



SWW Workforce Development Board

REQUEST FOR PROPOSAL (RFP) One Stop Career System Operator

**Issued by Saratoga County on behalf of the
Saratoga-Warren-Washington Workforce Development Board (WDB)**

Contract Period: July 1, 2017 to June 30, 2018

(At its discretion, the WDB may renew contracts for up to 3 consecutive additional years based on contract performance and funding availability)

Time Table

Release Date	Anticipated release by June 9, 2017
Question Deadline	June 20, 2017
Deadline for Submission	June 23, 2017 at 5 p.m.
Workforce Board Approval	June 27, 2017

1. Overview

The Saratoga-Warren-Washington Workforce Development Board (SWW-WDB) is accepting proposals from interested parties described below to provide services to the WDB as a One Stop Operator as defined in the Workforce Innovation and Opportunity Act (WIOA) of 2014. The operator's primary role entails coordinating the delivery of services by required one-stop partners and service providers in the career centers and local area workforce system as identified under WIOA.

2. Background

The SWW WDB is an unincorporated private sector led board appointed by the county legislatures in Saratoga, Warren and Washington counties. The board consists of seventeen (17) private sector members and twelve (12) workforce related agencies described under the WIOA. Saratoga County serves as the grant recipient and fiscal agent for the WDB and is responsible for fiscal reporting, procurement and cash management. The three counties have also identified Warren County, Saratoga County and Washington County EOC Inc. as sub grant recipients to assist in the administration of the WIOA programs to provide workforce services to our two primary customers – jobseekers and businesses. Key functions of the WDB include; oversight of the local career centers, promote development of a system of workforce services in collaboration with partner programs, engaging local businesses in the local system and identifying the workforce needs of local business and developing strategies to address said needs. The WDB has identified three comprehensive career centers (also now referred to nationally as American Job Centers) located in each county to deliver a variety of employment and training services described in the WIOA. Other partner agencies defined in the WIOA are encouraged to co-locate within the centers as practical. Currently, The NYS Dept. of Labor and the WIOA Title I employment and training service

providers are the primary partners collocated within the three centers. The WDB and the career centers provide various workforce services to interested adults, dislocated workers and eligible youth as well as business customers. Other workforce partner agencies in the local area coordinate to varying degrees between themselves and the career centers to provide services to common customers shared by the multiple program partners in the local system. The WDB is responsible for coordinating a Memorandum of Understanding (MOU) with all federally funded mandated workforce partners to describe service provisions such as service locations, career services provided, access to partner program services and referral to partner services.

The local career centers (American Job Centers), function as one stop centers to access a variety of workforce services and access to other partner program services. The centers provide career services and training services through resource rooms and staff to provide direct services. Resource rooms provide access to computers, internet, phone and fax, job listing, community service referrals and job seeking/keeping resources addressing resume development, interviewing, and more. Workshops are available for a variety workforce related topics. Staff can provide job search assistance and assistance with training and skill enhancement. Business services are also available to assist businesses with recruitment, job listings, and other services. Examples of specific career services provided by the centers and other partners include: initial assessment, referrals to programs, job referrals, labor market information, UI information and assistance, financial aid information, career planning & counseling, short-term pre-vocational services, financial literacy services, supportive services and more. Training funds may assist with tuition costs, on-line learning and skill enhancement or training provided by employers on the job.

WIOA requires WDB's to competitively select a 'one-stop operator' to support the implementation of services within the career center system locally **by coordinating the efforts of local workforce partner agencies**. Respondents to this RFP for such services will be selected by the WDB and enter into a contract for said services with Saratoga County. The one stop operator will not be expected to directly deliver or manage the delivery of any workforce services. Specific services to be provided by the one stop operator are further detailed below. The one stop operator will report to the WDB and receive specific direction from the WDB staff. The coordination of services between the identified federally funded workforce partners will comply with the WIOA, local area Memorandum of Understanding once approved and by additional procedural agreements further developed jointly by the partners.

