

**Santa Cruz County
Workforce Development Board
One Stop Operator
Request for Proposals
Program Years 2015-2017**

ISSUE DATE: May 9, 2017 B-02-17-CO02	TECHNICAL ASSISTANCE: May 23, 2017 – 1:00 p.m. – 2:00 p.m. Santa Cruz County Complex 2150 N. Congress Drive, Suite 120, Nogales, Arizona 85621 520-375-8016
SEALED PROPOSAL RECEIPT DEADLINE: June 1, 2017 2:00 p.m. – Mountain Standard Time	SEALED PROPOSAL DROP OFF LOCATION: Santa Cruz County Complex 2150 N. Congress Drive, Suite 119, Nogales, Arizona 85621 520-375-7812

SECTION ONE – BACKGROUND INFORMATION

Purpose of this Request for Proposals

The purpose of this Request for Proposals (RFP) is for the Santa Cruz County Workforce Development Board to identify qualified providers for One Stop Comprehensive Center Operators under Title I of the Workforce Innovation and Opportunity Act of 2014 (Public Law 113-128). Responses to this RFP will be evaluated and Operator will be selected by the Workforce Development Board to recommend to the Santa Cruz County Board of Supervisors. Consistent with paragraphs (b) and (c) of section 678.605, the Local WDB must select the One Stop operator through a competitive process, as required by sec. 121(d)(2)(A) of WIOA, at least once every 4 years. The Santa Cruz County Board of Supervisors reserves the right to make no awards as a result of this RFP.

The solicitation schedule is:

- Release of RFP - May 9, 2017
- Proposals due by 2:00 p.m. MST - June 1, 2017
- Opening of Proposals – June 1, 2017 – 3:00 p.m. – 2150 N. Congress Drive, Suite 119
- Executive Committee Evaluation of Proposals – June 5 - 9, 2017
- Executive Committee Recommendation to LWDB – June 14, 2017
- SCC Board of Supervisors Discussion/Possible Action to Approve One Stop Operator - June 21, 2017
- Commencement of One Stop Operator Functions - July 1, 2017

Areas of service is the One Stop Comprehensive Center in Santa Cruz County.

A. The chief role of the One Stop Operator is to coordinate the service delivery of required One Stop partners and service providers. Responsibilities may include:

1. Convene meetings to discuss customer service delivery
2. Develop client flow system
3. Oversee IT needs of the One Stop
4. Coordinate work assignments with partners and service providers
5. Develop communication plan and provide information to partners
6. Monitor One Stop staff time and attendance for staffing plans
7. Monitor customer satisfaction
8. Coordinate cross program training
9. Must possess or be willing to attain AJC/Data Security clearance and access

Santa Cruz County LWDA reserves the right to make technical corrections or additions for this RFP. Such corrections or additions shall be sent to each registered potential provider.

Eligible Applicants

Any private for-profit business entity, private non-profit corporation or public entity may apply.

It is the responsibility of all applicants to be familiar with and, if awarded a contract, comply with the Workforce Investment Act (Public Law 105-220) and the Workforce Innovation and Opportunity Act of 2014 (Public Law 113-128) and applicable regulations, as they currently exist or may be hereafter modified or supplemented.

Santa Cruz County Workforce Development Board's Mission

Through the Customer-Centered Data-Driven One Stop System, we prepare and provide a qualified workforce to local businesses and assist businesses to grow and prosper.

SECTION TWO – PROPOSAL INSTRUCTIONS

A. Instructions to proposers:

- A. Complete the Cover Page Form as cover for proposal. (Attachment 1)
- B. Proposal narrative: Respond to the questions in Section Three – Narrative Scope of Work and Section Four – Narrative: Agency Capacity. The proposal narrative may not exceed 6 pages, typed in 12-point font, with one-inch margins and single spaced.
- C. Provide the required items described in Section Six in a separate appendix.
- D. The appendix does not count against the 6-page limit.

- E. Submit one original and six copies of the entire proposal and appendix. Each copy should be three-hole punched on the left side and submitted in a three-ring binder or clipped together. Please do not bind your proposal copies.
- F. Proposers are cautioned and advised that proposals must be complete and must respond to this RFP. Deadlines will be fully enforced and failure to comply with any requirements of this RFP may result in disqualification.

