



Workforce Innovation & Opportunity Act: Adult & Dislocated Worker Services

Request for Proposal

Release Date: November 15, 2017

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Part I: Introduction

The East Cascades Workforce Investment Board (ECWIB) is a 501(c)3 non-profit organization designated by the Governor to convene, oversee and support the local workforce system. Located in Bend, the ECWIB serves a ten-county area just east of the Cascades, including: Crook, Deschutes, Gilliam, Hood River, Jefferson, Klamath, Lake, Sherman, Wasco, and Wheeler.

The ECWIB partners with businesses, government entities and educational institutions to support the talent needs of employers and to align investments in the career goals of individuals, in order to fuel a thriving economy.

For this opportunity, the ECWIB is seeking proposals from organizations that have the capacity to deliver comprehensive, year-round Adult and Dislocated Worker Services in the ECWIB's Northern Sub-region, made up of: Hood River, Wasco, Sherman, Gilliam and Wheeler Counties.

Part II: Background

Workforce services in the East Cascades workforce area are primarily funded through the Workforce Innovation and Opportunity Act (WIOA). The work authorized under this federal legislation provides support for workforce development activities in the local area, which are supplemented and aligned with other funding sources. The U.S. Department of Labor (DOL) and Oregon's Higher Education Coordinating Commission oversee this funding.

Part III: Governance

The ECWIB works on behalf of and in coordination with local elected officials from the ten-county area. The oversight and administration of workforce services for the area is chartered to the ECWIB in partnership with the Central Oregon Workforce Consortium (COWC), consisting of one Commissioner or Judge from each of the ECWIB's ten counties, who are responsible for approving the ECWIB annual budget and appointing members to the ECWIB board.



The ECWIB represents a broad cross-section of the local community with majority private sector representation.

The ECWIB's primary responsibility and goals are to:

- Ensure high quality workforce services to local job seekers and business customers.
- Diversify and increase funding to maximize impact in support of the mission.
- Establish a strategic framework for private and public partnerships that supports collaborative service delivery to both businesses and jobs seekers.

Part IV: Conflicts of Interest

All prospective applicants for this request for proposals (RFP) are prohibited from contacting the members of the ECWIB Board of Directors, the members of the Central Oregon Workforce Consortium (COWC) and/or individual ECWIB staff regarding this solicitation to avoid actual or perceived conflicts or undue influence over the process. Contact with anyone for the purpose of influencing the outcome of the process will result in the disqualification of the proposer. The ECWIB has taken every precaution to ensure the development of this request for proposals, its contents and the review process are kept confidential until provisional award notices are announced.

Part V: Available Funds

Funding for this opportunity is provided through the U.S. Department of Labor's Workforce Innovation and Opportunity Act (WIOA) and made possible through a grant from the Higher Education Coordinating Commission.

Applicants should use the estimate below when crafting their proposal, which represents funding available for the period of February 1, 2018 through June 30, 2018. ECWIB will negotiate final budgets and corresponding deliverables with the successful applicant. Funding for Program Year 2018 (July 1, 2018-June 30, 2019) is not yet known; however, applicants should consider future service delivery, that extends beyond the current program year, when crafting their response.

Contract Period: February 1, 2018- June 30, 2018		
Sub-region	Available Funding	Minimum 25% Training Expenditure
North	\$112,180	\$28,045

Part VI: Timeline & General Provisions

A. Timeline*

ITEM	DATE/TIME
RFP Released	November 15, 2017
Deadline for Submission of Written Questions	5:00pm Pacific, Friday, December 15, 2017
Deadline for Submission of Full Proposal	5:00pm Pacific, Friday, January 5, 2018
Provisional Award Notification	January 19, 2018
Written Appeal Deadline	5:00pm Pacific, January 26, 2018
Contract Start Date	February 1, 2018

**The ECWIB reserves the right to extend any of the actual or proposed dates in the Timeline.*

B. Questions

All questions regarding this request for proposals must be submitted via email with the following subject "RFP Adult/DW Inquiry" to: ecwib.rfp@eastcascadesworks.org. Only questions submitted to this email address will receive a response. Questions will be responded to within three business days and will be posted in the Request for Proposals page of [ECWIB's website](#). Questions received after 5:00pm Pacific, Friday, December 15, 2017 will not be answered.

C. Proposal Submission

ECWIB must receive complete proposals and all related documents no later than 5:00pm Pacific, Friday, January 5, 2018. Proposals must be mailed or delivered to the address below. Proposals delivered via email will not be accepted. Proposals delivered after the due date and time will be considered non-responsive.

Proposals must address all required proposal content sections and must be structured in a way that allows reviewers to quickly identify the sections being answered. Proposals should be prepared simply and economically; elaborate or expensive bindings, color displays or promotional materials are not required and will not be reviewed.

All Administrative Capacity Documents must be submitted on a flash drive. Paper copies of the Administrative Capacity Documents are not required. In addition, applicants must submit three (3) paper copies and one (1) electronic copy, on a flash drive, for the Program Narrative and Budget Narrative portions of the application.

