

**Kansas Local Workforce Development Board Local Area IV
Workforce Alliance of South Central Kansas
REQUEST FOR PROPOSALS**

FOR AMERICA’S JOB CENTER ONE-STOP OPERATOR

July 1, 2024 TO JUNE 30, 2028

(With option to extend for one additional period)

Issue Date: December 19, 2023

I. General Information

Services Solicited

The Kansas Local Workforce Development Board for Local Area IV, (hereinafter referred to as the WORKFORCE ALLIANCE), is issuing this Request for Proposals for the purpose of selecting a qualified sub recipient as a One-Stop Operator under the Workforce Innovation and Opportunity Act of 2014 (WIOA) for the Kansas Local Area IV Workforce Development Area. A copy of the WIOA and regulations may be accessed via the U.S. Department of Labor website (<https://www.doleta.gov/WIOA/>).

Bidder should submit one (1) electronic copy in PDF format via Internet Transmission Service, Workforce Alliance Drop Box.com or submitted via email to admin@workforce-ks.com (limit of 8 mb). All proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE FOLLOWING REQUIREMENTS TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

Request for Proposals (RFP) Schedule

December 19, 2023	RFP released to the Public
January 9, 2024	RFP Questions must be submitted for the Pre-Bid Conference by 10 a.m.
January 12	Pre-Bid Conference Held via zoom at 10 a.m.
January 17	Responses published to written questions
February 2	Proposals due at 9 a.m.
	Staff review of minimum requirements begins
February 6	Proposals distributed to Task Force
February 8	Proposal Presentations/ Task Force Meets
March 13	Task Force Presents to Local Workforce Development Board – Executive Committee
April 11	Task Force Presents to Chief Elected Officials Board
April 24	Task Force Presents to Local Workforce Development Board
July 1	New Contract in Place

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I. Background

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Congress passed the Act by a wide bipartisan majority; it is the first legislative reform in 15 years of the public workforce system. 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.

One of five Local Workforce Development Areas in the State of Kansas, Area IV Local Workforce Development Area covers Butler, Cowley, Harper, Kingman, Sedgwick, and Sumner counties. The Chief Elected Official Board (CEOB) appoints the Local Workforce Development Board (Workforce Alliance) for the area. The Workforce Alliance's mission is to grow the regional economy through a skilled workforce. The Workforce Alliance has staffing that conducts, fiscal agent functions, career services across multiple programs and contracts out for the provision on the One Stop Operator and certain WIOA Youth Elements.

The purpose of the public workforce system is to provide workforce development activities to customers that will increase employment retention and earnings of participants, and increase occupational skill level attainment by participants. As a result, successful application of these activities will improve the quality of Kansas' workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the State and Nation. WIOA defines the required activities authorized for One-Stop Operators. Bidders are encouraged to read WIOA to understand the scope of authorized activities. In general, these activities are:

- Coordinate the one-stop delivery system and ensure all required services are being effectively delivered in the local area
- Ensure access to career and training services (Sub-Recipient will not provide direct client services as a part of this request)
- Provide data, information, and analysis of appropriate labor market data
- Support and establish relationships and networks with large and small employers and their intermediaries and other community based organization to boost and build the system and support the one stop
- Develop, convene, or implement industry or sector partnerships

The One-Stop system is designed to enhance access to services and improve employment outcomes for individuals seeking assistance. The regulations define the system as consisting of one or more comprehensive, American Job Center(s) in a local area that provide the services specified in WIOA. Comprehensive Services of the One-Stop service delivery system are currently carried out at the Wichita Workforce Center at 2021 N Amidon, Suite 1100 Wichita, KS 67203. Satellite Job Centers are also located in El Dorado, Winfield and Wellington, with other access points. The schedules and services provided at those locations can be found at www.workforce-ks.com.

The Workforce Alliance, in coordination with the CEOB, is seeking to establish and build a partnership with an individual/organization which can demonstrate that it can support and enhance a range of services to one stop and community partners.

A. Resources

The Workforce Alliance has developed a Local Plan that contains significant information about the co-located and non-co-located partners at the one-stop service delivery site, as well as labor market information about the area. Since the information is readily available to bidders, it will not be repeated in this RFP. The July 1, 2021 to June 30, 2024 Regional and Local Plan may be accessed directly at [Workforce Innovation and Opportunity Act \(WIOA\) Plan \(workforce-ks.com\)](http://workforce-ks.com). In addition, the Local Policies may be found at <http://workforce-ks.com/about/policies/>. The strategic plan of the LWDB can be found in the helpful documents at [Workforce Innovation and Opportunity Act \(WIOA\) Plan \(workforce-ks.com\)](http://workforce-ks.com)

State of Kansas WIOA and one-stop policies may be found at <http://kansasworksstateboard.org/>. Proposers must be knowledgeable of the statutes, regulations, rules and policies for the funding streams. A copy of the Workforce Innovation and Opportunity Act and Regulations may be found on the U.S. Department of Labor web page at <https://www.doleta.gov/WIOA/>.

B. Purpose of Request for Proposals and Contract Period

The purpose of this RFP is to solicit proposals from qualified entities for a WIOA One-Stop Operator for the Local Workforce Development Board for Kansas Local Area IV. The proposal which, in the opinion of the awarding body, best provides for operations of the One-Stop delivery system serving the local workforce development area will be invited to enter into contract negotiations. Resulting contracts will be negotiated with respect to cost, scope, and content in a manner that achieves the establishment of this System in the best interest of the Workforce Alliance. The successful bidder's program will be required to coordinate services and support the partners and oversight bodies. The period of performance will be July 1, 2024 through June 30, 2028. Any contracts entered into as a result of this RFP may be extended for an additional year, if agreeable to both parties. If the Workforce Alliance concludes that no bidders submitted an adequate application, the Workforce Alliance will make future decisions in its best interest.