The mandated partners and related service providers in the SWW workforce area include:

- WIOA Title I: Includes the designated county based entities providing WIOA Title I services through the career centers as overseen by the SWW WDB
- WIOA Title II: NYS Department of Education and local adult education and literacy providers
- WIOA Title III/Trade Act/Unemployment Compensation/Wagner-Peyser: NYS Department of Labor
- WIOA Title IV Rehabilitation Act: NYS Commission for the Blind and ACCES-VR
- Title V- Older Americans: Saratoga County Office for the Aging and Associates for Training & Development, Inc. (A4TD)
- CTE-Perkins: NYS Dept. of Education through SUNY Adirondack

- Temporary Assistance to Needy Families (TANF): Local county Social Services Departments
- Job Corps: Glenmont Job Corps

Other partner agencies may include:

- Community Service Block Grant Employment and Training Programs
- Housing and Urban Development Employment & Training Programs

More information about the WIOA law and regulations may be accessed at:

<https://www.doleta.gov/wioa/>

More information about the local WDB and the local services may be accessed at:

<http://www.thejoblink.org/>

3. Role of the One Stop Operator

The WIOA places greater emphasis on local resource coordination to better meet the needs of jobseekers, workers, and businesses. This includes supporting the development of partnerships and strategies necessary for career centers and the workforce system at large to provide job seekers, workers and businesses with the high-quality career services and training services. Therefore, under WIOA, the Career Centers are required to partner with the identified partner programs to promote the coordination of services on behalf of job seekers and businesses. The One Stop Operator will serve a key role in supporting the coordination of these services to promote an effective, customer focused workforce system.

The One Stop Operator will function as a One-Stop “System” Operator to coordinate the service delivery of required One-Stop partners and service providers. The Operator will serve as a facilitator and consultant supporting the local WDB and local workforce system to coordinate its diverse partners to achieve its customer service delivery vision leading to enhanced customer satisfaction and program performance. Specifically, the Operator will:

- Convene up to four meetings (totaling 8-12 hours) per year of mandated partners to support the Memorandum of Understanding (MOU) implementation and to enhance the coordination of service provision in the three centers and system wide between workforce partner programs. The Operator will develop meeting agendas in conjunction with the WDB staff, develop meeting activities, facilitate meetings, and provide meeting notes. This will include a review of how services are provided in the centers and system wide and how partners currently coordinate with each other and what enhancements could be pursued to enhance coordination. This will also include engaging partners to the extent possible to define key system common goals for the following to build upon the local area MOU and in collaboration with efforts taken by the WDB:
 - o Customer service/satisfaction
 - o Partner satisfaction with system services
 - o Partner satisfaction with access and referral to partner services

- Develop an appropriate mechanism with WDB staff to semi-annually report on the status of progress and performance of partner coordination across the system to the Workforce Development Board.
- Develop benchmarks with the WDB to measure partner service coordination including the functions above of (a) customer service, (b) customer satisfaction and (c) partner satisfaction with system services, referrals and access to partner services, etc. This may entail working with the WDB staff to identify surveys and other processes to achieve development of said benchmarks in conjunction with the WDB beyond partner meetings. In future years, the expectation is that the Operator will make recommendations for continuous improvement based on this data.

4. Role of other key parties in the system

- a. Workforce Development Board – WDB staff will provide direct oversight and coordination with the operator to ensure identified goals for the operator are being met. The operator may also report to the full board or assigned board committee to report status of partner coordination and goal attainment.
- b. Grant Recipient/Fiscal Agent – This function is provided by Saratoga County. The fiscal agent will execute a contract and process payments with the operator
- c. Career Centers – Career Center management is responsible for actual service provision within the career centers. They will coordinate with the operator to provide space for meetings with partners and identify for the operator the scope and logistics involved with partner service provision through the centers.
- d. Identified System Partners – All system partners including those working at the career center will participate in system service reviews facilitated by the operator to identify the scope and processes for service provision for shared customers in the local workforce area.

