

**THE OZARK REGION
WORKFORCE DEVELOPMENT BOARD**

**REQUEST FOR PROPOSALS
WORKFORCE INNOVATION AND OPPORTUNITY ACT
ONE STOP OPERATOR**

ISSUED: September 17, 2021

Due Date for RFP Submission: 5:00 P.M. October 18, 2021

Bidders' Conference: 1:00 P.M. Wednesday, September 29, 2021

Proposals are to be submitted electronically to:

kgrim01@gmail.com

Be sure to use, "Ozark Region - One Stop Operator Proposal" in the subject line of the email and include the proposal as an attachment.

All Proposals must be submitted by the time and date above. Failure to do so will result in your Proposal being rejected as non-responsive.

TABLE OF CONTENTS

Topic	Page
Introduction	3
Description of One-Stop Operator Duties and Responsibilities	7
One-Stop Operator Qualifications	10
Contract Term	12
Funds Available	12
Application Instructions	12
Proposal Cover Sheet	20
Application	21
Cost Sheet	23
Conflict Certification	24
Reference Form	25
Equal Opportunity is the Law Notice	26
Rating Form	29

INTRODUCTION

Purpose

The purpose of this Request for Proposals (RFP) is to competitively select a One-Stop Operator for the Ozark Region and to describe the minimum requirements for the One Stop Operator.

The Missouri Workforce System

In Missouri, the state Workforce Development Board serves as a convener of State, regional, and local workforce system partners to:

- Enhance the capacity and performance of the workforce development system
- Align and improve employment, training, and education programs, and
- Promote economic growth.

The Missouri Office of Workforce Development (OWD), serves as the state agency that administers the federal Workforce Innovation and Opportunity Act (WIOA). As the administering agency, OW D provides:

- State Workforce Development Board staff support
- Funding disbursement to local boards
- WIOA and program policy guidance
- Local programmatic and financial monitoring
- Federal performance data collection and reporting
- Job Center staffing

Local Workforce Development Areas

Missouri has 14 Local Workforce Development Area Regions [designated by the Governor]. The workforce activities in each region are coordinated by a Local Workforce Development Board (WDB). WDBs are business-led, regional organizations whose mission is employment and training needs for businesses and for job seekers. Local WDB members, appointed by Local Elected Officials (LEOs) are key partners within the local workforce system.”¹

The Ozark Region includes Christian, Dallas, Greene, Polk, Stone, Taney, and Webster Counties. They have appointed the members of the Ozark Region Workforce Development Board (OWDB). They provide policy guidance and oversight together with the chief local elected officials with respect to the Workforce Innovation and Opportunity Act of 2014 and other workforce grants awarded to the Ozark Region.

¹ <https://jobs.mo.gov/community/mo-workforce-system>

WIOA provides for increased flexibility for local WDB's to prioritize needs for their local economies and to respond to the needs in more efficient and effective ways.

WIOA builds on prior workforce legislation to:

1. Align federal investments to support job seekers, workers and employers by asking local workforce systems to integrate one-stop partner programs, leverage funds and reduce duplication.
2. Strengthen the governing bodies that establish state, regional, and local Workforce Investment priorities. Empowers local WDB's to assess, design and implement effective service delivery systems.
3. Help employers find workers with the necessary skills and targets workforce services to better serve job seekers.
4. Foster regional collaboration to meet the needs of regional economies and urges the creation of referral process between local/regional partners to better serve the needs of the local area.
5. Increase the competitiveness of business and industry as they contribute to the growth of their local economies by aligning goals and increasing accountability and information for job seekers and the public.
6. Improves services to individuals with disabilities, low-income individuals and those who lack the basic skills such as low literacy levels and lack of post-secondary education, credentials and certifications.

The Ozark Workforce Development Board (OWDB)

The OWDB's vision and mission for the Ozark Region is:

Vision - A thriving regional economy supported by diverse employment opportunities and a highly trained and sustainable workforce.

Mission - The OWDB facilitates, advocates, and allocates resources for workforce solutions resulting in employer engagement and improved quality of life in the region.

It is the OWDB's expectation that the One-Stop Operator will support the vision and mission of the OWDB.

Delivery of WIOA Services and One-Stop Center Services

To comply with WIOA; Wagner Peyser Act funded national labor exchange services, sometimes referred to as the Employment Service; and WIOA Title I Career Services for eligible Adults and Dislocated Workers must be available through one-stop centers. There

must be at least one physical center located in each workforce area. The Ozark Region supports two comprehensive one-stop centers and one affiliate location. In Missouri the one-stop centers are called Missouri Job Centers. They are also jointly branded as American Job Centers.

The locations of the Comprehensive Job Centers in the Ozark Region are:

Missouri Job Center Springfield 2900 E. Sunshine Springfield, MO 65804	Missouri Job Center Branson 2720 Shepherd of the Hills Expressway Suite B Branson, MO 65616
--	--

The affiliate site is located at:

Missouri Job Center Springfield North
The Fairbanks
1126 N. Broadway
Springfield, MO 65802

In addition to the Employment Service* and WIOA Title I adult, youth and dislocated worker services* WIOA has identified the following funding streams/programs as one-stop partners:

- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- Temporary Assistance to Needy Families (Welfare) Programs
- Family Literacy and Adult Education Act*
- Vocational Rehabilitation*
- Career and Technical Education (Perkins Act)
- Community Services Block Grant
- Second Chance Act
- Senior Community Service Employment Program

The four starred programs are considered core partners and contribute to the infrastructure costs of the Missouri Job Centers.

