local Workforce Boards to use a competitive process based on local procurement policies and procedures, and the principles of competitive procurement in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200 and 2 CFR part 2900, which may be found at <http://www.ecfr.gov>.

WOW is soliciting proposals from governmental units, public or private not-for-profit or for-profit entities (including corporations, partnerships, or sole proprietorships), eligible local educational agencies, faith-based and community-based agencies, and/or a consortium of WIOA partners as described in the law. For more information on eligibility see: https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16_Acc.pdf

Proposer qualifications include: a) an understanding of the Workforce Innovation and Opportunity Act and the local workforce system, b) demonstrated experience (at least three years) facilitating diverse stakeholder groups to a common goal or outcome, c) ability to act as a neutral facilitator, d) experience in meeting agenda development, planning, and execution, and e) ability to work closely with the Workforce Development Board to monitor the system's strategic objectives and make recommendations for system continuous improvements.

B. Letter of Intent

A letter of intent to bid is mandatory and must clearly identify the proposer and the activities or services that

proposer will deliver. The letter of intent does not commit a proposer to submitting a proposal. The letter of intent to bid must be submitted no later than **August 7, 2018 by 3:30pm CST**.

The letter of intent may be mailed or emailed to:

Pete Coffaro, CPO
Email: Pete.Coffaro@employmilwaukee.org
2342 N. 27th Street
Milwaukee, WI 53210

The prospective proposer is solely responsible for assuring that anything sent to the WOW arrives safely and on time.

C. Proposal Format

All proposals must be submitted with the same topic headings, and in the same order, as in the Proposal Outline set forth below. The proposal document format must be single-spaced, with 12-point type, and margins of one inch on each side. Each page of the proposal should be numbered sequentially at the bottom of the page.

Each proposal should be prepared simply and economically, providing a straightforward response to this RFP. Elaborate or expensive bindings, colored displays, and promotional materials are not desired. **Submission via emailed PDF is encouraged.**

All proposals must be assembled according to the following outline:

- 1) Cover/Signature Sheet
- 2) Table of Contents
- 3) Proposal Narrative
- 4) Budget – Attachment A
- 5) Funding Application and Organization Face Sheet – Attachment B
- 6) Statement of Compliance – Attachment C

D. Proposal Content & Organization

1. Cover Page
2. Table of Contents
- 3. Proposal Narrative – No more than 5 pages**

- a) The applicant's understanding and experience in workforce development, including the local workforce system, and/or of WIOA. *
- b) Overview of the applicant's previous experience facilitating diverse stakeholder groups to a common goal or outcome. What will be the approach to navigating and resolving challenging partnerships? *
- c) Description of the applicant's stakeholder engagement approach. How will policies be developed and implemented? How will actions be taken and communicated? *
- d) Any other supporting information, such as references or credentials. *

****See attached Proposal Rating Sheet for scoring criteria***

4. Budget – use Attachment A as provided
5. Funding Application and Organization Face Sheet – use Attachment B as provided
6. Statement of Compliance – use Attachment C as provided

E. Proposal Submission

Proposals must be received by Employ Milwaukee no later than **August 28, 2018 at 3:30pm (CST)**. Proposals must be delivered to:

Pete Coffaro, CPO
Email: Pete.Coffaro@employmilwaukee.org
2342 N. 27th Street
Milwaukee, WI 53210

An emailed PDF submission is preferable to the email address listed above.

Submissions may also be mailed or hand delivered to the address above. Hard copy proposals should be secured with a binder clip to facilitate making copies.

Until the proposal submission deadline, errors in proposals may be corrected by a request in writing to withdraw the proposal and by submission of another set of proposals with the mistakes corrected. Corrections will not be accepted once the deadline for submission of proposals has passed.

It is the sole responsibility of the submitting proposer to ensure that its proposal is received before the submission deadline. Submitting proposers shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. Any proposals received after the scheduled closing time for receipt of proposals will be returned to the sender unopened. Timely hand delivered proposals are acceptable. No facsimile (fax) copies will be accepted.

WOW will not return proposals, binders or exhibits to proposals. All proposals become the property of the WOW and will be a matter of public record. WOW shall have the right to use all ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP without the necessity of paying a fee, license, or royalty. Selection or rejection of the proposal will not affect this right.

PART 4: SELECTION PROCESS

A. Selection Policy

WOW maintains a policy that an organization must possess the demonstrated ability to perform successfully under the terms and conditions of a proposed contract prior to the contract being executed. Determinations of demonstrated performance shall take into consideration such matters as to whether the organization has:

- Adequate financial resources or the ability to obtain them;
- The ability to meet the RFP design specifications at a reasonable cost, as well as the ability to meet performance goals;
- A satisfactory record of past performance in delivering the proposed services, including demonstrated quality of services and successful outcome rates from past programs;
- The ability to provide services and/or a program that can meet the need identified;
- A satisfactory record of integrity, business ethics and fiscal accountability;
- The necessary organizational, accounting and operational controls; and
- The technical skills to perform the work.