5. Funding

The WDB will allocate \$2,400 annually for this cost reimbursement based contract to fund the One Stop Operator role. At the discretion of the WDB, contracts may be extended for up to three (3) consecutive years starting July 1 each year. Contracts are subject to the availability of funds made available to the WDB through the federal WIOA program and annual contract amounts may be adjusted by the WDB based upon a review of the operator or as may be required by state or federal guidance.

6. 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 federal 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>. To ensure a unbiased competition, Saratoga County, representing the SWW WDB, is soliciting proposals from the following entities:

The One-Stop System Operator may be a single entity (public, private, or non-profit) or a consortium of entities, including consortiums of required Career Center partners. If the consortium is made up of Career Center partners, it must include a minimum of three Career Center partners(as described in WIOA section 121). Entities that may serve as the One-Stop System Operator include:

- Institution of higher education;
- Employment service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency;
- Indian tribes, tribal organizations, Alaska Native entities, Indian-controlled organizations serving Indians, or Native Hawaiian organizations;
- Community-based organization, non-profit organization, or intermediary;
- Private for-profit entity;
- Government agency or governmental unit, such as local or county governments, school districts, State agencies, and Federal WIOA partners;
- Nontraditional public secondary school such as a night school, adult school, or an area career and technical education school;
- LWDB, with the approval of the local Chief Elected Official(s) (CEO) and Governor; and
- Interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

Note: Elementary and secondary schools cannot be selected as the operator.

For more information on eligibility see: https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16_Acc.pdf

In addition to the above, respondents should possess:

- An understanding of the Workforce Innovation and Opportunity Act.
- A general understanding of the local workforce system and its stakeholders is not required, but preferred.
- Demonstrated experience (3-5 years) facilitating large, diverse stakeholder groups to achieve a common goal or outcome. The ability to remain a neutral facilitator will be critical.
- Experience in meeting agenda development, planning, and execution.
- Ability to work closely with Workforce Development Board to monitor the system's strategic objectives and make recommendations for system continuous improvements.

Once the One-Stop System Operator is selected and in place, the operator must ensure to the WDB that they:

- Disclose any potential conflicts of interest arising from the relationships of the operators with any particular training or other service providers, including but not limited to, career services providers
- Do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer term career and training services
- Comply with Federal regulations and procurement policies relating to the calculation and use of profits if applicable per in the federal Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance)

7. Proposal Instructions

a. Deadline

Proposals submitted in response to this RFP must be received no later than 12:00 p.m. (Noon) on Monday, June 26 2017. Proposal received after this date, by any delivery method will not be considered.

Mail or Deliver to:

John Warmt, Director of Purchasing
Saratoga County Purchasing Department
50 West High Street
Ballston Spa, New York 12020

Faxed or emailed proposals will not be accepted. Respondents must provide one (1) clearly marked original and three (3) copies of the proposal.

Proposals not conforming to above guidelines or format described below will not be considered.

b. Format of Proposal

- Arranged in proper order including a title page, narrative content as described below, and required attachments described below.
- Not to exceed Four (4) pages of narrative content exclusive of the title page and required attachments
- Formatted to 8.5 x 11 paper size using 12 point font, 1 inch margins and Times New Roman
- Text lines may be single spaced
- All pages of narrative section must be numbered
- Be concise and avoid extraneous references and unnecessary detail

c. Narrative Content Requirements and Attachments

Entities should submit a proposal narrative of not more than four (4) pages that describes the following:

1. Brief general description of the entity making this proposal and any experience with workforce development, economic development, education or human services systems.
2. The entity's understanding and experience specifically in workforce development, including the local system, and/or of WIOA
3. Overview of entity's previous experience facilitating large, diverse stakeholder groups to a common goal or outcome. Specific examples should be provided.
4. Provide a brief description of key steps for facilitating a diverse group to achieve a common goal
5. Describe your anticipated approach to address the functions described in section 3 above –“Role of the One Stop Operator” for partner coordination including:
 - a. Anticipated meeting frequency and approach
 - b. Identifying customer and partner satisfaction with center and system services
 - c. Coordination of partner service delivery in the local area
6. Describe your experience with developing system performance and continuous improvement reports
7. Brief description of staff to be assigned
8. Any other optional information identified as relevant

Please include the attachments below. These required items will not count against the narrative page total.

- Resumes of key staff who will be assigned to this project and their roles on the project;
- Total budget including an all inclusive hourly rate, with detail explaining the expenses included within the hourly rate calculation for staff, travel, etc. Please quantify total hours of service including specific planned number of total meeting hours with the partner agencies.
- Three (3) recent references

d. Selection Process and Award of Contract

WDB staff and WIOA grant recipient staff will evaluate proposals and forward to the full Workforce Development Board for consideration. The selected applicant will then be contacted by the Saratoga County Grant recipient for contract execution. Proposals will be evaluated on the basis of the information provided with the proposal, past performance, recommendations, ability to perform and understanding of the work to be performed.

The WDB and Saratoga County reserve the right, at their sole discretion, to:

- Reject proposals that do not conform to the RFP or meet minimum evaluation criteria
- Reject all proposals
- Issue additional solicitations or amendments to this RFP
- Negotiate for amendments or modifications to proposals
- Interview proposers
- Evaluate qualifications of each proposer
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- Select the proposal that best satisfies the interest of the WDB and Saratoga County and not necessarily on the basis of price or any other single factor in the evaluation criteria
- Saratoga County assumes no liability or responsibility of any kind for costs incurred in the preparation or submission of any proposal
- Saratoga County is not responsible for any internal or external delivery delays which may cause a proposal to arrive beyond the stated deadline.

After the initial review, interviews may be scheduled with selected finalists at the discretion of the review team. The number of finalists will be at the discretion of the review team. Decisions of the review team are final.

If contract terms deemed fair and reasonable by the county cannot be agreed upon with the selected proposer, the negotiations will be formally terminated. The review team reserves the right to negotiate with the second most qualified firm. This process will continue until an agreement is reached or until the list of qualified finalists is exhausted.

Evaluation Criteria

The proposal review will look for demonstrated experience, capability and description of proposed approach of each proposal. Proposals will be ranked by the members of the review team utilizing the following scale based on 100 points:

- 10% - Cost of proposal
- 20% - Availability of skilled staff and references
- 10% - experience with workforce development, economic development, education or human service organizations
- 20% - Experience and approach for facilitating a diverse group to achieve a common goal
- 40% - Approach for addressing partner coordination as described in the narrative

e. Questions

Questions should be submitted to the following WDB contact by 6/20/17:

Bill Resse – wressewib@gmail.com

Answers to all questions will be posted as available at the following site by 6/21/17:
<http://www.saratogacountyny.gov/departments/employment-and-training/>

CERTIFICATION OF COMPLIANCE WITH IRAN DIVESTMENT ACT

Pursuant to General Municipal Law §103-g, which generally prohibits the County of Saratoga from entering into contracts with persons engaged in investment activities in the energy sector of Iran, the bidder/proposer submits the following certification:

[Please Check One]

BIDDER’S CERTIFICATION

By submission of this bid or proposal, each bidder/proposer and each person signing on behalf of any bidder/proposer certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief, that each bidder/proposer is not on the list created pursuant to paragraph (b) of subdivision 3 of Section 165-a of the State Finance Law.

I am unable to certify that my name and the name of the bidder/proposer does not appear on the list created pursuant to paragraph (b) of subdivision 3 of Section 165-a of the State Finance Law. I have attached a signed statement setting forth in detail why I cannot so certify.

Dated: _____, 20__.

STATE OF)
) ss.:
COUNTY OF)

The undersigned, being duly sworn, says (a) I am duly authorized to execute this Certification and (b) I hereby certify, under penalty of perjury, that the forgoing Certification is in all respects true and accurate.

Signature

Printed Name

Title

Subscribed and sworn to before me this ____
day of _____, 20__.

Notary Public