



Central Oregon:  
Workforce Innovation &  
Opportunity Act:  
**Adult & Dislocated Worker  
Services**

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## Request for Proposal

**Release Date: February 24, 2020**

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### Part I: Introduction

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

EC Works 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, to fuel a thriving economy.

For this opportunity, the EC Works is seeking proposals from organizations that have the capacity to deliver comprehensive, year-round Workforce Innovation and Opportunity Act (WIOA) services to Adults, Dislocated Workers, and employers. Services must be provided through the designated WorkSource Centers serving the communities of Jefferson, Crook and Deschutes 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

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

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

EC Works' primary responsibilities 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 EC Works Board of Directors, the members of the Central Oregon Workforce Consortium (COWC) and/or individual EC Works 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. EC Works 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 (HECC).

Applicants should use the estimate below when crafting their proposal, which represents funding anticipated for the 2020 Program Year, defined as July 1, 2020- June 30, 2021. In addition, EC Works requires that all providers of Adult and Dislocated Worker Services maintain a Minimum Training Expenditure (MTE) of 15%, to contribute to the overall East Cascades Minimum Training Expenditure of 25%<sup>1</sup>; applicants should use the estimated MTE listed below when crafting their proposal.

EC Works reserves the right to modify the anticipated funding amount based on actual funding provided by the HECC. EC Works and the successful applicant will further negotiate final budgets and corresponding deliverables during the contracting period.

<b>Contract Period: July 1, 2020- June 30, 2021</b>		
<b>Funding Stream</b>	<b>Available Funding</b>	<b>Minimum 15% Training Expenditure</b>
WIOA Adult	\$427,211	\$64,082
WIOA Dislocated Worker	\$348,000	\$52,200

<sup>1</sup> [Oregon Workforce Investment Board Minimum Training Expenditure Policy](http://www.wioainoregon.org): www.wioainoregon.org

## Part VI: Timeline & General Provisions

### A. Timeline\*

ITEM	DATE/TIME
RFP Released	Monday, February 24, 2020
Deadline for Submission of Written Questions	Noon Pacific, Monday, March 16, 2020
Deadline for Submission of Required Intent to Apply	Noon Pacific, Monday, March 23, 2020
Deadline for Submission of Full Proposal	Noon Pacific, Monday, April 6, 2020
Provisional Award Notification	April 24, 2020
Written Appeal Deadline	5:00pm Pacific, May 1, 2020
Contract Start Date	July 1, 2020

\*EC Works 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: [ECWorks.rfp@ecworks.org](mailto:ECWorks.rfp@ecworks.org). Only questions submitted to this email address will receive a response. Questions will be responded to within three (3) business days and will be posted, along with the question, in the Request for Proposals page of [EC Works' website](#). Questions received after Noon Pacific Time; Monday March 16, 2020 will not be answered.

### C. Notice of Intent & Proposal Submission

All prospective applicants are required to submit an intent to apply in writing by Noon Pacific Time on Monday, March 23, 2020, via email with the subject "RFP Adult/DW Intent to Apply" to [ECWorks.rfp@ecworks.org](mailto:ECWorks.rfp@ecworks.org). Any intent to apply received after the deadline, or proposals received without the prior intent to apply, will not be considered.

EC Works must receive complete proposals and all related documents no later than Noon Pacific Time, Monday, April 6, 2020. Proposals must be emailed to [ECWorks.rfp@ecworks.org](mailto:ECWorks.rfp@ecworks.org), with the title "Proposal Adult/DW". Proposals delivered after the due date and time will be considered non-responsive.

Proposals must address all required proposal content sections and should be structured in a way that follows the questions in the order outlined herein, using a font no smaller than 12 points. 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 also be submitted via email by Noon Pacific Time, Monday with the same instructions listed above.

Submissions must contain the items below:

- 1) Administrative Capacity Documents
- 2) Cover Page with Organization Title, Address and Contact Information

- 3) Program Narrative
- 4) Budget Narrative

EC Works will send a confirmation acknowledging receipt, within three (3) 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: [ECWorks.rfp@ecworks.org](mailto:ECWorks.rfp@ecworks.org).

#### E. Proposal Review

EC Works 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.

EC Works 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 EC Works Executive Committee for approval, prior to provisional award announcement and before EC Works staff may enter contract negotiations.

#### F. Award Notification

Provisional award results will be sent via email on April 24, 2020.

#### G. Appeals Process and Procedure

All appeals are considered public information and must be submitted electronically to [ECWorks.rfp@ecworks.org](mailto:ECWorks.rfp@ecworks.org) by 5pm Pacific Time on May 1, 2020.

Appeals must cite the specific section(s) of the RFP or specific statutes that have been violated to be considered. Proposal rating scores and administrative capacity qualification may not be appealed. An appeal request will be responded to within thirty (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 EC Works Board Chair will review the appeal, make a determination and issue a written response that is intended as a complete and definitive answer to the appeal.

## H. Reserved Rights

- This request for proposal does not commit the EC Works to award a contract.
- EC Works 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.
- EC Works may negotiate a modification of services to be delivered with the selected applicant.
- EC Works 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 EC Works 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 EC Works 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 EC Works policies.
- All applicants must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.

## **Part VII: Scope of Work**

EC Works is soliciting proposals from qualified applicants that have the capacity, experience, and community networks necessary to operate comprehensive year-round services available within the WorkSource system, for eligible Adults, Dislocated Workers, and employers.