Other one stop partners both legislative and non-legislative may also co-locate in the Missouri Job Centers. Each workforce area/region must submit a Local Plan to the state which describes the state of workforce in the workforce region, the services available and how the region will co-locate and work with its one-stop partners. The Ozark Region

Plan, approved by the OWDB and Consortium of Local Elected Officials, can be found at

<https://www.springfieldmo.gov/1564/important-Notices-Documents>

As described in the Plan, the OWDB has awarded the delivery of WIOA Title I Career Services for Eligible Adults, Dislocated Workers and Youth to the City of Springfield's Department of Workforce Development.

To address the coordination of one-stop system partner programs WIOA requires that local workforce boards with the agreement of the Chief Local Elected Officials procure a One-Stop Operator. Through this Request for Proposal the OWDB, in concert with the Consortium of Local Elected Officials (CLEO), seeks to engage a One-Stop Operator whose responsibility will minimally be to coordinate among the one-stop partner programs in a manner that supports the vision and mission of the OWDB. Responders to this RFP should have demonstrated experience and expertise in workforce development program implementation or similar endeavors.

DESCRIPTION OF ONE STOP OPERATOR DUTIES AND RESPONSIBILITIES

The OWDB and the CLEO have determined that the main function of the one stop operator in the Ozark Workforce Region will be that of coordinator of both of the Comprehensive Job Centers and the Affiliate site.

To fulfill this function the one-stop operator's duties and responsibilities will include:

1. The one-stop operator shall serve as an intermediary to the public one-stop partners. Engaging the partners to provide access to their services through the public one-stop delivery system.
2. The one stop operator shall be responsible for familiarizing themselves with the one-stop partner programs so that the operator knows and understands the program services available through each partner as well as their performance requirements.
3. The one-stop operator will be responsible for working with the one-stop partners on continuous improvement of the one-stop system.
4. To be successful in the role of one-stop operator the operator will be responsible for building good working relationships with partners.
5. The one-stop operator will be responsible for familiarizing themselves with the Missouri Office of Workforce Development's one-stop certification criteria and shall assure the City's one-stop center(s) compliance in the areas identified below under deliverables.
6. The one-stop operator shall be responsible for assisting in the development and implementation of the required WIOA Memorandum of Understanding with the one-stop partners as directed by the Workforce Development Board and their staff and as described below under deliverables.
7. To ensure compliance and performance the one-stop operator must have a thorough understanding of federal Department of Labor (DOL) regulations and the Missouri OWD Issuances.
8. In coordinating services, the one-stop operator must refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer term services, such as intensive employment, training and education services.
9. As a sub-recipient of Federal funds, the entity serving as the one-stop operator must follow the federal Uniform Guidance at 2 CFR Part 200.

The One Stop Operator will not:

1. Convene system stakeholders to assist in the development of the Local Plan
2. Prepare and submit Local Plans
3. Be responsible for oversight of itself
4. Manage or participate in the competitive selection process for One Stop Operators
5. Select or terminate other One Stop Operators, Career Services, or Youth Service Providers
6. Negotiate local performance accountability measures
7. Develop or submit budgets for activities of the OWDB

Nevertheless, separate parts of an entity that provides OSO services may perform some or all of these functions if the organization also serves the OWDB or the CEO in another role. However, in that other capacity, there must be a written agreement with the OWDB and the CEO documenting how internal controls and conflict of interest policies will dissociate those activities from the operation of the One-Stop.

The One-Stop Operator Deliverables

The Proposal must detail how the entity will provide the scope of services required by this Request for Proposal.

1. Together with the OWDB staff, the operator will be required to facilitate the development of the required one-stop memorandum of understanding (MOU) as described in WIOA Section 121, including but not limited to:
 - a. A description of how each one-stop partner will provide access to their services through the one-stop delivery system and the facilitation of ongoing one-stop partner meetings to assure ongoing and increasing access to multiple services for individuals that avoids duplication of services.
 - b. A description of the one-stop partner services that will be delivered through the one-stop system.
 - c. How the one-stop partners will coordinate services through the one-stop delivery system.
 - d. WIOA encourages the cross referral of individuals between the one-stop partners for appropriate services and activities. The one-stop operator will be required to work with each of the one-stop partners to determine how each one-stop-partner will refer participants to the other one-stop partners and to describe

the plan in the one-stop MOU. The operator will be responsible for implementation, monitoring and following up on the elements of the plan.

2. One-stop centers and one-stop delivery systems must be certified by the state, every 3 years, in three broad categories. Some of these criteria are already in place and implemented or monitored through existing policies and processes. It is expected that the one-stop operator will work closely with the OWDB staff to address the one-stop's effectiveness, including customer satisfaction to assure the one-stops exceed the performance level set by the OWDB and the state with respect to:
 - a. The one-stop center's integration and coordination of services for participants and businesses.
 - b. The one stop center's ability to meet the workforce development needs of participants and the employment needs of local employers by identifying new ways to coordinate between the one-stop, education and employers that involve all the one-stop partners.
 - c. Demonstrating continuous Improvement principles which include the interactive process of plan, do, check, act.
3. The one-stop operator will be required to prepare reports on a monthly basis showing accomplishments, improvements, challenges and recommendations.
4. The one stop operator will be expected to meet Key Performance Indicators (KPI's) such as those described below. It is the intention of the OWDB to establish a set of KPI's at the beginning of each program year based upon OWDB established certification and performance criteria.
 - a. Adherence to the state's established certification criteria
 - b. The percentage increase of dual enrollments into one stop partner programs
 - c. The number of cross referrals in year one and the percentage increase in cross referrals among one-stop partners to be negotiated in years 2, 3, and 4, should the one-stop operator contract be renewed.
 - d. Such other KPI measurable metrics as align with the certification criteria developed by OWDB.

ONE STOP OPERATOR QUALIFICATIONS

The following entities may respond to this RFP:

- a. A public entity such as a governmental entity including a single one-stop partner listed in WIOA section 121.
- b. A private for-profit entity that adheres to the Uniform Guidance at 2 CFR Part 200, including any requirements identified by the DOL under 2 CFR Part 2900. The DOL-specific requirement at 2 CFR §2900.2 expands the definition of “Non-Federal entity” to include for-profit entities.
- c. A private nonprofit entity.
- d. Another interested organization or entity such as an independent consultant or consulting firm.
- e. The entity may not be a traditional school system providing elementary or high school education.

To meet the WIOA requirements the OWDB is seeking an entity which will fulfill the role of a coordinator among the one-stop partners. The minimum qualifications for the successful bidder are as follows:

1. A demonstrated effectiveness in operating and coordinating similar workforce development program. Bidders must explain their experience to prove they have had success delivering similar services in the past. Entities submitting a response to this RFP must have a history of demonstrated success.
2. Bidder must be able to identify and provide resumes of key staff that will participate in fulfilling the functions of the one-stop operator. The bidder must specify in their response how the key individuals assigned to the functions of the one-stop operator fit into the bidder’s organization. Please include an organizational chart indicating the chain of command for the one-stop operator.

A point of contact individual must be identified who will be held accountable for accomplishing the deliverables. It should be noted, however, that the OWDB reserves the right to approve the individual selected to serve as the point of contact for the one-stop operator.

3. The entity serving as the one-stop operator will be expected to devote 40 hours a week to this initiative. A defined schedule will be established for the entity selected. The individual serving as the point of contact will be housed in the Springfield Missouri Job Center but will also be expected to attend one-stop partner meetings of each One Stop Centers and be present in each Center as needed.

The entity selected to serve as the operator should:

- a. Be experienced in public relations.
- b. Identify staff who will serve to fulfill the functions of operator that have a bachelor's degree or higher in Human Services, Communications, Project Management, Business Operations or a related field.
- c. Have mediation, negotiation or similar experience.
- d. Have experience bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align programs.
- e. Have experience managing DOL, OWD or similar workforce programs.
- f. Be willing to use the State's database known as MoJobs.

The operator will be expected to report their progress in writing in a format approved by the OWDB through the Director for presentation to the governing boards at their regularly scheduled meetings and any specially called meeting as may be needed.

CONTRACT TERM

A contract will be entered into with the selected entity. The contract will be for a four-year term with one year renewable options.

FUNDS AVAILABLE

Funds Available:

\$50,000 - \$70,000 is available to fund this initiative depending upon the entity's time, experience and capability.

PROPOSAL APPLICATION INSTRUCTIONS

1. **Dates** – All dates are subject to change by the OWDB

EVENT	DATE/TIME
RFP Release	Friday, September 17, 2021
Mandatory Bidders Conference	Wednesday, September 29, 2021 at 1:00 PM
Deadline for submitting questions	Thursday, October 7, 2021
RFP Due Date	Monday, October 18, 2021

2. Mandatory Bidder's Conference

A Mandatory Bidder's Conference will be held at 1:00 P.M. local time on Wednesday, September 29, 2021 via Zoom. Following is the information to join the Zoom meeting:

<https://us02web.zoom.us/j/84140101621?pwd=c2EzZzRWWTJ3YmI3OXIIQ2xyb1FUdz09>

Meeting ID: 841 4010 1621
Passcode: 465806

One tap mobile

+16465588656,,84140101621#,,,,*465806# US (New York)

+13017158592,,84140101621#,,,,*465806# US (Washington DC)

Dial by your location

+1 646 558 8656 US (New York)

+1 301 715 8592 US (Washington DC)

One-Stop Operator RFP

Page 12

+1 312 626 6799 US (Chicago)
+1 669 900 9128 US (San Jose)
+1 253 215 8782 US (Tacoma)
+1 346 248 7799 US (Houston)

Meeting ID: 841 4010 1621
Passcode: 465806

Find your local number: <https://us02web.zoom.us/j/kPst20KsH>

Interested parties must have a representative in attendance and submit an email address. The email address will be used in group email distributions regarding RFP, questions, modifications and updates.

Questions regarding this RFP may be asked at the Bidders Conference. Questions arising after the Bidders Conference should be emailed to kgrim01@gmail.com with "Ozark Region RFP" in the subject line. Responses to all questions will be distributed to the email of all respondents in attendance at the Bidders Conference. The deadline to submit questions regarding the RFP is October 7, 2021.

Neither the OWDB nor its staff will respond individually to questions or send out updates on an individual basis. It is Bidder's responsibility to check the email submitted at the Bidders conference and to access this information.

3. Due Date

Proposals must be submitted on or before Friday, October 18, 2021, at 5:00 local time.

4. Proposal Submission

Proposals are to be submitted electronically to:

kgrim01@gmail.com

The proposal should be sent as an attachment with the email's subject line stating: "Ozark Region RFP".

5. Proposals may not be sent by Fax, Courier or hand-delivered.

The OWDB shall not be responsible for proposer's failure to meet responsiveness, date, time, delivery and location deadlines due to computer or electronic transmission issues.

.6. The RFP response Package

- a. Please include a cover letter and a copy of the attached cover sheet.
- b. Complete the attached Application by responding to all the questions immediately below the question.
- c. The proposal must be single-spaced in an 8.5" x 11" format. Complete all responses in Arial pitch, 12 point type. Maintain 1 inch margins.
- d. Respond to every question asked. Do not omit any questions. If a question asks for a yes or no answer place the yes/no response at the beginning of your answer and provide the narrative information requested on the next line.
- e. Do not reorder the question numbers as the rating sheet is keyed to the question numbers. Do not respond to a question by cross referring to another question.
- f. Include a resume for the key individuals who will be assigned to the one-stop project. Be sure to designate the resume of the individual who will serve as the responsible party for the one-stop operator entity and serve as the contact.
- g. All bidders must read and complete the attached acknowledgement portion of the Equal Opportunity is the Law Notice and WIOA Grievance Procedures. Bidders will sign as "Recipient" on the acknowledgement form. Bidders must also view the Equal Opportunity Training Video in the following link:
<https://jobs.mo.gov/files/equalopportunitytrainingvideo2018mp4>
- h. Number each page of the response consecutively from beginning to end. The page number should be in a footer with the name of the organization submitting the response. Proposals are not to be paginated by sections. The order of the RFP response is as follows:
 - I. Cover Letter on Company or Firm Letterhead
 - II. The Cover Sheet
 - III. The Application for Ozark Region One-Stop Operator
 - IV. The Cost Schedule
 - V. A project management schedule showing when various activities including Performance will occur.
 - VI. The resumes of key individuals to the one-stop operator.
 - VII. If proposer is not a single consultant or there is more than one employee in proposer's organization, the proposer must include an organizational chart showing the chain of command for the individual responsible for the one-stop operator.
 - VIII. Reference Form
 - IX. Signed Equal Opportunity is the Law Acknowledgement form

- i. It is the Ozark Workforce Development Board's intention to award a contract as a result of this RFP to one firm. Contracts will be cost reimbursement. There will be no advances. The awarded entity will be considered a sub-recipient pursuant to Title 2 Part 200 of the Uniform Guidance and will follow the requirements listed. This will include the following required federal forms as a part of the contracting process:

Certificate Regarding Lobbying;

Certification Regarding Conflict of Interest;

Certification regarding Debarment Suspension; and

Certification regarding Drug Free Workplace

IMPORTANT INFORMATION

Selection Criteria

- a. All proposals submitted will be evaluated against all other proposals using the rating criteria, which is a part of this RFP package. Proposals will be rated and then ranked by an RFP Review Committee appointed by the OWDB Board Chair tasked with the review of all proposals. Results will be presented to the full Board for selection.
- b. Proposals may not be funded at the funding levels requested.
- c. The highest-ranking numerical score does not assure a funding recommendation. Other factors which may be considered include, but are not limited to: a risk assessment, cost, the likelihood of the proposed services resulting in successful outcomes of proposal deliverables, relevant experience/qualifications and the financial viability and stability of the agency.
- d. The OWDB reserves the right, at its sole and complete discretion, to invite proposer(s) to make a presentation to the RFP Review Committee as a step in the selection process.
- e. Proposals will be reviewed for responsiveness and substance.
- f. Bidders are advised not to contact OWDB employees, board members or elected officials charged with oversight of these programs during the RFP process to avoid

conflicts, the appearance of conflicts, or undue influence over the process. This could result in the disqualification of the proposal response submitted.

Administrative Requirements

a. Cost

- i. If the entity responding is a for-profit entity, profit must be separately identified in the proposal Cost Section. Profit may only be earned by for-profit entities and is capped at 10% percent. All profits must follow regulations stated in the Uniform Guidance Title 2 Part 200 and the federal Workforce Innovation and Opportunity Act and must comply with federal regulations and procurement policies relating to calculation and use of profits.
- ii. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities' usual and customary rates in the community for purposes of determining reasonableness.
- iii. The OWDB will not reimburse for mileage or travel unless OWDB desires to send the one-stop operator to an out of workforce area meeting. Travel costs should be incorporated into the salary or hourly rate proposed unless the entity is a governmental entity. Governmental entities or not for profit entities may propose costs listing wages, fringes and travel which will be reimbursed with appropriate documentation.
- iv. All organizations funded whether public or private, commercial or not-for-profit, receiving at least \$750,000.00 annually through federal grants regardless of the funding source will be required to conduct and submit an annual audit.

- b. Insurance Requirements - The proposer will be required to submit Certificates of Insurance including all required endorsements to OWDB prior to the provision of services under this RFP. Governmental entities may elect to self-insure for the insurance coverage required for this agreement. The required insurance shall be determined at contract negotiation. The types of insurance which may be requested include:

Coverage	Minimum Limits
Commercial General Liability to include a Broad Form Property Damage Endorsement and Contractual Liability	\$1,000,000 combined single limit per occurrence \$2,000,000 Aggregate
Automobile Liability including all owned and non-owned and hired vehicles	\$1,000,000 combined single limit per occurrence
Workers' Compensation	Statutory
Employer's Practices Liability	\$1,000,000 per occurrence
Professional Liability	\$1,000,000 per claims made
Intellectual Property	To cover any patent, copyright or trademark infringement claims including the cost of the defense of any action brought against LVWDB, its governing Boards and Contractor

- c. Bidder must agree to cooperate with and provide such information as may be requested by OWDB for purposes of filing reports with the OWD, the federal Department of Labor and/or the OWDB.
- d. This RFP does not commit or obligate OWDB to pay for any costs incurred in the preparation of a response or in advance of the execution of a contract.
- e. Implementation of this program may not occur prior to the start date of the contract document.
- f. In the event of a conflict or ambiguity between the rules, terms, and conditions set forth in the RFP and the statutes, laws, OWDB policies and federal regulations, the statutes, laws, OWDB policies and regulations shall prevail. The OWDB shall be responsible for making all determinations in this regard.
- g. Bidder will assure that all records pertaining to this agreement, including financial, statistical, property, and supporting documentation, shall be retained for a period of six (6) years from the date of: 1) final payment of under this agreement, and 2) when all audits and litigation are complete and resolved.
- h. All work performed, or expenses involved in the preparation and submission of proposals shall be borne by the applicant. No payment will be made for any efforts or expenses prior to commencement of work as defined by a fully executed contract.

2. Subcontracts

This RFP does not allow for subcontractors.

3. Right to Protest

Appeals and remedies are provided for in the Purchasing Manual adopted by OWDB. Any protest shall state the basis upon which the solicitation or award is contested and shall be submitted within thirty (30) calendar days after the award information is posted publicly on the OWDB website.

4. Conflict of Interest

All applicants must disclose the name of any officer, director or employee who is a member of the OWDB governing board or an employee of the City of Springfield. All applicants must disclose the name of any OWDB employee who owns, directly or indirectly, any interest in the applicants' business or any of its branches.

5. Interference with the Procurement Process

Applicants are hereby advised that the OWDB will not award funding to an organization, person, or entity which has hired a person, whether directly or indirectly, or consented to or acquiesced in the employment of a person, whose principal responsibility is to lobby a member of the OWDB, or the CLEO on behalf of the organization, person, or entity which seeks funding from the OWDB.

Any applicant or lobbyist for an applicant, paid or unpaid, is prohibited from having any private communication concerning any procurement process or any response to a procurement process with the OWDB, any OWDB staff, or rating committee members or the Elected Officials who comprise the CLEO after the issuance of a funding opportunity and until completion of a contract award. A proposal from any organization will be disqualified if the applicant or a lobbyist for the applicant, paid or unpaid, violates this condition of the procurement process.

13. Compliance

The bidder will fully comply with the applicable requirements of the Acts under which funds are received. It will comply with applicable directives issued by OWD. The bidder also assures that it will comply with other federal statutes applicable to this agreement. The bidder agrees to make records available to federal, state and/or local agents to monitor for program compliance including monitoring for WIOA Section 188 Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38).

14. The OWDB Right to Reject or Accept

The OWDB retains the right to accept, modify, reject entirely, or partially reject any and all proposals if, in its judgment, the work proposed will not accomplish the objectives of this project or does not meet all of the requirements of this RFP.

15. Proposals Binding

All proposals submitted shall be binding for one hundred twenty (120) calendar days following the opening.