SECTION THREE – NARRATIVE: SCOPE OF WORK

A. Program Overview/Executive Summary 5 Points

Provide a brief description of the proposed WIOA One Stop Operator services you will be able to provide. What particular experience makes you a qualified candidate? What approach or approaches would you practice as One Stop Operator? What other strengths do you have to serve as a One Stop Operator? Someone unfamiliar with the WIOA should be able to read this and have a good understanding of the overall approach.

Note: As mandated in WIOA the One Stop Operator may not assume the duties and responsibilities of the Santa Cruz County WDB or elected officials.

B. Program Goals/Performance 5 Points

Provide a description of the Santa Cruz County One Stop Comprehensive Center Partners and the role performed to meet the WIOA stated purpose and Santa Cruz County Workforce Development Board Mission. Describe your proposed services as One Stop Operator. What outcomes will be accomplished in terms of coordination to better serve employers and job seekers? If possible, your response should provide proposed quantitative (numeric) performance goals that address increased customer service and increased coordination. Describe expected qualitative outcomes and the proposed tools for measuring them, such as customer satisfaction surveys and progress reports.

C. Program Activities/Methodology 5 Points

Outline your plan of action to achieve the goals stated in Section B above. Describe the process for assessing One Stop coordinated services. Outline a strategy for how you will coordinate One Stop Center services which will be provided throughout Santa Cruz County.

SECTION FOUR – NARRATIVE: AGENCY CAPACITY

A. One Stop Comprehensive Center Location Information Only

Provide the address and facility name(s) where services will be delivered.

B. Agency Capacity

25 Points

Describe your agency's experience coordinating and/or providing services in a One Stop Comprehensive Center and working with disadvantaged, special populations, and education, training, and/or employment programs

Cite recent, specific examples of participation in the in Santa Cruz County One Stop System environments where you coordinated and/or delivered services. Provide job title or description of One Stop Operator in charge and other staff available during Santa Cruz County One Stop Comprehensive Center hours of operation.

What is the organization's capacity to perform necessary program and Management Information Systems functions?

C. Agency Expertise

25 Points

Describe any work experience in the Comprehensive One Stop Operations during the past 5 years. Explain how the proposed program will be managed. Describe staffing and One Stop staff roles. List key staff, including the Director and their relevant experience who will participate in the successful One Stop Operator functions. Provide an organizational chart for the program in your appendix. You may also include resumes for key staff in your appendix or, if a key staff person has not yet been hired, a job description showing the expected qualifications for the position.

D. Collaboration, Letter of Commitment and Leveraged Resources 35 Points

Please list the Core Partners and the services each will provide under this RFP. Describe how the Santa Cruz County One Stop Operator functions will ensure collaboration and coordination of the WIOA Core Partner Programs to deliver employer and job seeker services efficiently, the WIOA stated purpose and Santa Cruz County Workforce Development Board Mission.

Collaboration includes such things as leveraging resources, client referrals, sharing of information, coordination of activities, curricula, schedules, or use of resources, joint planning, shared costs or resources, and shared responsibility for service delivery. Please list the additional Partners and their resources that will collaborate with you, briefly describe the nature of the collaboration, state how it will benefit employers and job seekers and increase the cost-effectiveness of WIOA funds.

SECTION FIVE: BUDGET

Santa Cruz County has allocated \$1,200.00 annually to the functions of the One Stop Operator. Entities which have been debarred are restricted from applying in accordance with 29 CFR, Part 98 (July 1, 2014).

SECTION SIX: SUPPLEMENTARY INFORMATION AND CERTIFICATIONS

A. Before Final approval Proposer may be requested to submit all or part of the following:

- Applicant Articles of Incorporation, if applicable
- Agency Mission Statement
- List of Board of Directors, if applicable
- Certification of Intent to Participate in the One Stop System

B. Selected applicants will be required to submit the following certifications

- Debarment and Suspension
- Lobbying
- Drug Free Workplace
- Certificate of Insurance
- Most recent audit
- Documentation that fingerprinting and background check have been performed for staff working with youth age 18 or less
- Equal Employment Opportunity
- Americans with Disabilities Act

SECTION SEVEN: PROPOSAL PROCESS AND SELECTION AWARD COMPLIANCE ASSURANCES

A. Selection Award Process

The Santa Cruz County Workforce Development Board selection of the One Stop Operator Selection process complies with applicable WIOA competitive selection process: The Workforce Development Board reserves the right to reject the bid/proposal response of any persons or corporations who have previously defaulted on any contract with Santa Cruz County or who have engaged in conduct that constitutes a cause for debarment and/or suspension.

