



REQUEST FOR PROPOSAL

For the period August 1, 2017 – June 30, 2018

Workforce Innovation and Opportunity Act (WIOA)

WorkSource Operator

To serve as the Operator for WorkSource Columbia Basin.

Release Date
June 15, 2017

Due Date
July 14, 2017

Contract Period
August 1, 2017 to June 30, 2018 (with option to extend)

The Benton-Franklin Workforce Development Council is an Equal Opportunity Program/Employer. Auxiliary aids and services will be made available upon request to individuals with disabilities. Language services for clients are provided free of charge.
Washington Relay Service: 711

**WorkSource Operator
Request for Proposals # 17-01
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SECTION I: GENERAL INFORMATION

A. PURPOSE OF THE REQUEST FOR PROPOSALS (RFP)

The Benton-Franklin Workforce Development Council (BFWDC) is requesting proposals from an organization, or consortium of organizations to fill the role of One-Stop Operator under the Workforce Innovation and Opportunity Act (WIOA) for the Benton-Franklin Workforce Development Area, comprised of Benton and Franklin counties. The current plan is to continue to have one (1) certified One-Stop Center, branded WorkSource, in the Benton-Franklin region and develop connection sites as appropriate throughout the region.

This RFP is expected to result in one (1) contract awarded to a single successful bidder to perform the One-Stop Operator role in the Benton-Franklin region. Bidders must serve as the One-Stop Operator for the WorkSource Center in Kennewick as well as additional connection sites as developed.

The contract period will commence about August 1, 2017 and end June 30, 2018. This is an initial one year award based on the Workforce Innovation and Opportunity Act funding, therefore, the BFWDC reserves the right to extend, terminate, and modify the contract if it is determined to be in the Council's best interest; and/or if the US Department of Labor, the State of Washington Employment Security Department or the State of Washington Workforce Training and Education Coordinating Board issue rules, policies or guidance, or funding restrictions that require changes to local initiatives and contracts to meet the requirements and intent of WIOA.

B. Eligible Proposers

Proposals will be accepted from all eligible entities, or consortium of entities, as specified in the federal regulations, 20 CFR Section 678.600. One-Stop Operators may be a single entity (public, private or non-profit) or a consortium of entities. If a potential consortium of entities seeks to propose, and one of the entities is a One-Stop Partner, at least two additional One-Stop Partners must be included in the consortium. The complete list of One-Stop Partners is available on page 11 of the Training Employment and Guidance Letter ([TEGL 16-16](#)). The types of entities that may be a One-Stop Operator, and submit a proposal under this RFP include:

- An institution of higher education;
- An employment service state agency established under the Wagner-Peyser Act;
- A community-based organization, non-profit organization, or workforce intermediary;
- A private for-profit entity;
- A government agency;
- A local workforce development board, with approval of the chief elected official(s) and the governor;

- Another interested organization or entity, which is capable of carrying out the duties of the One-Stop Operator. Examples may include a local chamber of commerce or other business organization, or a labor organization.

The entity serving as the One-Stop Operator, that also provides services within the One-Stop delivery system, must establish and demonstrate sufficient firewalls and conflict of interest policies and procedures. These policies must be compatible and coordinated with similar BFWDC policies and procedures and must conform to the specifications of 20 CFR section 679.430.

The content of the proposal from the successful bidder will become the basis for the negotiation of a final contract agreement. Applicants are advised that most documents in the possession of the BFWDC are considered public record and are subject to disclosure under the State Public Records Law. The successful bidder will be required to agree to the BFWDC Contract General Terms and Conditions, comply with any policies created by the BFWDC and any applicable federal or state policies, regulations, or laws. A copy of the General Terms and Conditions for all contracts will be sent to bidders upon request.

C. ESTIMATED CONTRACT AMOUNT

There is a maximum of \$50,000 in WIOA funds available for the One-Stop Operator functions during the initial funding period of August 1, 2017 through June 30, 2018. Additional work may be added based on necessary modifications using rates established through proposal negotiations.

