



Workforce Innovation & Opportunity Act: **One-Stop Operator**

Request for Proposal

Release Date: May 3, 2021

Contents

- I. Introduction
- II. Background
- III. Governance
- IV. Conflicts of Interest
- V. Available Funds
- VI. Timeline & General Provisions
- VII. Scope of Work
- VIII. Proposal Content

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, EC Works is seeking proposals from entities that have the capacity and demonstrated ability to coordinate staff and operate as the One-Stop Operator, under the provisions of the Workforce Innovation and Opportunity Act (WIOA). Entities interested in applying must also have the ability and capacity to work in coordination and collaboration with multiple entities serving within a complex and matrixed environment.

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 - Office of Workforce Investments (HECC-OWI) oversee this funding.

As defined by the Workforce Innovation Opportunity Act (WIOA) Section 678.620, the One-Stop Operator's role at a minimum is to coordinate the service delivery of required one-stop centers, branded in Oregon as WorkSource, partners and service providers.

Eligible entities must demonstrate effectiveness and experience in providing services in Oregon. In addition, entities must be able to perform the duties of the One-Stop Operator without any conflicts of interests. Entities performing services within the local workforce system or receiving workforce funding must demonstrate the specific firewalls enacted to avoid conflicts of interest, in order to be eligible to provide services.

Any entities selected to serve as the One-Stop Operator will be considered a subrecipient of federal funds and will be required to follow Uniform Guidance.

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 a 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

The contract period for this award is July 1, 2021 to June 30, 2022, with up to four optional extension years. The anticipated total contract award available is \$30,000 for the 2021 Program Year, defined as July 1, 2021 to June 30, 2022.

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

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

Part VI: Timeline & General Provisions

A. Timeline*

ITEM	DATE/TIME
<i>RFP Released</i>	<i>May 3, 2021 by 5pm Pacific</i>
<i>Deadline for Submission of Required Intent to Apply</i>	<i>June 7, 2021 by 5pm Pacific</i>
<i>Deadline for Submission of Written Questions</i>	<i>June 7, 2021 by 5pm Pacific</i>
<i>Deadline for Submission of Full Proposal</i>	<i>June 14, 2021 by 5pm Pacific</i>
<i>Provisional Award Notification</i>	<i>June 25, 2021 by 5pm Pacific</i>
<i>Written Appeal Deadline</i>	<i>June 30, 2021 by 5pm Pacific</i>

**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 to: 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](#).

C. Notice of Intent & Proposal Submission

All prospective applicants are required to submit an intent to apply in writing via email with the subject "RFP One-Stop Operator" to 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 via email to ECWorks.rfp@ecworks.org, with the title "Proposal One-Stop Operator". Proposals delivered after the due date will be considered non-responsive.

In addition to a cover page with Organization Title, Address and Contact Information, your submission must address the following outlined herein, using a font no smaller than 12 points:

Section I. Administrative Capacity, Budget Narrative & Budget Workbook

Section II. Proposal Narrative

Proposals should be prepared simply and economically; elaborate or expensive bindings, color displays or promotional materials are not required and will not be reviewed. Proposals may not exceed 10 pages, this does not include the Administrative Capacity Documents, Cover Page, and 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.

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 due to current corrective action implemented by East Cascades Works or any other awarding agency, or due to pending litigation as it relates to questioned cost or the misuse of federal dollars, or is 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.

A review panel will conduct a thorough review of all documents submitted. Respondents must meet the requirements of the Administrative Capacity section before the remaining elements of their proposal will be scored.

Proposals passing the Administrative Capacity will be evaluated and awarded points based on their responses to the questions outlined herein. The prevailing bidder will be the proposal that receives the most total points, as determined by the overall review of the Budget Narrative, Budget Workbook and Proposal Narrative.

Should there only be a single entity/one respondent to this request for proposal, the respondent must meet the Administrative Capacity section to be considered for an award.

F. Award Notification

Provisional award results will be sent via email to the email address listed on the cover page, by the date and time outlined herein.

G. Appeals Process and Procedure

All appeals are considered public information and must be submitted electronically to ECWorks.rfp@ecworks.org by the date outlined herein.

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) business 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 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

The work of the One-Stop-Operator will focus on the following elements, therefore respondents to this RFP should pay particular attention to the details outlined herein when crafting their response.