PROPOSAL COVER SHEET

Organization Name: _____

Address _____

Telephone _____ FAX _____

e-mail _____ DUNS Number _____

Contact Person _____

Total Amount of Funds Requested \$ _____

Federal ID # _____

Minority Business Owner _____

Certifying Agency _____

Check the applicable category:

<input type="checkbox"/>	Corporation	<input type="checkbox"/>	Sole Proprietorship
<input type="checkbox"/>	Partnership	<input type="checkbox"/>	For Profit
<input type="checkbox"/>	State Agency	<input type="checkbox"/>	Other Public Agency (Specify)
<input type="checkbox"/>	Labor Organization	<input type="checkbox"/>	Community based Organization
<input type="checkbox"/>	Not for profit	<input type="checkbox"/>	Business Organization
<input type="checkbox"/>	Other	<input type="checkbox"/>	

PROPOSAL APPLICATION

Bidder Qualifications

1. Describe experience in respect to the following:
 - a. Public relations.
 - b. Mediation, negotiation or similar experience.
 - c. Experience bringing disparate groups together and facilitating agency interactions where the goals and objectives may be similar but do not directly align.
2. Explain an understanding of the term “coordinate among the one-stop partners programs.”
3. Provide the resume of key individuals including the individual who will serve as the point of contact and will be responsible for the functions of the one-stop operator. The resumes should include the level of educational attainment and areas of concentration in Human Services, Communications, Project Management, Business Operations or a related field. Be sure to include applicable experience. In 75 words or less explain why the individual who will serve as the point of contact is suitable to serve as the one-stop operator.
4. Provide two (2) examples of demonstrated effectiveness to evidence bidder’s capability to fulfill the role of one-stop operator.
5. Indicate an agreement to be housed in the Missouri Job Center in Springfield, MO.

One Stop Operator Duties and Responsibilities

1. Describe the One Stop Operator activities during the first ninety days following contract execution.
2. How will bidder familiarize themselves with the one-stop partner programs and performance requirements?
3. The one-stop operator will be an intermediary to the public one-stop partners. How will bidder engage one-stop partner line staff to cross refer and/or dual enroll participants?
4. Describe relationship building initiatives the bidder plans to implement that will assist in integrating one-stop partner programs.

5. Define continuous improvement in a one-stop system environment? Describe the interactive process of plan, do, check, act as it would apply to the one-stop system.
6. Describe the planned focus on customer satisfaction, both the job seeking customers and business customers
7. Describe the bidder's willingness or experience using the State's database system referred to as MoJobs.

One Stop Operator Deliverables

1. Address the development and negotiation of the one-stop Memorandum of Understanding with the one-stop partners as described in WIOA section 121?
2. Describe the implementation, monitoring and follow up on the elements of one-stop cross referral plan?
3. Describe coordination with the City of Springfield's Workforce Development Department to address the one-stop's effectiveness, in areas like:
 - a. Customer satisfaction
 - b. Integration and coordination of services for participants
4. Provide the headings that would appear in the monthly one-stop reports.
5. Describe the process to address and measure the following Key Performance Indicators:
 - a. Adherence to the state's certification criteria
 - b. The percentage increase of dual enrollments into one stop partner programs.
 - c. The number of cross referrals in year one and the percentage of increase in cross referrals among one-stop partners to be negotiated in years 2, 3, and 4, should the one-stop operator contract be renewed.
6. Describe what success would look like for the one-stop operator.

PROPOSED COST SCHEDULE

1. Cost Guidelines

- a. If the entity responding is a for-profit entity, profit must be separately identified in the proposal Cost Section. Profit may only be earned by for-profit entities and is capped at 10% percent. Profit must be managed and accounted for according to Title 2 Part 200 of the Uniform Guidelines.
- b. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities' usual and customary rates in the community for purposes of determining reasonableness.
- c. The OWDB will not reimburse for mileage or travel unless OWDB desires to send the one-stop operator to an out of workforce area meeting. Travel costs should be incorporated into the salary or hourly rate proposed unless the entity is a governmental entity. Governmental entities may propose costs listing wages, fringes and travel which will be reimbursed with appropriate documentation.

2. Bidder's Cost:

\$_____

3. How many hours a week will the bidder dedicate to this endeavor?

4. If bidder is a consultant entity what is bidder's hourly rate?

5. If bidder is a for profit entity, please (a) separately state profit rate and the amount of profit budgeted for this project and (b) provide a list of the other line items to be charged against this endeavor on an annual basis.

6. If bidder is a governmental entity, or not-for profit entity OWDB will reimburse wages, fringes and mileage. Please itemize these items as a part of the Cost Section of the RFP response.

7. If bidder is a not for profit or governmental entity, please detail all line items to be charged to this project on an annual basis. Profit or excess revenues are not allowable costs.

CONFLICT OF INTEREST CERTIFICATION

1. Bidder certifies that:

- a. They have not offered or cause to have offered or provided any gratuities, favors, or anything of monetary value to any member or individual employed by the OWDB or Council of Elected Officials for the purpose of influencing the selection of their proposal or any other proposal submitted hereunder.
- b. They have not engaged in any activity to restrict or eliminate competition
- c. No manager, employee or paid consultant of bidder's company or spouse or child of any manager, employee of paid consultant is a member of the OWDB or Council of Elected Officials.
- d. They have disclosed any interest, fact or circumstance which does or may present a potential conflict of interest or the appearance of a conflict of interest below, including any potential conflict of interest with training or service providers.