D. PROPOSAL FORMAT REQUIREMENTS (See also section IV, #2, Submission Requirements)

Organizations submitting a proposal must follow ALL the following format requirements, and not exceed nine (9) pages:

- **Paper:** 8 ½ by 11 inch
- **Font:** 12 point
- **Charts/Tables:** 12 point
- **Margins:** 1 inch
- **Spacing:** 1.5 spaced
- **Pages:** Numbered

E. SUBMISSION INSTRUCTIONS

Proposals and required documents, electronic and hard copies in final form, must be received at the address below **on or before July 14, 2017 at 5:00 p.m. Proposals received after that time will not be accepted.**

**Jack Fitzgerald, Executive Director
Benton-Franklin Workforce Development Council
815 N. Kellogg St, Suite C
Kennewick, WA 99336
jfitzgerald@bf-wdc.org**

We encourage all interested parties, including the faith-based community, to submit proposals for consideration by the Benton-Franklin Executive Committee on or before July 14, 2017, at 5:00 p.m. Proposals received after that time will not be accepted.

F. PROCUREMENT TIMELINE

The following is presented to advise all prospective Workforce Innovation and Opportunity Act One-Stop Operator bidders of the timelines for the bid, review and selection process.

Action	Date	Time
Official Release of One-Stop Operator RFP	June 15, 2017	
Bidders' Conference WSCB Prosser Room 815 N. Kellogg St, Suite D Kennewick, WA 99336	June 27, 2017	2:00 p.m.
Proposal Due Date	July 14, 2017	5:00 p.m.
Bidder Interview with Executive Committee	TBD	TBD
Executive Committee Proposal Review and Recommendation of Selected Bidder	July 25, 2017	5:00 p.m.
Chief Local Elected Official Approval	July 25, 2017	

SECTION II: BENTON-FRANKLIN WORKFORCE DEVELOPMENT COUNCIL AND THE BENTON-FRANKLIN WORKFORCE SYSTEM PARTNERSHIP OVERVIEW

A. Benton-Franklin Workforce Development Council

The Benton-Franklin Workforce Development Council (BFWDC) serves as the Local Workforce Development Board (LWDB) that develops local policy and oversight over the local One-Stop system and is responsible for organizing a comprehensive, region-wide response to the challenges of building a highly skilled workforce in its designated service area, comprised of Benton and Franklin Counties in Washington State (WDA 11). As defined in the Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, the Council maintains majority private-sector business representation to ensure the voices of local employers are engaged in

policy setting and decision making. The Council works under a joint powers/Interlocal agreement with the Benton and Franklin County Commissioners.

The Benton-Franklin Workforce Development Council strategically oversees the quality and design of the local workforce system. The Council, working with local elected officials, oversees a Memorandum of Understanding (MOU) between the Council and workforce partners regarding operation and shared costs of the integrated workforce delivery system in the local area.

The Council monitors the development and quality of One-Stop centers, known as WorkSource in Washington State and nationally as American Job Centers. The sites serve as a convenient and recognizable public access point to the workforce system. To achieve optimum collaboration, our system will:

- Provide an environment of collegiality which supports a culture of delivering quality services to the customer;
- Promote individual agency goals as goals of the collective so as to create strategies which support each partner, which in turn enhances the performance of each partner;
- Coordinate planning and integration of services across multiple programs;
- Assist in meeting state and federal mandates to coordinate and collaborate; and
- Provide a learning environment and culture for staff to build and utilize new skills for effective and efficient customer service.

WIOA envisions a workforce system designed to ensure that employment and training services, available through multiple service providers, are integrated through a One-Stop delivery system that supports accessibility of high-quality services for job seekers and businesses. Bidders are strongly encouraged to read Training and Employment Guidance Letters (TEGLs) [04-15](#) and [16-16](#) issued by the Department of Labor that outlines the vision and operational guidance for the One-Stop system under WIOA.

B. WORKSOURCE SERVICES AND DESIGN

Services in the WorkSource Center are aligned with the goals of WIOA and have fundamental characteristics to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families;
- Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English Language Learners, and individuals who have low levels of literacy, to prepare for, obtain, retain and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job

- descriptions, offering space for interviewing, and consultations services on topics such as succession planning, career ladder development, and other forms of assistance;
- Participate in rigorous evaluations that support continuous improvement of a WorkSource by identifying which strategies work better for different populations; and
 - Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

C. OVERVIEW OF RFP FOR ONE-STOP OPERATOR

This RFP was created in response to WIOA legislation which provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed.

Background

The Workforce Innovation and Opportunity Act (WIOA) provides that each local workforce board select, through a competitive procurement process, a One-Stop Operator to perform duties in support of effective operation of the One-Stop system in the designated service area. The role of the "Operator" is defined in federal law as "coordinating service delivery of the required One-Stop partners and service providers" with additional duties that may be assigned.

Responding to the requirements of WIOA, the Benton-Franklin Workforce Development Council, which serves as the local workforce development board, is initiating the competitive process to select a provider to fill the Operator role.

The BFWDC will oversee the workforce system and retain all functions authorized to local workforce development boards under WIOA. To that end, the BFWDC looks forward to the opportunities under this RFP to develop new and innovative approaches to system assessment and partnership development to improve customer service and satisfaction.

SECTION III: ONE-STOP OPERATOR ROLES AND RESPONSIBILITIES

Overview

Coordination shall mean:

- Identify issues, monitor, and provide technical assistance to each One-Stop Partner related to the provision of career services agreed to by the Memorandum of Understanding;
- Serve as the point of contact for:
 - Dissemination of federal, state, and local laws, regulations and policies;
 - Receiving and clarifying questions regarding One-Stop federal, state and local laws, regulations and policies, as directed by the BFWDC;

- Evaluate center and connection points; and provide technical assistance to ensure access to One-Stop services as prescribed by Section 188;
- Assist in the developing of processes for customer satisfaction reviews in One-Stop Center or connection points; collect results and reports to the Human Centered Design (HCD) team, BFWDC Chief Operations Officer (COO); and make recommendations for quality improvement of customer service;
- Provide quality reports to the BFWDC and One-Stop Management Team on performance outcomes (set by the board), successes and issues, maintain monthly/ongoing communication with the BFWDC COO and staff with updates or issues that may arise;
- Work with One-Stop Partners to evaluate and troubleshoot referral and coordination efforts; work with system partners to develop processes and procedures to ensure efficient customer flow and the highest level of customer service.

The role of the One-Stop Operator (Operator) will be responsible for multiple functions of coordination with partners, technical assistance, point of contact regarding One-Stop initiatives, adherence to Section 188 (EO), assist with center certification, customer satisfaction review and provide regular written and oral reports to the BFWDC staff and Council.

SECTION IV: PRE-SUBMISSION INQUIRIES; SUBMISSION INSTRUCTIONS

A. RFP INQUIRIES, QUESTIONS, AND ANSWERS

The primary mode of communication between the BFWDC and potential bidders participating in this RFP will occur through a written process of Q & A which will be posted on our website. Questions can be sent to BSmith@bf-wdc.org. Interested parties may download the Request for Proposal from the [BFWDC Website](#).

It is the bidder's responsibility to check the web page frequently to stay connected and apprised of changes that may occur throughout the process. **Questions of a significant or material nature will not be answered over the phone or in person and must be submitted in writing.**

B. SUBMISSION REQUIREMENTS

All proposals must be received by 5:00 p.m. Pacific Daylight Savings Time on July 14, 2017. Proposals not received by this time will be automatically disqualified from competition.

All proposals must be submitted electronically by the above due date. Submit the proposal to: jfitzgerald@bf-wdc.org.

Submissions must include all of the following, in the proposal format described in Section I – D (proposal format requirements).

- Proposal Cover Page;
- Proposal Written Narrative (see Section V);
- Budget (see Section VI);
- Letters of recommendation or support will **NOT** be accepted;
- All proposals are to be submitted in accordance with the terms, conditions and procedures stated in the RFP;
- Any submitted proposal shall remain a valid proposal for 90 days after the closing date of the RFP.

Withdrawals

A submitted application may be withdrawn prior to the application due date. A written request to withdraw the application must be submitted in the BFWDC electronically to jfitzgerald@wdc.org or in writing to the address listed on page 5. If a bidder does not withdraw a proposal by the due date, the proposal becomes the property of the BFWDC and may be subject to public disclosure according to the Freedom of Information Act.

SECTION V: PROPOSAL WRITTEN NARRATIVE, EVALUATION AND SELECTION

A. PROPOSAL WRITTEN NARRATIVE – up to 9 written pages, (1.5 spacing) that address the following:

1. Describe your organizational capacity and any previous experience with providing the services listed in Section III, One-Stop Operator Roles and Responsibilities.

Describe the staff and/or personnel that will be involved in the project.

Specify the nature and length of experience you or your organization has working with the BFWDC or other workforce agencies and describe how this experience is relevant to the One-Stop Operator Roles and Responsibilities described in this RFP.

2. Describe your plan and approach for implementing the One-Stop Operator Roles and Responsibilities, Section III.

Provide any other information or potential ideas you would like to add beyond the One-Stop Operator Roles and Responsibilities.

3. If the proposer is an entity that also provides services within the One-Stop delivery system, please explain how you will establish and demonstrate sufficient firewalls, and implement policies and procedures that avoid and protect against conflicts of interest.

B. PROPOSAL REVIEW CRITERIA

1. Experience and Personnel (40%)

The successful bidder must show organizational capacity, including experience in similar activities described in the RFP and working knowledge of the Benton-Franklin Workforce Development Council or other workforce development programs/agencies and with the Benton-Franklin Workforce Development Area (Benton and Franklin Counties). Personnel assigned to the contract will be experienced and/or well educated in such endeavors.

2. Project Approach (40%)

The successful bidder must propose a plan and approach that will demonstrate an understanding of partnership development and coordination, knowledge and expertise with utilizing a partnership structure, advising and reporting on improving services.

3. Proposed Fees (20%)

The successful bidder will provide proposed fees and an estimated time commitment which are competitive and reasonable.

The BFWDC anticipates the annual cost not to exceed \$50,000 for the WorkSource center and connection sites within the region. Bidders must include a line item budget for salaries and benefits, and travel.

C. EVALUATION AND SELECTION PROCESS

Proposals will undergo the following review:

The BFWDC staff will first review proposals for technical compliance and completeness and will prepare a summary of the bidder's qualifying proposal narrative and budget for the review of the Executive Committee.

Nonresponsive proposals that do not comply with the requirements of the RFP will not be considered. Bidders will be notified via email.

Proposals will then be reviewed and rated by the Executive Committee in accordance with published review criteria. Finalists may be interviewed by the committee.

The recommendation of the Executive Committee will be submitted to the County Commissioners for approval. All contract awards will be considered provisional, pending receipt of any additional documentation regarding administrative qualifications and/or any other areas of concern and the successful completion of the contract negotiations.

The RFP does not commit the BFWDC to award a contract, to pay any cost in preparation of a proposal in response to this request, or to procure or contract for services or supplies. The

BFWDC reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified courses, or to cancel in part or in its entirety the RFP, if it is in the best interest of the board to do so. Further, all requested amounts are subject to reduction based on final award selections and availability of funds.

D. APPEALS

Any dispute, claim or protest arising from this procurement shall be made in writing and mailed to the address listed on page 5 of RFP to the Chair of the Benton-Franklin Workforce Development Council within five (5) working days of the alleged occurrence. Response to filed disputes, claims and protests shall be made in writing within ten (10) working days of receipt of protests. A hearing shall be convened by the Executive Committee as soon as is practicable and within ten (10) working days of the written response, if the Executive Committee determines that a procedural error was made in the selection process or that a violation of federal law or implementing regulations has occurred. Decisions made by the Executive Committee shall be issued in writing within five (5) working days.

SECTION VI: BUDGET

Please complete the budget for your proposal on the two forms provided.

A. BUDGET WORKSHEET – (Addendum A)

When developing costs, bidders should review the service area One-Stop proposed design and description of work as provided below. Please note, at the discretion of the board, the work of the One-Stop Operator may be increased, decreased or modified where it is found to be beneficial to the One-Stop Partnership or where change is required to be in compliance with federal, state, and local law, regulations and policies. Allowable payments will be based on the rates and adjustments established in the worksheet and negotiated in the final contract.

The Budget Worksheet – Addendum A is the Bidder’s best representation and estimate of time and effort expected to be delivered in performance of the agreement. Bidders must understand it is only an estimate and the activities and final cost may vary upon final contract negotiation.

One-Stop Proposed Design

The Benton-Franklin Workforce Development Area is comprised of Benton and Franklin Counties of Washington State. The WorkSource (One-Stop) service centers planned for the area are:

Centers by Area

	Benton County	Franklin County
Full Career Center	Kennewick 815 N Kellogg St, Suite C Kennewick, WA	
Affiliate Site		
Connection Point		

Note: System growth, as outlined in the [Local Area Plan](#), will include the development of connection sites throughout Benton and Franklin Counties to increase access points for customers.

Description of Work

Bidders for the BFWDC Operator contract shall conduct coordination of One-Stop Partners in the local service area. Coordination shall mean:

- Identify issues, monitor, and provide technical assistance to each One-Stop Partner related to the provision of career services agreed to by the Memorandum of Understanding.
- Serve as the point of contact for:
 - Dissemination of federal, state, and local laws, regulations and policy.
 - Receiving and clarifying questions regarding One-Stop federal, state and local laws, regulations and policies, as directed by the BFWDC.
- Evaluate center and connection points; and provide technical assistance to ensure access to One-Stop services as prescribed by Section 188.
- Assist in the developing of processes for customer satisfaction reviews in One-Stop Center or connection points; collects results and reports to the Human Centered Design (HCD) team, BFWDC Chief Operations Officer (COO); and make recommendations for quality improvement of customer service;
- Provide quality reports to the BFWDC and One-Stop Management Team on performance outcomes (set by the board), successes and issues, maintain monthly/ongoing communication with the BFWDC COO and staff with updates or issues that may arise;
- Work with One-Stop Partners to evaluate and troubleshoot referral and coordination efforts; work with system partners to develop processes and procedures to ensure efficient customer flow and the highest level of customer service.

INSTRUCTIONS

1. Hourly Rates

Lines i. through xiii. column B., *for the task listed in the column **A** (activities); please provide an hourly rate and estimated hours needed for preparation and a subtotal for the cost.

Lines i. through xiii. column C., *for the task listed in column **A** (activities); please provide an hourly rate and estimated time needed for Professional Hours with a subtotal for the cost.

Line xiii. column B. and C., *for any other task or work you believe is not included, please:

- 1) List the task;
- 2) Provide an hourly rate;
- 3) Estimated hours, and subtotal line for each activity.

* At the completion of the above budget (Addendum B), all subtotal columns should be summarized and added together in the "Total All Cost" column.

Note: If more than one staff person is assigned to carry out the work of the project, please complete section 1 of *Addendum B*. for each individual and provide the total costs on the budget form *Addendum A*.