Submissions must contain the items below:

- 1) Administrative Capacity Documents (on flash drive only)
- 2) Cover Page with Organization Title, Address and Contact Information
- 3) Program Narrative
- 4) Budget Narrative



All materials must be received at the following address by the submission deadline:

East Cascades Workforce Investment Board

Attn: RFP Response

404 SW Columbia Street, Suite 200

Bend, OR 97702

ECWIB will send a confirmation acknowledging receipt, within three business days, to the email address provided on the cover page.

D. Withdrawal

A submitted proposal may be withdrawn at any time. A written request to withdraw the response must be submitted electronically to: ecwib.rfp@eastcascadesworks.org.

E. Proposal Review

The ECWIB cannot enter into contract negotiations with an organization that is not legally established to conduct business within the State of Oregon or is debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. For this reason, all applicants must be determined qualified in order to receive a contract to deliver services in the East Cascades Workforce Area.

ECWIB fiscal staff will review the requisite Administrative Capacity documentation to determine minimum qualification. Applicants that do not pass the Administrative Capacity review will not be considered for contracted services.

A review panel will evaluate the Proposal and Budget Narrative portions, based on the points established. The review panel's recommendation will be presented to the ECWIB Executive Committee for approval, prior to provisional award announcement and before ECWIB staff may enter into contract negotiations.

F. Award Notification

Provisional award results will be sent via email on January 19, 2018.

G. Appeals Process and Procedure

All appeals must be submitted electronically to ecwib.rfp@eastcascadesworks.org by 5:00pm Pacific on January 26, 2018 (Note: all appeals are public information).

Only appeals that cite the specific section(s) of the RFP or specific statutes that have been violated will be considered. Proposal rating scores and administrative capacity qualification may not be appealed. An appeal request will be responded to within 30 days of receipt.

During any part of the appeal review, the appellant may be asked to clarify or amplify statements as well as provide proof of claims. In the event an appellant fails to respond, the appeal will be dismissed and no further appeal will be accepted.



The Executive Director and the ECWIB Board Chair will review the appeal, make a determination and issue a written response that is intended as a complete and final answer to the appeal.

H. Reserved Rights

- This request for proposal does not commit the ECWIB to award a contract.
- The ECWIB reserves the right to request additional data or oral discussion or documentation in support of written proposals.
- All solicitations are contingent on availability of funds.
- The ECWIB may negotiate a modification of services to be delivered with the selected applicant.
- The ECWIB reserves the right to modify or alter the requirements and standards set forth in this request for proposals based on changes or modifications in program requirements mandated by state or federal agencies.
- Applicants to this RFP are advised that most documents in the possession of the ECWIB are considered public record and subject to disclosure under the federal and state public records law.
- The contract award will not be final until the ECWIB and the selected applicant have executed a mutually satisfactory contractual agreement.
- Proposals submitted for funding consideration must be consistent with, and if funded, operated according to, the Federal WIOA legislation, all applicable federal regulations, State of Oregon policies, laws, regulations and ECWIB policies.
- All applicants must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.

Part VII: Scope of Work

ECWIB is soliciting proposals from qualified applicants that have the capacity, experience and community networks necessary to operate comprehensive year-round services for eligible Adults and Dislocated Workers.

A. Program Expectations:

- Deliver comprehensive year-round Adult and Dislocated Worker Services within the Hood River and The Dalles WorkSource Centers, part of Oregon's fully-integrated one-stop delivery system.
- Ensure continuity of service, not dependent upon a customer returning to the same staff person.
- Actively seek to develop best practices in delivering Exploratory, Career, Training and Business Services, outlined in the WorkSource Oregon Operational Standards.¹

¹ [WorkSource Oregon Operational Standards](http://WSOstandards.weebly.com): WSOstandards.weebly.com.

- Coordinate and deliver career and training services to job seekers, in a way that is customer-centered and job-driven, as defined by the Workforce Innovation and Opportunity Act (WIOA).²
- Actively contribute to the ECWIB minimum training expenditure of 25%³.
- Provide training services to job-seekers from ALL counties represented in the Northern Sub-region.
- Quickly respond to emerging needs and opportunities including accommodating non-English speaking participants and job-seekers.
- Ensure compliance with all WIOA, state and local laws, regulations, ECWIB policies and procedures.
- Proactively participate in Local Leadership Team meetings to ensure maximum coordination and efficiency in service delivery.
- Participate in Rapid Response services as needed, in order to meet businesses and job-seeker needs in times of layoff or closure.
- Actively participate in Sectors Strategies discussions and remain up-to-date on the latest Labor Market Information, in order to prepare and connect qualified jobseekers to high-demand sector-based occupations and careers.
- Ensure that staff perform complete and accurate data entry within five (5) business days of service, in compliance with the WIOA and the local area's reporting requirements.
- Designate a management-level staff person as Equal Opportunity Officer, in order to meet equal opportunity requirements for service delivery.