All prospective proposers are prohibited from contacting any WOW board member, WOW committee member or WOW staff (other than contact person identified in Part I of this RFP) regarding this solicitation to avoid actual conflicts, the appearance of conflicts, or undue influence over the process. Contact during any part of this solicitation period with anyone for purposes of influencing the outcome of the procurement process will result in the disqualification of the prospective proposer.

B. Proposal Responsiveness

To be considered responsive, proposals must meet the following minimum criteria:

1. One (1) original proposal must be received by the Employ Milwaukee Administrative office **no later than 3:30pm, August 28, 2018**. The timely delivery of a proposal is entirely the responsibility of the proposer. Proposals postmarked on or before the proposal due date but delivered after the due date or time will be considered non-responsive. Proposals hand delivered after the due date or time will be considered non-responsive.
2. The original proposal must be manually signed in blue ink by an official authorized to represent and bind the proposing agency and should be marked "original."
3. Proposals must be presented in the same order as set forth in "Proposal Format" below and contain all information requested.
4. Giving incomplete or erroneous information or withholding important information could result in disqualification or, later, contract termination.
5. Proposers must demonstrate a general understanding of the service delivery system, the services solicited by this RFP and the ability to effectively and efficiently manage and deliver those requested services.

C. Proposal Review & Evaluation

Proposals will be initially reviewed and rated by an Employ Milwaukee selected Ad Hoc Committee using a point system based on a Proposal Evaluation/Rating Form. The Ad Hoc Committee will make recommendations to the WOW Board. The Board will select a proposal for award contingent upon successful contract negotiation.

D. Contract Award

A contract may be awarded based on offers received, without discussion of such offers with the proposers. Each offer should, therefore, be submitted in the most favorable terms, from a price and technical standpoint that the offeror can make. However, the Board reserves the right to request additional data, oral discussion or presentation in support of written proposals.

Final award of a contract will be contingent upon:

- Successful negotiation of a contract;
- Acceptance by the proposer of the contract terms and conditions;
- Satisfactory verification of past performance and systems (e.g., financial), where applicable; and
- Availability of funding.

E. Appeal Procedure

In accordance with applicable regulations, proposers who are denied funding have the right to appeal. The following steps must be taken for organizations to appeal funding decisions.

1. Submit a letter within three business days from the date of the contract award to the President/CEO of the WOW Workforce Board, Inc., stating that an appeal to the contract award is being filed and the specific reasons for that appeal. The reasons relied upon must be based on the four criteria listed below:
 - Clear and substantial error or misstated facts by the review team upon which the decision was made by the Board
 - Unfair competition or conflict of interest in decision making process
 - Any illegal or improper act or violation of law
 - Other legal basis on grounds that may substantially alter the Board's decision

The President/CEO will review the appeal and respond within 10 business days.

2. In the event the President/CEO's response is not satisfactory to the proposer, an appeal to the WOW Board may be requested. The request must be addressed in writing within 15 days from receipt of response from President/CEO to:

Laura Catherman
WOW WDB, Inc.
892 Main Street, Suite A
Pewaukee, WI 53072

The appeal will be scheduled to be heard at a time set by the Chair after consultation with counsel.

**Attachment A
-Budget Narrative**

	Funding Request	Applicant Contribution	TOTAL
Personnel			
Personnel Travel			
Supplies			
Outreach Materials			
Accommodation Provisions			
Other			
TOTAL			

Attachment B

WOW WDB - Funding Application and Organization Face Sheet

Organization Name: _____ Phone Number: _____

Address: _____

1. Organization Type (check one)
- Government Unit Public School District Private Business
- Private, Non-Profit Other (specify) _____

2. State the agency's main purpose and list its principle services and products:

(Please attach any information that further describes purpose and services).

3. List the organization's current fund sources in order of importance:

4. Has your organization operated job training programs or services programs prior to this application?
- Yes No

4a. If yes, please attach a description of programs and services.

5. Geographical area served (specify): _____

6. IRS Identification Number: _____ OR Tax Exempt Number: _____

7. Bonding: List titles of officers and employees covered by Agency Bond:

8. Maximum bonding coverage: \$ _____

9. Governing Officials:

a. Describe the structure of the agency's governing body (i.e. City Council- publicly elected):

b. Name and title of principal Elected Official: _____

c. Name and title of principal Administrative Officer: _____

10. Name and title of Individual/s authorized to sign contracts, fiscal reports, etc.:

11. Does your agency have a collective bargaining agreement(s) with any union(s)?

- Yes No

11a. If yes, please list the union(s) and what occupational area or organizational units are represented:

I certify that the above information is true and correct to the best of my knowledge.

Signature _____ Title _____ Date _____

Attachment C

Statement of Compliance
One-Stop Operator
Waukesha-Ozaukee-Washington Workforce Development Area

As the authorized signatory official for: _____
Submitting/Lead Organization

I hereby certify that:

- The above-named organization agrees to execute all work related to this proposal in accordance with the Workforce Innovation and Opportunity Act, U.S. Department of Labor, State of Wisconsin Department of Workforce Development Division of Employment and Training, Waukesha Ozaukee Washington Workforce Development Board (WOW WDB) policies and guidelines, and other administrative requirements issued by the State of Wisconsin Department of Workforce Development or governing authority. The proposer shall notify the WOW WDB within 30 calendar days after issuance of any amended directives if it cannot so comply with the applicable policies and guidelines;
- The above named organization will ensure special efforts to prevent fraud and other program abuses, such as but not limited to, deceitful practices, intentional misconduct, willful misrepresentation, and improper conduct which may or may not be fraudulent in nature;
- The contents of the proposal are truthful and accurate and the above-named organization agrees to comply with the provisions and policies stated in this application and that this proposal represents a firm request subject only to mutually agreeable negotiations; and that the above name organization is in agreement that the WOW WDB reserves the right to accept or reject any proposal; and that the above-named organization has not been debarred or suspended from receiving federal grants, contracts, or assistance; and that the above named organization waives any right to claims against the members and staff of WOW WDB.
- I am legally authorized to submit this application on behalf of the above-named organization;

Authorized Representative Signature

Print Name: _____

Title: _____ Date: _____

PROPOSAL RATING SHEET

PROPOSER: _____

Rater's Name: _____

Date: _____

EVALUATION CRITERIA	POINT RANGE	RATING GUIDE	POINTS AWARDED	COMMENTS
1. Organization Experience Capabilities / Capacity	Max. 40. pts.			
a) Mission, views on quality & customer service, value added by organization	0-25 pts.	Information not provided Addresses mission , views and value Mission, views and values closely related to WOW's mission and values		
b) Previous specific experience in delivering WIOA and other services mentioned in RFP Performance results from current or recent contracts	0-15 pts.	No specific experience Experience in 1 or 2 of the listed programs Experience with 3 or more programs Exceptional experience, 5 or more years providing similar services Poor or unrelated performance results Achieved performance standards		

		Exceeded most performance standards		
References		No references Sufficient references Exceptional references provided		
Total Points For This Section				
EVALUATION CRITERIA	POINT RANGE	RATING GUIDE	POINTS AWARDED	COMMENTS
Staffing and Staff Development Plan	Max. 20 pts.			
a) Management structure and qualifications of lead staff	0-20	Insufficient management structure and qualifications		

		Average management structure and qualifications		
		Exceptional management structure and qualifications		
Total Points For This Section				
Budget	Max. 40 pts.			
<p>a) Budget narrative</p> <p>The budget narrative incorporates the following:</p> <ul style="list-style-type: none"> • specific details of method of calculation • justification of proposed expenditures • cost allocation methodology • contingency plans for repayment of disallowed costs • description of how the organization will support costs until invoices are paid 	0-10	<p>Requirements not addressed or poorly addressed</p> <p>Requirements addressed</p> <p>Proposed expenditures justified and details of method of computation provided, cost allocation methodology and payment method clearly explained.</p>		

<p>b) Budget costs:</p> <p>Proposed costs are necessary, allowable, reasonable, and properly supported</p> <p>Proposed profit is reasonable</p>	0-20	<p>Proposed costs not adequately supported</p> <p>Adequate justification provided to support costs; proposed costs are necessary and allowable</p> <p>Proposed costs are necessary, allowable and reasonable, profit is reasonable, total cost of project is reasonable</p>		
<p>c) Administrative and financial management experience and capabilities</p>	0-10	<p>Less than 3 years experience</p> <p>3 to 5 years of experience</p> <p>More than 5 years experience</p>		

Total Points For This Section				

EVALUATION CRITERIA	POINT RANGE	RATING GUIDE	POINTS AWARDED	COMMENTS
1. Service Strategy	Max. 100 pts.			
a) Understanding of WOW One-Stop system and suggestions to improve service delivery	0-25	Information not provided Inadequate understanding of local system Adequate understanding of local system, reasonable suggestions for service improvements Exceptional understanding of community and WOW; visited all sites, provided good suggestions for service improvements		
b) Resource management plan in coordination with partners and services	0-25	Plan not provided Does not address all of the requirements Addresses all of the requirements Provides innovative strategies to address all requirements		
c) Service Delivery Plan	0-25	Plan not provided Inadequate or unworkable plan, does not address all of the requirements Adequate plan, appears to be workable, addresses all of the requirements		

		Exceptional plan, provides innovative strategies to address all requirements		
d) Outreach plan	0-25	Limited outreach plan Exceptional outreach plan, includes creative and cost effective strategies to increase awareness and usage of services		
e) TOTAL POINTS THIS SECTION	100			

DRAFT

RATING SUMMARY

PROPOSER: _____

EVALUATION CRITERIA	MAXIMUM POINTS	POINTS AWARDED
1. Experience/Capabilities/References	100	
2. Service Strategy	100	

COMMENTS: _____

Rater's Signature

Date