- e. If the answer to any of the above certifications is yes, bidder must disclose the relationship or action below:

2. Violation of this provision may cause the bid to be rejected. This does not preclude partnerships, consortiums or subcontracts.

I _____(name)_____, _____(title)_____ of
_____(name of the bidder's entity)_____ am authorized to make the
above Certifications and to submit this proposal on behalf of _____(name of the
bidding entity)_____.

_____(name and date)_____

Bidder agrees that their typed name shall serve as their signature.

PROPOSER REFERENCES

Provide the following reference information:

	Reference 1 (required)	Reference 2 (required)	Reference 3 (required)
Organization Name			
Contact Person			
Address 1			
Address 2			
City			
State, Zip Code			
Contact Phone			
Contact E-Mail			
Description of Project or relationship			

The OWDB may contact one or all the references listed.



Missouri Office of Workforce Development Equal Opportunity Is the Law Notice

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or,
- against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I - financially assisted program or activity;
- providing opportunities in, or treating any person with regard to, such a program or activity; or
- making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Danielle Smith, State Equal Opportunity Officer
Missouri Department of Higher Education and Workforce Development - Office of Workforce Development
301 W. High Street
PO Box 1087
Jefferson City, MO 65102
danielle.smith@dhewd.mo.gov
Phone: (573) 751-2428 | Fax: (573) 751-4088
Missouri Relay Services at 711

The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at www.dol.gov/crc.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.

DWD-EO-15 (10-2019) Page 1 of 3

Program Complaints and Grievances Acknowledgement

WIOA regulations require each state to establish a procedure for grievances and program complaints received from participants being served by the workforce system. To seek a formal resolution, you must first file your complaint locally. This process is intended to allow for a resolution of the issue at the most local level. You must start the process by submitting your complaint within your local workforce system, either through your local One-Stop Job Center or local workforce development board. You have up to one year to file a grievance. The Office of Workforce Development encourages informal resolution prior to the filing of a written complaint. If the complainant is not satisfied with the attempt at informal resolution, he or she should be encouraged to complete a General WIOA Complaint Form.

The complainant should be allowed sufficient time and technical assistance to provide a complete and clearly written explanation on his or her complaint form. If the complainant is unable to write, staff may transcribe his or her words onto the form; staff shall take care not to alter the language of the complainant. When a written complaint is received, the employee taking the complaint should review it immediately to insure completeness. Care should be taken to assure the following information has been provided, especially if the complaint is not received on the General WIOA Complaint Form.

The grievance should include the following

1. Full name, telephone number and address of the person making the complaint;
2. Full name and address of the respondent; and
3. Statement of the facts (including dates) that constitutes the alleged violation(s)
4. A statement of how you would like the matter to be resolved (e.g. if the agency finds in your favor what you would like to see happen or to receive);
5. Any applicant, employee, participant, service provider, program recipient, or other interested party may file a complaint alleging a violation of local WIOA programs, agreements or LWB policies and activities.

You may file your grievance with the Local Workforce Board Grievance Officer at

NAME/TITLE

ADDRESS 1

ADDRESS 2

PHONE/FAX

EMAIL

Within 60 calendar days of filing your grievance, WIOA requires the local area to provide a formal hearing, if the issue is not resolved informally prior to the hearing. If you find the local hearing decision unsatisfactory, or if the local area does not respond to you in the allotted 60 days, you will have the opportunity to file a request for review by the State. At the State level, WIOA requires an opportunity for an informal resolution and hearing to be completed within 60 calendar days of the filing. If the State does not respond within the 60 days, or either party wants to appeal, WIOA allows for a formal appeal to the U.S. Department of Labor (DOL). Federal appeals must be made within 60 calendar days of the receipt of the decision being appealed. DOL will make a final decision no later than 120 days after receiving a formal appeal. DOL will only investigate grievances and complaints arising through the established procedures. WIOA does not allow for federal intervention until the formal procedure has been followed.

***Retaliation:** No OWD employee, recipient or sub-recipient may discharge, intimidate, retaliate, threaten, coerce or discriminate against any individual because the individual has filed a discrimination complaint or otherwise participated in the investigation of a discrimination complaint.*

DWD-EO-15 (10-2019) Page 2 of 3

I have read this form and understand that I have a right to file discrimination or programmatic complaint if I feel that my rights were violated by the WIOA Title I financially assisted program or activity.

I acknowledge receipt of copies of the following Notice of Rights Date _____

1. Equal Opportunity Notice and Acknowledgement
2. WIOA Program Complaint and Grievance Notice and Acknowledgement

This information was provided in the following language/format

English Spanish Other Language (Specify) _____
Alternate Format (Specify) _____

[Staff Note: Indicate the correct line by checking one box below, appropriate to the individual, before presenting for a signature]

Participant Name _____
Print Name Signature

Recipient _____
Organization Name Print Name/Title Signature

Applicant for Employment _____
Print Name Signature

Employee _____
Print Name Signature

Participant means the individual or individuals intended by Congress to receive aid, benefits, services, or training from a recipient.

Recipient means entity to which financial assistance under Title I of WIOA is extended, directly from the Department or through the Governor or another recipient (including any successor, assignee, or transferee of a recipient).