One-Stop Operator Role:

The One-Stop Operator will coordinate the service delivery of required one-stop partners and service providers in the East Cascades workforce region via implementation of local workforce development board policy and procedures and reporting on operations, performance, and continuous improvement recommendations.

One-Stop Certification:

The One-Stop Operator will work with East Cascades Works to further develop and refine the process and policies for annual One-Stop center certification, to ensure high quality service delivery that is specific to human centered design strategies and ADA compliance standards, while meeting the specifics of both WIOA and WorkSource Operational Standards.

Communication Structure:

Build structured communication in the East Cascades workforce area by intentionally embedding mechanisms to inform all levels of system staff. Structure will support the system-wide communication structure of bottom-up-top-down.

Local Leadership Teams:

Support Local Leadership Team (LLT) in setting annual goals and focuses on action-oriented steps to achieve their identified goals and/or execute projects/initiatives.

Continuous Improvement Teams:

Support local WorkSource Center Continuous Improvement Teams (CIT) in using information from LLTs, job seeker, and employer feedback and a mapping process to identify annual projects to ensure alignment with overarching LLT goals and objectives.

Part VIII: Proposal Content

Section I. Administrative Capacity, Budget Narrative & Budget Workbook

Administrative Capacity (Pass/Fail): A respondent must meet all of the requirements of the Administrative Capacity Review before the remaining elements of their proposal will be scored. Required Administrative Capacity Documents must include the following:

1. Copy of documentation proving legal entity (for example: articles of incorporation, 501(c)(3) letter, etc.).
2. Copy of documentation proving entity is legally established within the State of Oregon to provide services, or a statement of intent to establish upon notification of award, if applicable.
3. Copy of the organizational chart.
4. Financial Information - Please provide one of the following items as 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 most recent audited financial statements (at minimum within the last two years) including accompanying management letter.
 - or Balance sheet, income statement and tax return for the most recently completed year end if not required to obtain audited financial statements.
5. The organization's insurance certificate providing evidence of coverage for: General Liability, Professional Liability, Worker's Compensation, Motor Vehicle, Property and Equipment, Employee Dishonesty, or a statement of intent to provide evidence of coverage upon notification of award and prior to contracting, if applicable. Required insurance limits:
 - General Liability \$2,000,000 per occurrence, \$4,000,000 aggregate
 - Motor Vehicle \$1,000,000 combined single limit
6. Please provide a statement that entity has not been debarred, suspended, proposed for debarment, declared ineligible due to current corrective action implemented by East Cascades Works or any other awarding agency, or due to pending litigation as it relates to questioned cost or the misuse of federal dollars, or is voluntarily excluded from participation in this transaction by any federal department or agency.

Budget Narrative (20 total points): A response must address all of the following elements, as they relate to the corresponding budget workbook.

1. Describe the basic organizational description and overview of the governance structure.
2. Provide a brief overview of the mission, principal programs and services and executive leadership.
3. Provide a brief description of the staff dedicated to this project, paying particular attention to staff's particular workstyle, client management practices and the time the staff will dedicate to work outlined in your proposal.
4. Provide a brief overview of your organization's proven ability to provide fiscal support and oversight, utilize information systems, manage resources and personnel, and produce timely and accurate program reports.

Budget Workbook (5 total points): Please complete the attached budget workbook.

Section II. Proposal Narrative

Addressing the elements outlined in the Scope of Work Section, please respond in detail to the following questions:

Proposal Narrative (30 total points):

1. Describe your organizations experience with public relations, mediation, and negotiation, bringing disparate groups together, and facilitating agency interactions where the goals and objectives may be similar, but do not directly align. Describe three relationship building activities your organization would implement to assist in the integration of one-stop partner programs.
2. Explain your organization's understanding of the term "coordinate among the one-stop partners programs."
3. How will your organization familiarize yourself with the one-stop partner programs and performance requirements?
4. How does your organization define continuous improvement in a one-stop system environment? Describe the steps your organization would take to implement a customer survey for continuous improvement. Describe the interactive process of plan, do check, act as it would apply to the one-stop system.
5. Describe the strategies you would suggest and implement to improve information sharing among partner programs.
6. Describe what success would look like for the one-stop operator.