All staff rates on the Budget Worksheet must equal the total of staff wages and fringe under *Addendum A*. of the budget.

3. Contractor Training & Orientation to System

Please provide the (1) estimated number of hours; (2) hourly rate and (3) total cost of Training & Orientation needed by bidder to learn about the One-Stop system.

B. Budget (Addendum B)

This form should represent all cost, by category, you are proposing for the project.

INSTRUCTIONS

1. Agency – Staff

- Project Staff Wages: A summation of all staff wages as a result of the hourly rates derived in Budget Worksheet.

- Project Staff Fringe: A summation of all staff fringe for the total salaries. Fringe includes all staff benefits and payroll taxes.
- Staff Travel: A summation of all staff travel costs.
- Support Staff Fringe & Wages: A summation of all support staff fringe and wages.

2. Subcontracts

On the appropriate line, please provide the amount of any planned subcontracts or professional services for this work. Please list in line under the subcontract.

3. Facilities

Provide all cost to be charged to this project for rents/leases (IFA).

Additional Internet Links and Resources:

Federal Law and Guidance

[DOL ETA](#)

WIOA, Public Law [113-128](#)

WIOA, [Final Federal Rules](#)

WIOA [Operating Guidance](#) to Date – Department of Labor

1. Hourly Rates							
A. - Activities	B. - Preparation Hours			C. - Professional Hours on Site			D.
	Wages/hr	# of hours	Cost	Wages/hr	# of hours	Cost	Total
i. Identify issues, monitor, and provide technical assistance to each One-Stop partner related to the provision of career services agreed to by the Memorandum of Understanding.							
ii. Serve as the point of contact for: Dissemination of federal, state, and local laws, regulations and policies and receiving and clarifying questions regarding One-Stop federal, state and local laws, regulations and policies, as directed by the BFWDC.							
iii. Evaluate center and connection points; and provide technical assistance to ensure access to One-Stop services as prescribed by section 188.							
iv. Assist in the development of processes for customer satisfaction reviews in One-Stop center of connection points; collects results and reports to the Human Centered Design (HCD) team, BFWDC Chief Operations Officer (COO); and make recommendations for quality improvement of customer service.							
v. Provide quality reports to the BFWDC and One-Stop Management Team on performance outcomes (set by the board), successes and issues, maintain monthly ongoing communication with the BFWDC COO and staff with updates or issues that may arise.							
vi. Work with One-Stop partners to evaluate and troubleshoot referral and coordination efforts; work with system partners to develop processes and procedures to ensure efficient customer flow and the highest level of customer service.							
vii. Serve as the primary point of contact for facility maintenance and repair issues communicating all needs for maintenance and repair to the BFWDC to be addressed.							
viii. Coordinate twelve (12) monthly system partner meetings.							
ix. Participate in twelve (12) monthly meetings with WDC staff.							
x. Participate in twelve (12) monthly meetings with WDC Executive Committee.							
xi. Participate in twelve (12) monthly Safety Committee meetings.							
xii. Participate in four (4) quarterly WDC Full-Board meetings.							
xiii. Other (specify).							
Total All Costs							

2. Contractor Training and Orientation to System

Include in Section 4. on Addendum B.	A. # of Hours	B. Wages/hr	C. Total Cost
		Total All Costs	

Budget

1.	<u>Agency-Staff :</u>	WorkSource	
		Columbia Basin	Total
	Project Staff Wages:		\$ -
	Project Staff Fringe:		\$ -
	Staff Travel:		\$ -
	Support Staff Fringe and Wages		\$ -
2.	<u>Subcontracts:</u>		
	Subcontracts		\$ -
	Name (if applicable):		\$ -
	Professional Services:		\$ -
3.	<u>Facilities:</u>		
	Rent/Lease (IFA):		\$ -
4.	<u>Other:</u>		
	Training		\$ -
	Supplies		\$ -
	Other		\$ -
	TOTALS:		\$ -