One Stop Operator selection shall be made by the Workforce Development Board Executive Committee and shall be based primarily on the total score from individual ranking-sheets. Recommendations will be reviewed by the Santa Cruz County Workforce Development Board. One Stop Operator recommendations will then be forwarded to the Santa Cruz County Board of Supervisors for final selection.

The Workforce Development Board may require the proposers selected to participate in negotiations, and to submit technical, or other revisions of their proposals as may result from negotiations. Workforce Development Board shall hold all proposals submitted in confidence pending completion of awards and negotiations.

Selection of the One Stop Operator is subject to fund availability from the US Department of Labor to fund the Santa Cruz County One Stop Career Center.

The Santa Cruz County Workforce Development Area reserves the right to:

- (i) Automatically renew selection of the One Stop Operator for an additional period, without issuing an RFP. Consistent with paragraphs (b) and (c) of section 678.605, the Local WDB must select the One Stop operator through a competitive process, as required by sec. 121(d)(2)(A) of WIOA, at least once every 4 years.
- (ii) Issue subsequent modifications to One Stop Operator Agreement subject to US Department of Labor Regulations;
- (iii) Accept or reject any or all of the proposals received and to cancel in part or in its entirety this request if it is in the best interest of the County to do so;
- (iv) Negotiate necessary adjustments in proposed service activities.
- (v) Direct One Stop Operator to implement changes in accordance with State directives made to comply with the Workforce Innovation and Opportunity Act and applicable regulations.

Any respondent wishing to appeal any decision made must follow the appeal process as established by the Workforce Development Board. Appeals may be made only for an alleged violation of the proposal review process, which resulted in discrimination or unfair consideration and must be submitted in writing. When an appeal is made, the Workforce Development Board may make the following determinations:

- (i) There was compliance with applicable procedural requirements.
- (ii) Any deviation from applicable requirements was not substantive and did not significantly affect the results. A recommendation of changes to be adopted for future RFP review process is in order.
- (iii) There was a deviation from applicable procedural requirements, which may have materially affected the outcome

B. Compliance Assurances

The One Stop Operator shall work with Core Partners to ensure that employer and participant records are confidentially maintained and kept for five (5) years, as required by Department of Labor.

The One Stop Operator shall obtain and maintain at its own expense, during the entire term of this Award the following type(s) and amounts of insurance:

- Commercial General Liability - \$2,000,000 – **INSURANCE REQUIREMENTS:** Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the

work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

- Comprehensive Automobile Liability - \$1,000,000 Combined single limit, or \$1,000,000 bodily injury and \$1,000,000 property damage
- Statutory Workers' Compensation including Employers Liability - \$250,000

Insurance must be from carriers acceptable to County. The One Stop Operator shall provide County with certificates of insurance. Commercial General Liability shall name Santa Cruz County as an "Additional Insured". All certificates must provide for a 30-day advance notice of any modification, material change, non-renewal or cancellation. In addition evidence of statutory workers' compensation must be provided.

Compliance with Laws

Selected One Stop Operator shall comply with all federal, state, and local laws, rules, regulations, standards and Executive Orders as required by Department of Labor and Department of Economic Security.

Any such applicable legal authority, including but not limited to the provisions of WIOA and regulations adopted thereunder, shall be incorporated into the agreement by reference and, to the extent inconsistent with any provision of this RFP or the selection, shall supersede and be substituted for the inconsistent provision.

SECTION EIGHT: PROPOSAL EVALUATION CRITERIA

Each proposal will be scored independently by each rater on the point scale. The Executive Committee members are encouraged to make comments when rating each proposal.

Attachment 1 - Proposal Cover Page

PY 2015-2017 Workforce Innovation and Opportunity Act One Stop Operator Proposal	
Legal name of the entity submitting this proposal:	
Address:	
Telephone Number:	Fax Number:
Name of contact person for this proposal:	
Contact person telephone number:	Contact person fax number:
Contact person e-mail address: (Required)	
Proposed One Stop Operator Location	
Total WIA/WIOA funds requested:	Not Applicable
<p>To the best of my knowledge and belief, all of the information in this proposal is true and correct. The document has been authorized by the governing body of the proposer and the proposer will comply with the attached assurances if funding is awarded.</p>	
Typed name of President or Chief Executive Officer:	
President or Chief Executive Officer signature:	Date signed: