



*The Workforce Development Board
of Southeast Minnesota*

**WORKFORCE INNOVATION AND
OPPORTUNITY ACT (WIOA)
REQUEST FOR PROPOSALS for
ONE STOP OPERATOR
SERVING SOUTHEAST MINNESOTA**

Release Date: March 31, 2017
Proposal Deadline: April 21, 2017

Workforce Development Board of Southeast Minnesota (WSA #8)

2070 College View Road East

Rochester, MN 55904

507-292-5180

www.workforcedevelopmentinc.org

Introduction

The Workforce Development Board of Southeast Minnesota (WDBSEM) is soliciting proposals to identify an experienced provider or qualified consortium of partners to provide One-Stop Operator services for the local workforce development area as required under the Workforce Innovation and Opportunity Act (WIOA). Workforce development-minded organizations or consortia with successful past experience who can thoroughly demonstrate that they have the ability to provide the management and oversight services requested will be considered.

The expected contract awarded under this RFP solicitation will start on July 1, 2017, and end on June 30, 2021, with possible contract renewal provided all negotiated performance criteria are successfully achieved.

The Workforce Innovation and Opportunity Act (WIOA) and the Workforce Development system seeks to help job seekers and workers access employment, education, training and support services to succeed in the labor market and match employers with skilled workers they need to compete in the global economy. In 2014, Congress passed WIOA, the first legislative reform of the public workforce system in more than 15 years. In doing so, Congress reaffirmed the role of the public workforce investment system and brought together and enhanced several key employment, education and training programs. The main goals of WIOA are to:

Align federal investments to support job seekers and employers: At the state level, WIOA establishes a unified strategic planning process across 'core' programs which include Adult, Dislocated Worker and Youth activities under Title I-B of WIOA; Wagner-Peyser Act Employment Service; Adult Education and Literacy, and Vocational Rehabilitation, including State Services for the Blind. See Minnesota's Combined State Plan at www.gwdc.org.

Strengthen the governing bodies that establish state, regional, and local workforce development priorities: WIOA streamlines membership of business-led, state and local workforce development boards. The Act emphasizes the role of boards in coordinating and aligning workforce programs and adds funds to develop strategies to meet worker and employer needs.

Help employers find workers with the necessary skills: WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. The Act adds flexibility at the local level to provide incumbent worker training and transitional jobs as allowable activities and promotes work-based training. The law also emphasizes training that leads to industry-recognized postsecondary credentials.

Align goals and increased accountability and information for job seekers and the public: WIOA aligns the performance indicators for core programs and adds new ones related to services to employers and postsecondary credential attainment. Performance goals must reflect economic conditions and customer characteristics. It makes available data on training provider performance outcomes and third party evaluation of programs.

Proposers are strongly encouraged to follow the Department of Labor's WIOA resource page for WIOA information and latest updates: www.doleta.gov/wioa

The WDBSEM reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, or the contract in whole or in part as is deemed to be in the best interest of the WDBSEM. The WDBSEM reserves the right to negotiate with any Respondent after proposals are reviewed, if such action is deemed to be in the best interest of the WDBSEM.

Background of One Stop Operator

The WDBSEMN has had a long-standing partnership committee performing many of the duties of a One-Stop Operator. WIOA requires a competitive selection of the One Stop Operator as indicated in the excerpt below.

WIOA SEC. 121. ESTABLISHMENT OF ONE-STOP DELIVERY SYSTEMS

(d) ONE-STOP OPERATORS.

(1) LOCAL DESIGNATION AND CERTIFICATION.—Consistent with paragraphs (2) and (3), the local board, with the agreement of the chief elected official, is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators.

(2) ELIGIBILITY.—To be eligible to receive funds made available under this subtitle to operate a one-stop center referred H. R. 803—61 to in subsection (e), an entity (which may be a consortium of entities)— (A) shall be designated or certified as a one-stop operator through a competitive process; and (B) shall be an entity (public, private, or nonprofit), or consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the one-stop partners described in subsection (b)(1)), of demonstrated effectiveness, located in the local area, which may include— (i) an institution of higher education; (ii) an employment service State agency established under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), on behalf of the local office of the agency; (iii) a community-based organization, nonprofit organization, or intermediary; (iv) a private for-profit entity; (v) a government agency; and (vi) another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

(3) EXCEPTION.—Elementary schools and secondary schools shall not be eligible for designation or certification as one-stop operators, except that nontraditional public secondary schools and area career and technical education schools may be eligible for such designation or certification.

(4) ADDITIONAL REQUIREMENTS.—The State and local boards shall ensure that in carrying out activities under this title, one-stop operators— (A) disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers; (B) do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and (C) comply with Federal regulations, and procurement policies, relating to the calculation and use of profits.

Geography of the Workforce Delivery Area

The WDBSEMN serves the counties of Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele and Wabasha in Southeast Minnesota. WorkForce Center partners in the counties of Freeborn, Goodhue, Mower, Olmsted, Rice and Steele provide the One-Stop delivery system of workforce services for the region. One Stop Operations for the WorkForce Centers in these six counties are included in this RFP.

WorkForce Center One-Stop Locations	Address
Albert Lea	2200 Riverland Drive, Albert Lea MN 56007
Austin	1600 8 th Avenue NW, Austin MN 55912
Faribault	201 Lyndale Ave South, Suite 1, Faribault MN 55021
Owatonna	965 Alexander Drive SW, Owatonna MN 55060
Red Wing	1606 West 3 rd Street, Red Wing MN 55066
Rochester	2070 College View Road E. , Rochester MN 55904

Overview of WIOA Services

One of the main purposes of the Workforce Innovation and Opportunity Act is to assist jobseekers by increasing their access to employment, education, training, and support so they may succeed in the labor market. The employment goal for jobseekers is full employment with good pay, benefits and career pathways to further opportunity. WorkForce Center staff provides outreach and recruitment for program applicants, determine eligibility for programs, assess the interest and skill levels of job seekers, link and fund job training activities for seekers, assist with job placement, and follow up with employees for up to 12 months after job placement. All of these activities are provided along with the full range of supportive services necessary for individuals to ensure that they complete their job training.

Employer services include access to information on topics of interests to business which may include information on the Americans with Disabilities Act, Workers' Compensation, Family Leave Act, Reemployment Insurance Tax, etc. Employers are provided with assistance in describing job requirements, listing job openings, screening jobseekers for referral, and administration of employer requested testing to identify preferred candidates. Career pathway development is a top priority throughout the employer, education and workforce system partnership. Labor market information including basic and specialized data on the types of employment available by geographic area, identification of skill shortage areas, and work with training providers who can fill the skill gap, based on experience and success is shared with employers on a regular basis.

Consistent with WIOA, WDBSEMNs goal is to provide program services for eligible adults, dislocated workers and youth in an **integrated service delivery** environment, which means co-enrollment of the job seeker into relevant and eligible programs, along with a seamless approach to services offered. This requires formal **memorandum of understanding (MoU) agreements** with partners and developing processes and documenting standard approaches to service delivery through a **one-stop** methodology.

WORKFORCE CENTER CORE PARTNERS

Department of Employment and Economic Development (DEED): WIOA Title III

Wagner-Peyser Act: Job Service

Trade Adjustment Act (TAA), Title II, Chapter 2

Jobs for Veterans (Chapter 41 Title 38 USC)

Unemployment Insurance Programs authorized under MN law

**Department of Employment and Economic Development (DEED): Rehabilitation Act Title I,
Vocational Rehabilitation Services (VRS)**

State Services for the Blind (SSB)

WorkForce Development, Incorporated (WDI):

WIOA Title I, Adult and Dislocated Worker Programs

WIOA Title I, Youth Programs

WIOA Title I, Youth Build

Minnesota Youth Programs

PARTNERS

Adult Education and Literacy Title II

**Southeast Minnesota Community Action Agency (SEMCAAC): Community Action Program
Services**

County Human Services: Social Security Act (part A) of Title IV:

Temporary Assistance for Needy Families (TANF)

Community Services Block Grant Employment & Training Programs

Motivation Education and Training (MET):

WIOA Title I, Migrant and Seasonal Farm Worker Programs

Experience Works: Older Americans Act Title V,

Senior Community Service Employment Program (SCSEP)

Minnesota State College and Universities and Carl D. Perkins Career & Technical Education

Department of Housing and Urban Development (HUD) Employment and Training Programs:

Southeastern Minnesota Multi-County Housing and Redevelopment Authority (SEMMCHRA)

Job Corp, WIOA Title I

Native American Programs, WIOA Title I

Second Chance Act, Chapter 212

Scope of Services

Objective

WDBSEMN is seeking to contract with One-Stop Operator that employs vision, innovation, accountability, and efficient and effective utilization of resources in workforce development programming. It is the goal of the WDBSEMN to create a state-of-the-art and coordinated workforce system that focuses on a fully integrated service delivery strategy which ensures that all customers flow seamlessly throughout. As customers are engaged across multiple entry points, their individual needs shall be identified and addressed, and they will be provided with access to programs, services and navigation to supplementary supports. This service delivery model is a collective impact approach to help customers discover appropriate and client-centered services at a single location. This vision promotes cutting-edge practice and technology that fosters

livable sustainable wages, sustainable employment, as well as offering career pathways for targeted employment sectors.