C. Eligible Bidders

Eligible entities as defined by WIOA include:

An entity (individual, public, private, or nonprofit) or individual of demonstrated effectiveness, located in the local area. The entity must be able to independently perform the duties of the One Stop Operator without any conflict of interests. Elementary and secondary schools are not eligible to apply to be the One Stop Operator as defined in WIOA.

The agreement between the Workforce Alliance and the One-Stop Operator shall specify the operator's role. The Workforce Alliance will maintain the duty of establishing one-stops and the one stop operator must be flexible enough to handle expansion of one stops or the restriction of services based on available resources.

D. Submission of Proposals

Proposers must submit one (1) electronic copy (in PDF format) via internet delivery service or email attachment (no larger than 10MB) to admin@workforce-ks.com.

All proposals must be received by 9:00 a.m., local time, February 2, 2024. Proposals received after this date and time will not be considered. Proposals must have the subject One-Stop Operator Proposal.

The Workforce Alliance is not liable for any costs incurred by organizations prior to awarding the contract.

Data contained in the proposal and all documentation provided therein, become the property of the Workforce Alliance. The data and documentation contained therein will not become public information until a contract is approved and signed. If the bidder wishes to have any information withheld from the public after the contract is signed, such information must fall within the definition of proprietary information contained within public record statutes. A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials. Bidders may not mark their entire RFP as proprietary. Bidder's cost information may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders and the public.

Emphasis should be concentrated on the Request for Proposals instructions, responsiveness to requirements, completeness and clarity of content. If the bidder's proposal is presented in such a fashion that makes evaluation difficult or overly time consuming, it is likely that points will be lost in the evaluation process. Elaborate and lengthy proposals are neither necessary nor desired. Bidders are encouraged to follow the sequence of the sections of this RFP as they develop their bids.

Proposals will be evaluated by members of the Evaluation Task Force. This Task Force may consist of Board members, staff, and citizens with the appropriate expertise to conduct such proposal evaluations. Names of the members of the Task Force will become public information.

Prior to award, bidders are advised that only the point of contact can clarify issues or render any opinion regarding this Request for Proposals. No individual member of the Board, staff, or member of the Evaluation Task Force is empowered to make binding statements regarding this Request for Proposals.

E. Bidders' Conference and Questions

A Pre-Bid conference will be held January 12, 2024, beginning at 10:00 a.m. The session will take place via Zoom. Interested parties must email Chad Pettera at admin@workforce-ks.com of your intention to attend no later than January 10th at noon central time. The Zoom meeting information will be emailed to those that submit a request to attend. If auxiliary needs or reasonable accommodations are needed, please include those requests in your notification to attend.

Attendees are encouraged to submit pertinent questions in writing by January 9, 2024, to admin@workforce-ks.com. Questions submitted by the deadline will be answered at the pre-bid conference and provided in writing that day. Questions posed at the bidders' conference will be answered to the extent possible and allowable at that time, but will not be considered official. Official responses will be published in writing. Any questions received after the submission deadline and at the pre-bid conference will be published on workforce-ks.com no later than 5 p.m. on January 17, 2024.

F. General Procurement Statements

- The Workforce Alliance is an Equal Opportunity Employer and operates equal opportunity programs and encourages competition at all levels. Any interested and qualified bidder is encouraged to submit a bid.
- Prospective bidders should inform the Workforce Alliance if the specifications or other proposal requirements are faulty, unnecessary, or inhibit competition. If the Workforce Alliance agrees with the Proposer, an amendment will be issued.
- All prospective bidders must adhere to the applicable Office of Management and Budget (OMB) circulars and any applicable KANSASWORKS State Board and Workforce Alliance policies and regulations. The proposals will not be available for public viewing until after a contract with the new service provider is finalized. All information not deemed **PROPRIETARY** and contained in bid responses will become open for public review once a contract is signed or all bids are rejected.
- This Request for Proposals does not commit the Workforce Alliance to fund any proposals submitted before execution of a contract.
- The Workforce Alliance reserves the right to accept or reject any or all proposals received or to negotiate terms of the proposal with a qualified bidder.
- No contracts will be awarded as a result of this RFP without approval of the Workforce Alliance and Chief Elected Official Board. Further, the Workforce Alliance has the right to withdraw from negotiations at any time before a contract is executed.
- Funding availability is subject to change for subsequent program years; therefore, bidders should be aware subsequent contract amounts, if any, are subject to change from year to year. If funds awarded for a contract year are not fully expended by a contractor by the end of a contract year (June 30), unexpended funds will revert back to Workforce Alliance. Contractors are not encouraged to fully expend an award, as those funds may be available to award in subsequent years.
- Any contract entered into may be terminated for fiscal necessity, convenience, or for breach as required by the United States Department of Labor.

G. Availability of Funds

WIOA funding is the primary support for the One-Stop Center and the allocations fluctuate annually. For planning purposes, the respondent to this RFP should assume level funding for each program year of the budget. The Workforce Alliance intends to budget between \$85,000 to \$150,000 annually for this contract. It is the responsibility of the bidder to budget what costs are necessary and allocable to this RFP and WIOA to perform the duties in the scope of services.

Please note that the Workforce Alliance, is and will remain the lease holder for the One-Stop Center's in the local area. The Workforce Alliance currently pays all occupancy costs and will continue to pay those costs. These funds are not to be included in the One-Stop Operator proposal. It will be the duty of the bidder to include in its bid what facility space will be needed to carry out its duties described in the proposal.