### A. Program Expectations:

- Deliver comprehensive year-round Adult and Dislocated Worker Services within the Central Oregon WorkSource Centers, designated by EC Works and within Jefferson, Crook, and Deschutes counties.
- 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.<sup>2</sup>
- Coordinate and deliver career and training services to job seekers, in a way that is customer-centered, job-driven, and mindful of customer choice, as defined by the Workforce Innovation and Opportunity Act (WIOA).<sup>3</sup>

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<sup>2</sup> [WorkSource Oregon Operational Standards 2.0](http://WSOstandards.weebly.com): WSOstandards.weebly.com.

<sup>3</sup> 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

- Actively contribute to the EC Works minimum training expenditure of 25%<sup>4</sup>, by maintaining a Minimum Training Expenditure of 15% throughout the contract year.
- Provide training services to jobseekers throughout Crook, Jefferson, and Deschutes counties.
- Respond equitably to emerging needs and opportunities including accommodating non-English speaking jobseekers and individuals with criminal backgrounds, veterans, those with disabilities, low income individuals and those who are basic skills deficient.
- Designate a management-level staff person to ensure compliance with all WIOA, state and local laws, regulations, EC Works policies and procedures.
- Designate a management-level staff person to proactively participate in Local Leadership Team meetings to ensure maximum coordination and efficiency in service delivery through WorkSource.
- Participate in Rapid Response services as needed, to meet businesses and jobseeker needs in times of layoff or closure.
- Ensure compliance with all WIOA, state and local laws, regulations, EC Works policies, procedures, and strategic direction.
- Ensure that all staff are trained on federal law, regulations and policies, state policies, and EC Works policies and standards.
- Establish a process to 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.
- Ensure that sub-recipient staff maintain hard-copy case files where required, and that documentation required by the I-Trac data management system, the WIOA, and the EC Works are filed in an orderly fashion and meet EC Works Program Standards.
- Actively participate in training opportunities and monthly provider check-ins, as instructed by the EC Works.
- Ensure that staff can equitably respond to the emerging needs and opportunities of non-English speaking participants.
- Designate a management-level staff person to oversee performance and expectations of the contract deliverables.
- Designate a management-level staff person as Equal Opportunity Officer, to meet equal opportunity requirements for service delivery.

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<sup>4</sup> [Oregon Workforce Investment Board Minimum Training Expenditure Policy](http://www.wioainoregon.org): www.wioainoregon.org

**B. Performance Expectations**

<b>WIOA Primary Indicator**<sup>5</sup></b>	<b>Adult Target</b>	<b>DW Target</b>
Employment Rate – 2nd Quarter After Exit: The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit);	71.5%	71.5%
Employment Rate – 4th Quarter After Exit: The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit);	70%	70%
Median Earnings – 2nd Quarter After Exit: The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program;	\$6,200	\$6,200
Credential Attainment: The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program;	45%	45%
Measurable Skill Gains: The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.	45%	45%

\*\*WIOA Primary Indicators and Calculation Criterion are subject to change based on State and Local performance negotiations. Negotiated levels of performance for Program Year 2020 have not yet been published.

<sup>5</sup> Training and Employment Guidance Letter No. [10-16](#): Performance Accountability Guidance, August 23, 2017

## Part VIII: Proposal Content

### A. Administrative Capacity

Administrative Capacity Documents must include the following:

- 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 management 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, in detail, your plan for ensuring 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, in detail, how your organization has and will ensure compliance with state and/or federal regulations. Describe any special or technical skills and resources that will contribute to this.
  - 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: 20 total points**

- Describe, in detail, how staff responsibilities will be structured as they relate to the delivery of Adult and Dislocated Worker Services.
- Describe, in detail, staff's role in ensuring that jobseekers and employers from all 3 counties are served equitably.
- Describe, in detail, the role of management in overseeing program implementation, compliance and performance, including strategies for improvement.

- Describe how you will ensure that staff are trained and made aware of the most up-to-date information on WIOA, state and local laws, regulations, EC Works policies and procedures.

**Program Design and Delivery: 25 total points**

- Describe, in detail, your service delivery approach and how you will provide equitable access to services for eligible adults and dislocated workers.
- Describe, in detail, how your service delivery approach will ensure high quality and coordinated services that are consistently delivered to meet employer needs.
- Describe, in detail, your approach to equitably serving diverse populations (i.e., economically disadvantaged individuals, persons with disabilities, individuals with low educational attainment or low literacy proficiencies, veterans, English language learners, individuals with criminal back grounds and dislocated workers).
- Describe the strategies your organization will use 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. Include information on how your organization will ensure connectively to EC Works Target Industries: Manufacturing, Construction, Healthcare and Technology.
- Describe how your organization will use technology and other innovative resources to ensure that Oregonians, from Deschutes, Jefferson and Crook Counties represented in this RFP, will have equitable access to workforce development services, even in the most rural communities.

**Partnerships and Collaboration: 15 total points**

- Describe, in detail, how your program design will ensure “continuity of service”, including your methods for case management and referral.
- Describe how your organization will collaborate with community-based organizations, state agencies, and other WorkSource partners to align efforts, leverage, and braid funds to maximize limited resources and integrate services to avoid/reduce duplication.
- Describe how your organization will collaborate with partners to comply with the WSO Standards, to achieve common goals, create a feedback mechanism and ensure continuous improvement.

**C. Budget Narrative & Workbook**

**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 fiscal management and reporting required, including your organization’s processes for ensuring fiscal and program coordination. Please include a copy of your organization’s most recent federally approved indirect cost rate or a statement that your organization intends to negotiate a rate with EC Works if EC Works will be your federal cognizant agency.

- Describe how you will leverage and/or braid existing 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 - 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.