Applicant for employment means a person or persons who make(s) an application for employment with a recipient of Federal financial assistance under WIOA Title I.

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.



DWD-EO-15 (10-2019) Page 3 of 3

RATING FORM

REQUEST FOR PROPOSALS (RFP) RATING AND EVALUATION FORM

TO

PROVIDE ONE STOP OPERATOR SERVICES

Bidder	Rater's Name
Proposed Program/Service ONE STOP OPERATOR	Date Rated

POINTS SUMMARY

RFP Sections	One-Stop Operator Qualifications & Expérience	One-Stop Operator Duties & Responsibilities	One-Stop Operator Deliverables	Cost	TOTAL
Rating					
Possible Points	30	20	25	25	100

TOTAL RFP POINTS: ____

A. ONE-STOP OPERATOR QUALIFICATIONS, EXPERIENCE AND ADMINISTRATIVE COMPLIANCE	30 POINTS
<p>Bidder's has sufficient qualifications to conduct the scope of services and satisfy these deliverables, so as to fulfill the role of a coordinator among the one-stop partners.</p> <p><u>Considerations:</u></p> <p>Bidder met the following required elements:</p> <ul style="list-style-type: none"> ➤ Understands the type of coordination that must be facilitated ➤ Is an eligible entity that can respond to the RFP ➤ The resumes of the key individuals who will serve as the one-stop operator are included and indicate the proposed staff have the appropriate background and experience to serve as the one-stop operator ➤ Can provide staff that can be identified as the operator at a capacity of 40 hours per week, housed in the Job Center, and who can be held accountable for accomplishing the outlined deliverables and tasks ➤ Staff have an appropriate level of education with a concentration in Human Services, Communications, Project Management, Business Operations or a related field and have applicable experience with federal or state workforce programs ➤ Has a history of demonstrated effectiveness and provided 2 examples? ➤ Has experience in public relations, mediation, and/or negotiation ➤ Has experience in relationship building and in bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar, but do not directly align ➤ Has sufficient & successful experience meeting compliance and performance of federal or state workforce programs ➤ Bidder submitted the proposal with a cover letter on form letterhead ➤ Conflict & EO forms are signed ➤ References were provided ➤ Organizational Chart attached if applicable ➤ All required attachments were included 	Max Pts. 30
RFP Section: Qualifications for the One-Stop Operator	Rater's Pts: ____

COMMENTS:

B. ONE-STOP OPERATOR DUTIES AND RESPONSIBILITIES	20 POINTS
<p><u>Considerations:</u></p> <p>Bidder states how they will accomplish one-stop delivery system duties and responsibilities, which includes the following elements:</p> <ul style="list-style-type: none"> ➤ Bidder's activities during the first ninety days following contract execution seem to be appropriate and are likely to be effective. ➤ Bidder's plan to become familiarize with the one-stop partner programs and performance requirements seem reasonable ➤ Bidder's plan to engage one-stop partner line staff to cross refer and/or dual enroll participants seems reasonable ➤ Bidder has described relationship building initiatives that will assist in integrating one-stop partner programs ➤ Demonstration of continuous improvement principles, which include the iterative process of "Plan, Do, Check, Act." ➤ Bidder states they will use the MoJobs database as an operational tool to stay informed of program performance 	Max Pts. 20
RFP Section :	Rater's Pts: ____

COMMENTS

C. ONE-STOP OPERATOR DELIVERABLES	25 POINTS
<p><u>Considerations:</u></p> <ul style="list-style-type: none"> • Bidder's statement regarding how they will accomplish each deliverable, includes the following elements: <ul style="list-style-type: none"> ➤ Development of a required one-stop MOU with the one-stop partners ➤ Effective coordination of one-stop partner services through the one-stop delivery system in areas like customer satisfaction and Integration and coordination of services for participants ➤ Working with each one-stop partner to develop a process for referring participants ➤ The report headings indicate the appropriate information will be transmitted to the board. ➤ The process that Bidder will put in place to address and measure the Key Performance Indicators is reasonable, practical and appears effective ➤ Bidder's description of success for the one-stop operator is aligned with the OWDB's vision of success ➤ Bidder agrees to use the MoJobs database as a resource to develop reports 	Max Pts. 25
RFP Section : Deliverables	Rater's Pts: ____

COMMENTS:

D. ONE-STOP OPERATOR COST	25 POINTS
<p>Bidder's compensation is reasonable, according to their qualifications, such as experience, skills, abilities, and education.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> ➤ Bidder's cost seems reasonable ➤ Bidder's cost is between \$50,000 and \$70,000 ➤ The number of hours a week bidder will dedicate to this endeavor is reasonable for the cost proposed ➤ If bidder is a for-profit entity, profit is separately stated and does not exceed 10% or Bidder is a Professional organization charging an hourly rate that compared to other usual and customary rates in the community is reasonable ➤ Other than public or not for profit organizations the quoted rate is an inclusive rate 	Max Pts. 25
RFP Section: One-Stop Operator Cost	Rater's Pts: ____

COMMENTS:

RFP'S TOTAL POINTS: _____