It is understood that funds will fluctuate from year-to-year. The contract agreement shall be modified to increase or decrease funding as needed to reflect actual federal funds received during the contract period. The successful Contractor will be awarded a cost-reimbursement contract pursuant to this RFP. The Workforce Alliance may expand the scope of the contract to include other workforce programs, funding or requirements that the Workforce Alliance deems necessary and appropriate.

All agreements are subject to the availability of funds for the One Stop Operator.

H. Incorporation of RFP into Contract

All conditions contained in this RFP and completed Appendices and any statements contained in the RFP will be incorporated into any contract regarding this matter. Failure of the contracting organization to accept these obligations may result in the cancellation of the selection. The contractor shall assume responsibility for all services offered in their bid proposal whether or not they were produced. The contractor will be responsible for all material errors and omissions in the performance of the contract.

I. Payment Process

The Workforce Alliance will use a cost-reimbursement contract. The selected sub-recipient will be reimbursed for allowable actual service delivery costs on a monthly basis after submittal and approval of payment vouchers as instructed in the contract. Sub-recipient should plan for payments to be net 30, this could result in up to 60 days an expenditure could be un-reimbursed.

In addition to the provisions of this RFP and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by the terms and conditions will be included as an amendment to the contract.

The successful bidder shall create, collect, and maintain all records relating to One-Stop operations that are required to be made by applicable federal or state laws or regulations, made relevant by guidance from the U.S. Department of Labor. The successful bidder is required to provide support for WIOA service providers, co-located and non-co-located partners to meet or exceed their goals. The One-Stop Operator will be held responsible for metrics outlined in

Section II.B. Program Outcomes and Deliverables. Performance Standards will be reviewed on a monthly basis.

Any revenues generated by the one stop operator including interest income or other program generated income, must be submitted to Workforce Alliance for continued operation of the system.

Proposers may not charge individuals or partners of workforce programs a fee for any service. If the proposer is a current co-located service provider, the costs of the one stop operator, could be in-kind to the system and reduce their operating costs. The contractor is encouraged to bring additional revenue into the system through using existing process and operations. Those instances must be reported to Workforce Alliance and approved in advance.

The contractor will be responsible for all benefits (leave, retirement, insurance, etc.) and withholdings as any staff of the contractor will remain staff of the contractor and will not become employees of the Workforce Alliance. The contractor will be solely responsible for its personnel. The Workforce Alliance will only reimburse personnel costs for time actually worked, and reasonable leave time as provided for in the bidder's personnel policies and earned during the contract term. No other paid leaves of absence will be reimbursed by the Workforce Alliance nor should they be part of the negotiated contractor price. Contractor must provide staff in the instance of turn over, or extended absences within reasonable timelines to be negotiated into the contract.

J. Subcontracting

The Workforce Alliance doesn't see the need for a potential sub-recipient to subcontract any portion of this RFP. If the bidder is proposing a subcontract it must be cost beneficial to the system.

K. Selection Process

The proposal criteria provides a guideline for proposers and reviewers; however, the final decision for contract award rests solely with the Workforce Alliance and the CEOB. The Workforce Alliance is not required to contract with the entity receiving the highest score as a result of the proposal review process. Proposals that do not meet minimum standards will be considered nonresponsive.

Minimum standards:

- The proposal must be received by **9:00 a.m. on February 2, 2024.**
- Proposals must meet the proposal requirements contained in Section II.B. Proposal Narrative Requirements.
- Proposers must be eligible bidders as described in Paragraph C. Eligible Bidders above.
- The proposer's authorized signatory authority must sign the proposal and all signature forms contained therein.

The primary consideration in selecting agencies or organizations shall be the effectiveness in delivering comparable or related services based on demonstrated performance. This determination shall be in writing and take into consideration such matters as whether the organization has:

- The ability to meet the program design specifications at a reasonable cost, as well as support the ability to meet performance goals (40 Points);
- Adequate financial resources or the ability to obtain them (20 Points);
- A satisfactory record of past performance in operator or operator related activities including convening of groups (30 points);
- The ability to work with community partners and support partners as needed (20 Points);
- A satisfactory record of integrity, business ethics, and fiscal accountability (20 Points);
- The necessary organization, experience, accounting, and operation controls (30 Points); and
- The technical skills and knowledge to perform the work (40 Points).

The Proposal Evaluation Taskforce will meet to review the proposals and receive presentations by any bidders which desire to make a presentation (maximum 30 minute presentation with additional time for follow up discussion with the bidder) on February 14, 2024 via Zoom. Presentations must be submitted to admin@workforce-ks.com by 8 am on February 14, 2024. The Proposal Evaluation Taskforce may request additional information from any proposer prior to developing a recommendation for consideration by the Workforce Alliance.

Upon conclusion of the review process, the Evaluation Task Force will develop a recommendation for the Workforce Alliance to review and select a proposer to enter into negotiations with during the Workforce Alliance meeting scheduled for March 13, 2024 at 11:30 a.m. A review and approval of a contract will also be required of the CEOB. The Workforce Alliance will empower the Executive Committee to enter into a contract if negotiations are successful.

Limitations

1. The Workforce Alliance is not liable for any cost associated with responding to this RFP and will not authorize such costs as part of the contract with the selected organization.
2. The Workforce Alliance reserves the right to accept or reject any or all proposal received, to cancel or reissue this RFP in part, or its entirety.
3. The Workforce Alliance reserves the right to award a contract for any items/services solicited via this RFP in any quantity the Workforce Alliance determines is in its best interest.
4. The Workforce Alliance reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary. Changes will be posted to workforce-ks.com.
5. The Workforce Alliance reserves the right to negotiate the final terms of any and all contracts or agreements with proposers selected and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the Workforce Alliance.
6. The Workforce Alliance reserves the right to contact any individual, agency, employer or grantees listed in the proposal, to contact others who may have experience and/or knowledge

of the proposer's relevant performance and/or qualifications; and to request additional information from any and all bidders.

7. The Workforce Alliance reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. Any staff member located onsite will be subject to a criminal background check, if not recently completed by the employer. Any crimes revealed will be reviewed, and the Workforce Alliance will make the final determination of if this staff member may locate at any of Workforce Alliance's facilities. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
8. The Workforce Alliance reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this procurement if adequate funding is not received from the funding source or other funding sources.
9. Proposers shall not under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the Workforce Alliance for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
10. No employee, officer, or agent of the Workforce Alliance shall participate in the selection, award or administration of a contract supported by WIOA funds, if a conflict of interest, or potential conflict, would be involved.
11. Bidders shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a bid to be rejected. This does not preclude partnerships or subcontracts.
12. All proposals submitted must be an original work product of the bidders. The copying, paraphrasing or otherwise using substantial portions of the work product from other entities and submitted hereunder as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected. Items under public domain are exempt.
13. The contents of a successful proposal may become a contractual obligation if selected for award of a contract. Failure of the proposer to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to successful proposer as a basis for release of proposed services at the stated price/cost. Any damages accruing to the Workforce Alliance as a result of a proposer's failure to contract may be recovered from the bidder.
14. A contract with the selected bidder may be withheld, at the Workforce Alliance's sole discretion, if issues of contract or questions of non-compliance, or questioned/disallowed costs exist, until such issues are satisfactorily resolved. The Workforce Alliance may withdraw award of a contract if the resolution is not satisfactory to the Workforce Alliance.

M. Right to File a Grievance

Any organization making application under this RFP has the right to file a grievance. A bidder may file a protest in writing, with the Workforce Alliance's Procurement Officer, who will then

have fifteen (15) working days in which to reach an informal resolution of the protest. Should the protest not be resolved within fifteen (15) days, the bidder may submit in writing a protest to the Kansas Department of Commerce's Legal Division at 1000 SW Jackson St, Suite 100, Topeka, KS 66612.

II. Response Content and Instructions

A. Format Requirements

1. **Pages:** Proposals must be typed, may be single spaced, and must be submitted on 8 ½ by 11-inch plain white paper in 12-point font with 1 inch margins. Each page of the proposal, with the exception of the cover sheet should be numbered as “page __ of __), with the name of the bidder on each page. Use the same topic headings, in the same order, as described in Proposal Narrative Requirements section below.
2. **Page Limit:** Avoid extraneous narrative and data. While this RFP does not limit the number of pages and attachments, the successful Bidder will demonstrate its ability to communicate relevant information to the Workforce Alliance for objective decision-making in a clear and concise manner. Clear and concise answers are better than a rambling narrative. Do not repeat statements or ideas within the text of the proposal. Referring the reviewer to another section of the proposal for information is preferred to repeating the information.
1. **Number of copies: One complete electronic copy in PDF** format submitted via email to admin@workforce-ks.com (limit 8 mb), via internet delivery service, or on a USB flash drive). Each respondent's USB flash drive will be inspected at the technical review to ensure PDF file is found on the device submitted.
2. **Authorized Signatory Authority:** The bidders authorized signatory authority must sign all signature documents in the proposal. This individual should typically be the director, president or chief executive officer of the organization or any individual who has the authority to negotiate and enter into and sign contracts on behalf of the proposer's organization.
3. **Responsiveness:** Bidders that fail to follow the requirements set forth in this document regarding minimum requirements, number of copies and format may be considered non-responsive. The Workforce Alliance reserves the right to reject any or all proposals at their sole discretion.
4. **Contact Information:** Bidders will be required to provide contact information for the individual(s) who can respond to questions regarding the proposal. The contact person should be the individual(s) who are knowledgeable of the proposal and who are authorized to provide information on behalf of the proposer.
5. **Proposal Narrative:** All information required to develop the proposal narrative is contained in Section II. B. of this RFP.
6. **Order of Submission:** The proposal must be submitted in the order outlined below:
 - a. **Proposal Proposer Signature Sheet** – Appendix 1: Cover Sheet
 - b. **Table of Contents**, indicating the beginning page for each section and major subsection of the Response, including each attachment.

- c. **Executive Summary**
- d. **Proposal Narrative** – Follow the order in the Proposal Narrative Requirements described in Section B. Proposal Narrative Requirements below, using the same titles for section headings.
- e. **Budget and Budget Narrative**
- f. **Assurances and Certifications** – Follow the order in the Appendices and include the Statement of Qualifications and its required attachments.
- g. **Attachments** – May be attached at the bidder’s discretion, but bear in mind the WORKFORCE ALLIANCE’s desire to limit extraneous narrative and data. Elaborate or expensive bindings, videos, colored displays, and promotional materials are neither necessary nor desired.

B. Proposal Narrative Requirements

The following requirements apply:

Bidder Eligibility

Demonstrate your organization’s eligibility to participate as a WIOA One-Stop Operator, as described in WIOA as a minimum and Section I.C. in this request. Please include your organization’s incorporation status and where incorporated.

1. Organizational Capacity

- a. **Alignment with WIOA Program Goals.** Briefly describe the organization’s mission and/or vision. How does it align with this funding opportunity and its goals? Why is this organization in the best position to coordinate an innovative One-Stop delivery system? How does the proposed program of work align with the economy and workforce needs of the local area?
- b. **Experience.** Provide examples of types of relevant contracts the bidder has previously entered into, including type of contracting entity, location of the work, and general types of services provided. Include a description of the bidder’s past experience with the One-Stop service delivery model under WIA/WIOA or similar programs. Describe any major workforce development achievements the organization has experienced outside of WIA/WIOA federal performance standards.

If the organization has previously delivered WIOA services, or has overseen delivery of WIA/WIOA service contracts, please provide performance data for the most recent two *program years*.

- c. **Data and Performance Management.** The successful applicant will be responsible for tracking services and outcomes. These outcomes may be tracked through existing management systems or in systems that could be developed or part of the bidders proposal. The successful applicant will be required to use KansasWorks.com for data entry and retrieval for partner and client services, but is able to also use other systems. Staff of the One-Stop Operator will be required to complete training before July 1, 2024 if applicable. Bidders will be responsible for the costs associated with attending the training. Training would be between 1 to 5 days depending on the final scope of services and contractor experience.

The provider will be accountable for the integrity of the data presented and responsible for ensuring that staff is appropriately trained in the use of these systems. Explain how accountability and integrity will be assured throughout the system for this automation. It is intended that an already in place data system will serve as the primary information management system for the One-Stop Center, without external supplementation. However, if it is your intent to supplement this with any other information management system(s), please explain. Explain your understanding of automated management systems and their connection to performance standards.

The One-Stop Operator will be responsible for developing, implementing and overseeing processes to collect, manage and utilize information about the system. The One Stop Operator will report data to various boards and committees, the bidder should become familiar with the work by reviewing meeting minutes and information. How can success be measured for the One-Stop delivery system? How will performance measures be tracked as described in Section II.B.3 Program Outcomes and Deliverables of this RFP? Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved; describe the methods to be used to measure and track success in addressing the primary objectives outlined in Section II Program Outcomes and Deliverables. Describe how monthly reports will be submitted. Describe the approach to identifying measures in performance that would be “triggers” to take action to avoid performance failure, and how information will be used to make decisions that will improve efficiency and effectiveness. How will you ensure that providers input timely data entry on program deliverables? Give examples of midcourse corrections made in order to ensure successful outcomes.

- d. **Organizational Structure & Proposed Staff.** The operator will be required to either name an individual that will carry out the duties or describe the desired qualifications of a new hire.

Describe any other staff that the bidder believes would be necessary to the success of the operator function. The proposal must include position descriptions for all positions in the organization affiliated with the One-Stop delivery system. Additionally, resumes are required for all organization personnel that will work under this contract. For any positions for which no staff have been identified, describe the qualifications sought and the process by which individuals will be selected.

Provide an organizational chart that shows how the staff will fit into the bidder’s overall organization.

How will communication be managed?

If the entity has a board, identification of board and with name and organization affiliation is required.

2. Program Elements / Implementation Plan

The Workforce Alliance has established a One-Stop Delivery system that serves as a community resource for both job seekers and employers to increase the efficiency with which the right person is matched with the right job, and to offer an abundance of career exploration and job readiness resources in a user-friendly, customer-focused, results-driven environment. This system is based on the following principles:

- Integrating and streamlining services
- Exceeding customers' expectations
- Universal access with priority towards the 13 WIOA Priority of Service Categories
- Increased accountability
- Visible role in the Community
- Being flexible to meet the needs of job seekers and employers when possible
- Quality youth programs focusing on Work Experience

To this end, the Workforce Alliance will consider proposals representing the supportive elements of information management, marketing and public relations, service integration and coordination, and facility coordination.

Required Elements. The One-Stop Operator will be responsible for maintaining and providing continuous quality improvement of on-going functioning of the Area's One-Stop delivery system and center(s). The One-Stop system shall include but not be limited to:

- a. The top priority of the OSO is to administer and oversee the Integrated Service Delivery Plan/Model:

Administers the Workforce Alliance Integrated Service Delivery Plan/Model; ensuring functional supervision, program co-enrollment, service integration and continuous improvement are met. Work in conjunction with Workforce Alliance Management and the Board to enhance the Plan in accordance with new WIOA standards and best practices. Provides monthly operations report to Workforce Alliance.

- b. Ensure access to career, training, and employment services:

Coordinate services with co-located and WIOA mandated partners to prevent duplication and fulfill agreements in support of applicable WIOA memoranda of understanding, in coordination with appropriate Workforce Alliance management staff.

Contractor will review customer and staff flows, outcomes, policies, and procedures to ensure they promote achievement of the best possible Workforce Alliance customer experience and are compliant with all applicable laws, rules, regulations, policies and procedures

and the Local Plan. Contractor will also work to ensure the Workforce Alliance partnership with its one stop partners is strong and efficient.

Increase WIOA partner participation in orientations inclusive of partner program information, shared workshops, collocation (when feasible and agreed upon), and shared use of facility space for specific meetings or events.

- c.** Provide staff development opportunities to staff associated with the Workforce Development System on a routine basis. Training will be used to strengthen knowledge of Partner services, their customers' employment needs and strengths, and to enhance coordination.
 - a) Training will include enough relevant information to give trainees the tools necessary to speak to a customer about the other mandated partner programs/incentives, piquing interest and facilitating the introduction of mandated partners into the relationship for specialized knowledge.
 - b) Trainings will also be provided on a yearly basis to staff on use of basic assistive technology.
 - c) The One-Stop Operator will facilitate the development of agendas with center leadership regarding the coordination and the delivery of bi-annual staff development days, anticipated to occur on Columbus and Presidents Day. OSO is encouraged to provide outside subject matter experts to provide staff development to center and partner staff.

- d.** Facilitate detailed cross training opportunities that provide in-depth program information. The training should be detailed and thorough enough that one stop staff members gain the ability to conduct programs eligibility and provide detailed information on the programs polices, outcomes, and elements.

- e.** Facilitate detailed cross training opportunities that provide in-depth program information. The training should be detailed and thorough enough that one stop staff members gain the ability to conduct programs eligibility and provide detailed information on the programs polices, outcomes, and elements.

- f.** Serve as functional manager to the front desk coordinator in order to focus on improvement of customer reception and intake.

- g.** Ensure Workforce Alliance comprehensive and affiliate One Stops are certified as required by the US Department of Labor:

Contractor will assist in the oversight and support of the certification process for all Workforce Alliance One Stops and/or America's Job Centers.

- h.** Ensure access to data, information, and analysis for the programs operated through the one stop delivery system:

Contractor will use existing Workforce Alliance data to produce Monthly outcomes reports containing labor market information, fiscal data, program reports, and information concerning customer outcomes at America's Job Centers. Such reports will be developed in consultation with Workforce Alliance staff for presentation to the Workforce Alliance Board, Workforce Alliance staff, partners and customers and applicable state and federal regulatory authorities. Such reports will also be published online and made available in Workforce Alliance One Stops and/or America's Job Centers. Contractor shall also prepare all reports required or requested by Workforce Alliance comparing customer outcomes with required Local Performance Accountability Measures under the Local Plan. Such reports shall contain all information required to determine the Area's compliance with the Local Plan and shall be submitted in a format established by the Workforce Alliance.

- i.** Submit new access points to the Workforce Alliance for review and approval. Maintain and support existing Access Points and maintain regular contact with Access Points point of contact.
- j.** Organize, lead, and develop content for monthly staff and partner meetings. (Friday's from 8 to 9 a.m.)
- k.** Organize, lead, and develop content for bi-monthly meeting of the Workforce Center Supervisors.
- l.** Coordinate with core leadership initiatives and activities

By law the One Stop Operator **may not** conduct the following activities:

- a.** Convene system stakeholders to assist in the development of the local plan
- b.** Prepare and submit the local plan
- c.** Be Responsible for the Oversight of itself
- d.** Be a part of the One Stop Procurement process

- e. Select or Terminate One Stop Operators, career service providers, youth providers
- f. Negotiate local WIOA Performance Measures
- g. Develop or submit a budget for activities for the local LWDB

Bidders are encouraged to read the WIOA to understand the scope of authorized activities Describe how required activities will be provided. Describe creative or innovative ideas for the one-stop system services and how to implement those ideas (demonstrate knowledge of best practices or evidence-based practices).

- For Information Management, no response is needed in this section. Questions are included in Organizational Capacity.
- Support For Outreach and Communication, describe how the one stop operator will support and enhance the existing communications plan. Include ideas for promoting the One-Stop delivery system and describe outreach techniques used in the past. How will the deliverables be evaluated for the effectiveness of outreach and communication strategies?
- For Service Integration and Coordination, it is the Workforce Alliance expectation that the center staff of all programs will be organized by function and fully integrated. How will this be supported and provide continuous quality improvement for delivery of services? Describe previous experience with integration within an environment similar to a One-Stop. Describe the process by which operational procedures will overseen.
- In addition, Workforce Alliance has established the following goals and requirements. One-Stop Operator Bidders will fully describe how their program design will support these goals so that metrics for WIOA service providers, co-located and non-co-located partners will be met.

A. Outreach and recruitment should target persons living in areas of high poverty and high unemployment. Attention should also be focused on the other priority of service populations identified by WIOA.

B. Strategies should consider the great needs in the community and ways to wisely invest WIOA resources to impact unacceptable levels of poverty, underemployment and unemployment, low educational attainment and high secondary school dropout rates.

C. Training services provided must be directly linked to an in-demand industry sector or occupation in the local area with a few exceptions The One Stop Operator will not provide any training services to customers, but may assist in the coordination or evaluation of the services.

Prepare a time line for full operation of services, assuming full operation of a contract by July 1, 2024.

An “investment” will be required of any new organization selected as sub-recipient; that investment being uncompensated time and effort in training new staff. All partners of the one stop provide some kind of service to support the system. Bidders are encouraged to do the same and provide some type of investment or service at no cost to the partners

above and beyond the onboarding staff training costs. Any investment or services provided, should have a dollar figure calculated and included in the proposal and budget documents. Bidder should include in their proposal how they would onboard and train new staff on one stop operations and the support provided by the organization.

The Operator will be responsible for working with all partners to maintain and update the existing Integrated Service Delivery Plan. Describe any experience in creating/maintaining one-stop integration/business plans and how partner staff were involved.

Include letters from key partners you plan to collaborate with. Bidders should only include key partners such as community based organizations or partner programs. Do not include supportive service vendors.

Describe experience in working with industry partnerships and/or sector initiatives. How will this be emphasized in the proposal and implemented?

By law, the One Stop operator may not conduct the following activities:

- Convene system stakeholders to assist in the development of the local plan;
- Prepare and submit the local plan;
- Be Responsible for the Oversight of itself;
- Be a part of the One Stop Procurement process
- Select or Terminate One Stop Operators, career service providers, youth providers
- Negotiate local WIOA Performance Measures
- Develop or submit a budget for activities for the local LWDB

3. Program Outcomes and Deliverables

- a. **Performance Measures**. The Workforce Alliance is required to establish local performance measures in order to evaluate program effectiveness and achieve continuous improvement in the operations of the One Stop.

The following chart is an historical picture of baseline goals of the One-Stop Center’s metrics.

Topic	Outcome	Measure
Committees	Meetings will be held on-site for the One-Stop Partners and Board Members. These meetings help ensure that partners are working together to maximize our collective impact on the communities we serve.	One-Stop Monthly report; meeting minutes
Operational Wants and Desires	A list will be created and maintained to offer potential funders/partners/grantors some insight into the One-Stop Center needs.	List of items/functions to make the system function more effectively

Contract Scope	Monthly submitted reports on the scope elements and the outcomes and activities achieved of the RFP and resulting Contract.	Narrative Reported of Activities and outcomes
Satisfaction Survey	Daily surveys will be conducted to gain feedback from the clients on the quality of services they received from the One-Stop Center staff. The results of these surveys will be used as quality improvement.	Survey results will be reported on a monthly basis in the One-Stop Report and shared with necessary parties (based on survey results).

In addition to One-Stop Operator Performance Measures above, bidder may propose additional performance measures, the Workforce Alliance may negotiate quarterly benchmarks with the provider by which contract performance of the provider will be measured. The provider will report performance measures to the Workforce Alliance on a monthly basis.

Achievement of measurable Performance Outcomes is a critical expectation of the WIOA Adult, Dislocated Worker, and Youth Service Providers, who are accountable for the 15 WIOA measures listed below.

Adult	Dislocated Worker	Youth
<ul style="list-style-type: none"> • Employment Rate (2nd quarter after exit) • Employment Rate (4th quarter after exit) • Median Earnings (2nd quarter after exit) • Credential Rate (within 1 year after exit) • Measurable Skills Gain (real time measure) 	<ul style="list-style-type: none"> • Employment Rate (2nd quarter after exit) • Employment Rate (4th quarter after exit) • Median Earnings (2nd quarter after exit) • Credential Rate (within 1 year after exit) • Measurable Skills Gain (real time measure) 	<ul style="list-style-type: none"> • Placement in Employment, Education or Training (2nd quarter after exit) • Credential Rate (within 1 year after exit) • Placement in Employment, Education, or Training (4th quarter after exit) • Median Earnings (2nd quarter after exit) • Measurable Skills Gain (real Time measure)

Provide a description of how the One-Stop Operator will support WIOA service providers and all co-located partners in attaining their Performance Outcome goals? What metrics will be used to evaluate the support of these goals?

Describe the approach to continuous improvement, including how to develop additional meanings for “listening to the customer” beyond written surveys. How will feedback be evaluated? How will the one stop operator work with the partners to address concerns and service gaps?

Outline how to benchmark the practices of the Area's One-Stop.

- b. **Managing Performance Outcomes.** Discuss the organization's approach to managing performance outcomes, including any additional indicators of performance that have been managed and believe to be relevant to this RFP.

Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved. Describe the methods to be used to measure and track success in addressing primary objectives. Describe how monthly reports will be submitted

4. **Fiscal Accountability & Budget**

- a. **Financial Capacity.** Provide a description of the administrative and financial management capabilities of the organization. How will financial information be made available for monitoring and auditing purposes? What are the qualifications of the organization's key program management and financial staff, and to what extent will they be involved with this project?

Describe the organization's previous experience administering federal grants and previous funding received from WORKFORCE ALLIANCE. If the proposal includes a subcontracting model, what experience exists in managing subcontracts for services including monitoring of subcontractors? How are proper fiscal oversight and accountability of subcontractors ensured?

Describe any experience with cost reimbursement contracts. How will the organization provide and fund the start-up costs of the operation? Describe how the Bidder's organization will financially support the costs of doing business until an invoice can be submitted and paid.

Provide a copy of the most recent audit report for the bidding entity as an attachment.

Describe any work currently underway or may be proposed to do in addition to this contract. Estimate what percentage of the overall organization's work would be represented by this contract.

Include the organization's major funding sources. If the proposal is from two or more organizations, whether partners or subcontractors, provide the major funding sources for each.

A Certificate of Insurance should be furnished with the proposal. In the event that a certificate of insurance cannot be furnished with the proposal, a letter from the bidder's insurance broker/company indicating that in the event the bidder is successful in obtaining this contract that the required insurance would be available for certification before the contract becomes effective. The Workforce Alliance shall be named as additional insured under the General Liability if awarded the contract. Bidder should also provide a certificate of good standing from the Secretary of State and Certificate that all Kansas State Taxes are current, and proof the organization is not included in the excluded parties list for federal awards. If the entity is not registered in Kansas, then submit certification from the appropriate state.

Certification of Insurance Coverage should include:

A. Comprehensive, all risks general liability coverage for personal injury and property damage

Liability of not less than \$1 million for each occurrence and \$2 million annual aggregate;

B. Professional Liability Insurance in the amount of \$1 million each wrongful act/\$2 million aggregate.

- b. Budget.** A budget must be inserted using the on-line budget forms listed in *Appendix 2*. Costs included in the proposed budget cannot already be paid by another source; they must be actual costs incurred in delivering the proposed services, and these funds cannot supplant funds already received by the proposing organization. Please note that while an “other” category is included, cost should be categorized as “other” judiciously. All costs should be accounted for in the budget line items supported by a strong narrative justifying why the funds are needed/critical to the program.

Give details of the organization's cost allocation method if one is used; e.g., prorating the cost of supplies based on the number of staff, or the cost of salaries based on percentage of time spent on this contract. Please also include details of the organization’s indirect cost rate, along with how it was determined, if one is used.

State what contingency plans are in place to repay Workforce Alliance in the event that there are any disallowed costs as a result of an audit or monitoring review.

C. References

Provide 3 references. Include: Name of organization, name of contact person, address, phone number, e-mail address, how this contact is familiar with your work, the nature of the work performed, and the start/end dates of the work delivered.

Appendix 1: Statement of Qualifications

Complete the Statement of Qualifications Forms and submit the required attachments.

Appendix 2: Budget

Utilize 2024-RFP-Budget-Forms-One Stop Provider.xls

- Budget Summary Form 1A
- Personnel Form 2 one for each of the years
- Non-Personnel Form 3 one for each of the years

Budget Narrative: WIOA One-Stop Operator

- Include staff positions, percentage of time dedicated to each position, proposed wage/salary and justification for including each position in this proposal.
- Indicate the number of hours or days of leave time that the staff are permitted.
- Provide brief information on any Human Resources policies that are unique to your company and a summary of benefits available to employees.
- Justify each proposed expense included on the budget attachment in terms of it being necessary, allowable and reasonable. Show the method of computation (i.e., insurance = salary x 2.35%).
- Describe any anticipated professional development opportunities and how you estimated the costs.
- Identify any in-kind resources/support for the one-stop work beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding.
- Explain how you arrived at your estimate for dues, membership, and publications, and what memberships and subscriptions are anticipated.

Appendix 3: Statement of Assurances

The undersigned party acknowledges and assures that (Provider Name)

and all of its employees responsible for providing the services for which it has applied will abide and comply fully with all state, federal, and local, laws, ordinances, rules, regulations and/or executive orders, including but not limited to provisions of the laws listed below:

- WIOA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity;
- Title VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Americans with Disabilities Act (ADA) of 1990 which prohibits discrimination against qualified people with disabilities based on disability;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;
- Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR § 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.¹
- 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIOA Title I-financially assisted program or activity, and to all agreements the contractor makes to carry out the WIOA Title I-financially assisted program or activity. The undersigned understands that the United States has the right to seek judicial enforcement of this assurance.

Name and Title of Authorized Representative

Signature

Date

¹ Appendix II to 2 CFR Part 200 (the 2 CFR)

Appendix 4: Evaluation Criteria

40 Points Available

Does proposer demonstrate in their proposal that they have the ability to meet the program design specification at a reasonable cost, as well as support the ability to meet performance goals?

Required Elements of the Request:

- *Alignment with WIOA Program Goals*
- *Relevant experience*
- *Ability to track and report outcomes*
- *Adequate staffing and staff resources*
- *How will communication be managed and how can they support outreach and the communications plan*
- *How will grievances be managed*
- *Understand Integrated Service Delivery and coordination*
- *Did the performance goals proposed at a minimum meet the required measures in the request*
- *Were additional performance measures identified*
- *Did they identify how they will support all the partners in achieving their performance goals*
- *Were new ways of conducting customer satisfaction surveys proposed*
- *How would they benchmark the one stops practices*
- *Were staff position descriptions provided for staff identified*
- *Resumes of key staff provided if identified*
- *Organizational chart included*

20 Points Available

Does proposer demonstrate in their proposal that they have the adequate financial resources or the ability to obtain the resources?

- *Do they have the resources to cover the required start up costs and provide an implementation plan*
- *Did they propose any in-kind services above the required staff training costs associated with implementation*
- *Were the past two audits provided and where any deficiencies noted*
- *Were any compliance issues addressed*
- *Did they describe past history and experience in administering federal grants and funding from LWIB'S/LWDB'S*
- *Cost reimbursement contract experience*
- *Was a certificate of insurance provided or evidence of insurance*

30 Points Available

Does proposer demonstrate in their proposal a satisfactory record of past performance as a one stop operator or relevant system operator related activities including convening of groups?

- *Was relevant past detailed performance outcomes provided*
- *Was information provided to demonstrate their understanding of the Workforce Development system in the local area*

20 Points Available

Does proposer demonstrate in their proposal that they have the ability to work with community partners and make referrals and support partners as needed?

- *Strong role in the community*
- *Flexible to meet the needs of job seekers and employers*
- *Marketing and public relations activities*
- *Provide staff development opportunities*
- *Reference letters from community partners*
- *Demonstrate experience in working with industry partnerships and/or sector strategies and their ability to expand and support current initiatives*
- *Did they address how partners satisfaction would be measured and reported*

20 Points Available

Does proposer demonstrate in their proposal that they have a satisfactory record of integrity, business ethics, and fiscal accountability?

- *Past history and the ability to support policy review and development*
- *Ensure access to all program services and maintain priority of service(s) as required by law*
- *Supports customer choice*
- *Maintain the required elements, and have the ability to be flexible and creative in service delivery*

30 Points Available

Does proposer demonstrate in their proposal that they have the necessary organization, experience, accounting, and operation controls?

- *Ability to support and facilitate the One Stop Partners and Boards/Committees*
- *Ability to support quality youth programs focusing on work experience*
- *Ability to manage and report information*
- *How will disallowed costs be covered*
- *Is there an adequate cost allocation plan*

40 Points Available

Does proposer demonstrate that they have the technical skills and knowledge to perform the work?

- *Ability to ensure WIOA program elements are being effectively provided*
- *Understand the 13 Priority of Service Categories*
- *Can they oversee the partner services and activities*
- *Oversee the Integrated Service Plan*
- *Facility partner meetings*
- *Develop and provide staff and partner development opportunities*
- *Understand the one stop certification process and have the ability to support*
- *Understand customer choice and ensure services are available as required*
- *Ability to understand relevant data to support service delivery strategies*