Overview

The comprehensive services program model is designed to be an innovative and coordinated approach that focuses on a fully integrated service delivery strategy among a network of partners and ensures that customers flow seamlessly along a continuum of services. The comprehensive model provides WIOA services with an approach that enhances the customer experience and helps them discover appropriate and meaningful services at a single location. The One-Stop Operator selected under this RFP will be expected to strengthen the workforce system by focusing on a fully coordinated strategy, maintaining customer engagement and ensuring access to programs, services and navigation to supplementary supports. The One-Stop Operator will be expected to work in conjunction with partner agencies to provide this holistic approach to customer service.

Role of One-Stop Operator

The primary role of the One-Stop Operator is to ensure that services provided through Workforce Centers (WFCs) meet the needs of its customers (business and job seeker) in an efficient and effective manner.

Roles and Responsibilities

The One-Stop Operator will be responsible for the following:

- Site operations, space configuration, customer flow, and integration;
- Addressing and resolving building and facility needs;
- Maintaining cleanliness and professionalism of resource areas;
- Convening Partnership meetings;
- Report operational updates to WDBSEM N;
- Maintain a welcoming WFC environment;
- Facilitating sharing of data and information;
- Creating a Data Dashboard highlighting outcomes for the critical measures for each core partner; at a minimum, Enrolled, Termed and Placed information including demographics, employment and wage detail and Budget to Actual Fiscal Information
- Promoting the services available at the One-Stop WorkForce Centers, including the development of shared marketing and outreach materials, with support from the WDBSEM N;
- Being knowledgeable of the mission and performance standards of all partners and facilitating training among staff;
- Evaluating customer needs and satisfaction data to continually refine and improve service strategies;
- Complying with all policies governing the operations of a one-stop center;
- Working with the WDBSEM N to determine a process for meeting the goals set forth in the Workforce Innovation and Opportunity Act and
- Other duties as identified through the partner Memorandum of Understanding and deemed relevant and assigned by WDBSEM N.

Note: the contractor selected will be responsible for providing the above services for all six (6) One-Stop Workforce Centers (listed on page 4 of this RFP) – not for single One-Stop Workforce Center sites or sub groupings thereof.

Eligible Respondents

Eligible respondents include governmental, educational or not-for-profit organizations or agencies engaged in a public service. Private, for-profit organizations engaged in providing employment and training and educational opportunities for eligible adults may apply. Entities must be registered with the Minnesota Secretary of State to do business within the state of Minnesota. Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal department or agency are not eligible to respond to this RFP or to receive a contract. Proposal reviews and awards are contingent upon respondents being current on any loan, contractual, or tax obligation as due, or in compliance with any rule, regulation, or provision on existing or past contracts.

Respondents must disclose and rectify any and all outstanding monitoring and/or an audit concern from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.

Respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP, and must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and applying them in developing the RFP response.

One-Stop Operator (Comprehensive Services) Eligibility

All respondents to Comprehensive One-Stop Operator must meet the criteria outlined in WIOA (Sec. 121.d) and the WIOA Notice of Proposed Rulemaking dated April 16, 2015, (WIOA NPRM) available at <http://www.doleta.gov/WIOA/NPRM.cfm>. One-Stop Operators may be a single entity (public, private, or nonprofit) or a consortium of entities. Eligible entities include higher education institutions, community-based organizations, for-profit entities, government agencies, and other interested organizations (such as a local chamber of commerce or other business organization, or a labor organization), of demonstrated effectiveness, that are capable of carrying out the duties of the One-Stop Operator, and that are located in the local area.