B. Performance Expectations

WIOA Primary Indicator**	Adult Target	DW Target
% of participants in education, training activities or employment, Q2 after exit	66%	66%
% of participants in education, training activities or employment, Q4 after exit	65%	65%
Median earning of participants in unsubsidized employment, Q2 after exit	\$5,250	\$5,550
% of participants enrolled in an education or training program (excluding those in OJT and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, year one after exit	41%	44%

**WIOA Primary Indicators and Calculation Criterion are outlined in [TEGL 10-16](#) and are subject to change based on State and Local performance negotiations.

² Guidance on Services provided through the Adult and Dislocated Worker Programs, Employment and Training Administration, Training and Employment Guidance Letter WIOA [No. 19-16](#), March 1, 2017

³ [Oregon Workforce Investment Board Minimum Training Expenditure Policy](#): www.wioainoregon.org

Part VIII: Proposal Content

A. Administrative Capacity

Administrative Capacity Documents must include the following and should be submitted on a separate flash drive (print copies not required):

- Copy of documentation proving legal entity (for example: articles of incorporation, 501(c)(3) letter, etc.).
- Copy of the organizational chart.
- The organization's most recent audited financial statements (at minimum within the last two years) including accompanying letter or if not required, evidence sufficient to demonstrate that the organization has the capacity to properly administer funding that meets all federal, state and local laws, regulations and policies.
- The organization's insurance certificate providing evidence of coverage for: General Liability, Professional Liability, Worker's Compensation, Motor Vehicle, Property and Equipment, Employee Dishonesty.

B. Program Narrative

Organizational Capacity: 10 total points

- Describe your processes and prior experience managing federal and/or other government funding.
- Describe the experience your management staff has in overseeing work that is highly regulated.

Demonstrated Ability: 10 total points

- Describe past experience with an integrated service delivery model, functional supervision, information sharing, case management of co-enrolled clients, cross training of staff, or other activities conducted in close coordination with staff.
- Describe your organization's experience working with state and/or federal regulations. Describe any special or technical skills and resources that have contributed to your success.
 - If your organization has delivered WIOA funded Adult and/or Dislocated Worker Services in the past, attach the most recent program year's final report, indicating performance. Describe your success and/or lack of success in meeting/exceeding the negotiated performance.
 - If your organization does not have direct experience delivering WIOA funded Adult and/or Dislocated Worker Services, describe your organization's experience with related performance success/challenges and your most recent year's final report.

Staffing Structure: 25 total points

- Describe current and to-be-hired staff responsibilities as they relate to the delivery of Adult and Dislocated Worker Services.



- Describe staff's role in ensuring that job-seekers and employers from all 5 counties in the Northern Sub-region are served equitably.
- Describe how your staff will measure success.
- Describe the role of management in overseeing program implementation and performance.
- Describe how you will ensure that staff are adequately trained and made aware of the most up-to-date information on WIOA, state and local laws, regulations, ECWIB policies and procedures.

Program Design and Delivery: 25 total points

- Describe your service delivery approach. Detail how you will provide the services outlined in the Scope of Work, including how you propose to recruit, manage, and assess adults and dislocated workers for career services and/or training.
- Describe how your service delivery approach will ensure high quality and coordinated services are consistently delivered to meet employer needs.
- Describe your organization's experience with serving diverse populations (i.e., economically disadvantaged individuals, persons with disabilities, individuals with low educational attainment or low literacy proficiencies, veterans, English language learners, ex-offenders and dislocated workers). Describe how your service delivery model provides and/or makes the services accessible to all participants.
- Describe the strategies your organization will employ to educate job seekers on how to access training resources. Include information on how your organization will determine an individual job seeker's need for training, as well as alignment with business demand.
- Describe how your organization will use technology and other innovative resources to ensure that Oregonians, from all of the counties within the sub-region represented in this RFP, will have access to workforce development services, even in the most rural communities.

Partnerships and Collaboration: 10 total points

- Describe how your organization will collaborate with community-based organizations, state agencies, and other WIOA-mandated partners to align efforts, leverage funds to maximize limited resources and integrate services to avoid/reduce duplication.
- Describe how your organization will work with partners to comply with the WSO Standards.⁴

⁴ [WorkSource Oregon Operational Standards](http://WSOstandards.weebly.com): WSOstandards.weebly.com.



C. Budget Narrative

Budget Narrative Response: 10 total points

- Describe your organization's current financial system and evidence that your organization has the capacity for the fund-level financial management and reporting required.
- Describe how you will leverage grants, other funding sources, and/or other services under the control of your organization into the system in alignment with the vision for integrated service delivery.

Budget Workbook: 10 total points

- Budget Template (see attachments) - Applicants must complete the corresponding budget template for submission with proposal package. Evaluation will be made on reasonableness and cost efficiency of the budget request, adequate and justifiable description of expenses in the budget narrative and alignment with key performance projections.