- **If a consortium of entities, the consortium must include a minimum of three of the one stop partners described in WIOA Sec. 121(b)(1). In addition, one of the three partners must be the existing WIOA Title I provider.**
- **If the One Stop Operator is a consortium of entities, those members will be granted permission to operate career services without an additional RFP to secure those services. If a single entity is selected, they would NOT be granted permission to operate career services with this RFP, but a subsequent RFP would need to be issued for career services.**

Elementary or secondary schools are not eligible to respond with a proposal as a One-Stop Operator, but nontraditional public secondary schools such as night schools, adult schools, or area career and technical education schools are eligible.

One Stop Operator Performance Expectations

Performance Evaluation

Although the WDBSEM will monitor system performance, it is critical that selected providers demonstrate the capacity to ensure performance monitoring and evaluation of the One-Stop partners on a timely basis. These mechanisms should demonstrate the ability to track program outcomes, performance measures, and establish continuous quality improvement efforts. Successful proposals will establish indicators (Performance Dashboard) and develop instruments and protocols for ongoing performance evaluation. Regular presentation of the Performance Dashboard to the WDBSEM will be required.

Contract Award & Period of Performance

Contract Award and Details

The period of this contract shall be from July 1, 2017 through June 30, 2021. This contract may be renewed, upon agreement of both parties.

The subsequent contract will be a contract based on a comprehensive program proposal, including personnel and operating costs. Subsequent year contracts will be negotiated based on available WIOA Adult and Dislocated Worker Program funding allocations from the U.S. Department of Labor and the Minnesota Department of Employment and Economic Development (DEED). Any additional work will be discussed in the future and price will be negotiated at that time.

Submission Requirements

General Submission Information

1. To be considered for funding, entities must submit a proposal along with other supporting documentation in accordance with the instructions in this RFP. Consortium proposals must clearly identify the partners with the inclusion of the required local WIOA Title I provider.

When evaluating a proposal, the WDBSEM will consider how well the respondent has complied with these instructions and provided the required information. The WDBSEM reserves the right to request clarifications from any bidder regarding information in their proposals.

Responses to this RFP should be economically prepared, with emphasis on completeness and clarity of content. The proposal, as well as any reference materials presented, must be typed in English in at least 12 point font and must be on standard 8 ½” by 11” paper with no less than one inch margins. Foldouts containing charts, spreadsheets, and oversize exhibits are permissible.

2. Proposal Checklist

All proposals must contain the following documents:

- Executive Summary (no longer than one page)
- Respondent information (Consortiums must include information on the partners including the required WIOA Title I provider)
- Proposal Narrative - Responses to questions (no longer than 15pages)
- Budget

3. Response Questions -

Bidders must provide responses in narrative format to each item/question listed below.

Responses must be associated with the specific questions provided. Proposals must include the exact questions as written below. There are 100 points possible.

Proposals will be evaluated on four criteria each carrying a unique weighting.

A. Experience and Philosophy (30points)

Describe your experience in Southeast Minnesota with and philosophy regarding the following:

- Visionary leadership while operating within structured rules and guidelines.
- Fostering collaboration and partnerships.
- Monitoring system integrity.
- Information sharing across a variety of partners and programs.
- Working on diverse/divergent issues or agendas to reach outcomes
- Understanding federal laws and/or workforce or related laws, including the Workforce Investment Act or the Workforce Innovation and Opportunity Act.
- Discuss any other areas of experience you would like the review committee to know about as it relates to this RFP.

B. Approach (30 points).

- Describe how you will approach achieving a mutually beneficial relationship between the WDBSEM, the One Stop Operator and the partners.
- How do you suggest the success of the One Stop Operator be measured? Discuss your suggestion for how performance on this contract be measured
- Describe your approach to ensuring communication and collaboration among the One-Stop Center and the partnering agencies.
- Describe your approach to supporting the WDBSEM in achieving their program targets and service delivery goals.
- Describe what you are most excited about regarding this opportunity, and describe what you believe will be your biggest challenge

C. Assurances and Flexibility (10 points)

- Provide an assurance that your entity has the willingness and ability to operate in a functionally integrated environment and work difficult partnership issues with all parties involved .

D. Budget (30 points)

- Detail proposed costs by category.
- Leveraged funds
- Note: Higher points awarded for lower final costs and higher leveraged funds.

Timeline

- March 31, 2017: One Stop Operator Request for Proposal open for bid with a April 21,2017 deadline for submission;
- April 21, 2017: sealed bids due
- April 22 – May 10, 2017: RFP review panel members convene to make recommendations
- May 11, 2017: Review panel makes recommendation to Joint Powers Board of Local Elected Officials. Joint Powers Board makes selection

- May 12, 2017: One Stop Operator is notified of selection and notice of One Stop Operator selection is submitted to DEED and Governor
- June 8, 2017: Joint Powers Board approves the One Stop Operator contract for services and operational logistics are established.
- July 1, 2017: One Stop Operator in place and functioning in designated role

Proposal Evaluation and Selection Process

A group of community volunteers will staff a review committee that will be responsible for reviewing proposals. This committee will be comprised of individuals who have no fiduciary interest in bidding for funding under this RFP. Review committee members will review and score proposals according to the criteria and assigned points specified in this RFP. Final funding decisions will be made by the Joint Powers Board of the WDBSEM at its May 11, 2017 meeting.

Contract Provisions

Type of Contract

Proposed costs will be analyzed and a contract will be negotiated on a demonstrated performance or fixed unit price basis. No contract will be negotiated with more than a fifty (50%) cost reimbursement payment structure. All contracts awarded will have a significant portion of the funds tied to the achievement of measurable outcomes. The type of contract will be determined at the time of contract negotiation to the successful bidder.

General Contract Conditions

Should a proposal be selected for funding, the respondent will then complete contract negotiations. In order for a contract to be executed, the respondent must meet certain requirements:

- All programs must be operational on July 1, 2017.
- All contractors must have current fiscal and compliance audits as required by law.
- All contractors are required to be an Equal Employment Opportunity Businesses (EEO.)
- All contractors must provide a certificate of insurance as shown below.
- All contractors are ensuring, by signing the contract, that adequate and qualified staff will be dedicated to the contracted program services.

CERTIFICATES OF INSURANCE

Please attach Certificates of Insurance evidencing the following coverage (or equivalent amounts of self-insurance) required of the Contractor, including each member of any consortium:

- Commercial General Liability: \$1,000,000 per occurrence, \$1,000,000 for each personal and advertising injury claim, \$2,000,000 products and completed operations aggregate, \$2,000,000 policy aggregate
- Business Auto Liability: \$1,000,000 combined single limit
- Workers Compensation: \$100,000 per occurrence for each bodily injury claim, \$100,000 per occurrence for each bodily injury caused by disease claim, and \$500,000 aggregate for all bodily injuries caused by disease claims (or statement of rejection of coverage in accordance with (§ 8-41-202(1), C.R.S.)
- Professional Liability (Errors & Omissions): \$1,000,000 per claim and \$1,000,000 policy aggregate limit. Policy shall include a severability of interest or separation of insured provision (no insured vs.

insured exclusion) and a provision that coverage is primary and non-contributory with any other coverage or self-insurance.

- Additional coverage may be required upon award.

Contract Modifications

All contractors are ensuring, by signing the contract, that the negotiated price or services provided in a contract cannot be changed without WDBSEMNs approval and a modification to the contract. All requests for modification must be submitted to WDBSEMNs with written justification prior to implementation of any changes, including costs.

Conditions of the RFP/Reserved Rights:

The issuance of this RFP constitutes only an invitation to present proposals. The rights reserved by WDBSEMNs, which shall be exercised in its sole and absolute discretion, include without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in this solicitation at any time.
- Accept or reject any non-responsive or untimely responses or to reject all responses to this RFP and/or seek new proposals.
- Disqualify any respondent who submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Change or waive any provisions set forth in this RFP.
- Require additional information and/or oral presentation from one or more respondents to supplement or to clarify the proposal submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete or whether the respondent has adequately responded and has the necessary experience, including seeking and evaluating independent information on any respondent.
- Verify representations in the response by visiting and examining any of the project sites referenced in the proposal submitted and to observe and inspect the operations at such sites.
- Negotiate any and all proposed terms, conditions, costs, staffing level, services/activities mix, and all other specifics.
- Request a) additional data, b) technical or price revisions, or c) oral presentations in support of the written proposal.
- Conduct a pre-award review that may include, but is not limited to, a review of the respondent's record keeping procedures, management systems, and accounting and administrative systems.
- 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.
- End contract negotiations if acceptable progress, as determined by WDBSEMNs, is not being made within a reasonable time frame.

Request for Proposal Submission Process

Submit Request for Proposal as described in the General Information section in a sealed envelope to the address below by 12:00 pm, May 1, 2017:

One Stop Operator Bid

Hawkins Ash CPAs

975 34th Ave. NW Suite 301

Rochester, MN 55901