



North Central Wisconsin Workforce Development Board (NCWWDB)

Request for Proposals

One Stop Operator (OSO)

Contract Period: July 1, 2017 to June 30, 2018*

Essential Deadlines:

RFP Release Date	March 23, 2017
RFP Question Deadline	April 13, 2017 (with electronic response posted by April 18, 2017)
RFP Revision Released	April 27, 2017
Proposal Submission	May 1, 2017
Formal Award Notification	May 17, 2017
Target Start Date	July 1, 2017

Contracting Entity

North Central Wisconsin Workforce Development Board
3118 Post Road Ste. A
Stevens Point, Wisconsin 54481
(715) 204-1640 (P)
www.ncwwdb.org

*At its discretion, NCWWDB may amend contracts based on performance, and/or renew contracts for up to three consecutive contract periods (July 1 through June 30) based on performance, through June 30, 2021.

NCWWDB is an equal opportunity employer and service provider.

A. OVERVIEW OF THE SYSTEM

The North Central Wisconsin Workforce Development Board is a 501(c) (3) private, nonprofit corporation serving nine Counties: Adams, Forest, Lincoln, Langlade, Marathon, Oneida, Portage, Vilas, and Wood. Its mission is to cultivate a skilled and competitive workforce which meets the demands of employers in the region. Workforce boards were created by Congress, and most recently, re-certified through the federal Workforce Innovation and Opportunity Act of 2014. WIOA brings together, in strategic coordination, the core programs of federal investment in workforce development.

Funds for one of those core programs, Title 1 Adult, Dislocated Worker, and Youth Programs, are directed to NCWWDB, which in turn contracts with local organizations to deliver services through local Job Centers. Job Centers are public/private ventures that combine the resources of multiple organizations into a one-stop employment and training facility for job seekers, workers, and employers. The co-location and/or integration of employment and training services are integral to effective and efficient delivery.

WIOA requires NCWWDB to competitively select a “one-stop operator” to support the coordination of services within the regional job center system. Job Center customers, both jobseekers and employers, can currently access services at three comprehensive (C) job centers and three affiliate (A) job centers. They include:

- (C) Marathon County Job Center, 364 Grand Avenue, Wausau
- (C) Wisconsin Rapids Job Center, 320 W. Grand Avenue Ste 102, Wisconsin Rapids
- (C) Northern Advantage Job Center, 51-A N. Brown Street, Rhinelander
- (A) Adams County Job Center, 401 N. Main Street, Adams
- (A) Forest County Job Center, 16 S. Lake Avenue, Crandon
- (A) Marshfield Job Center, 156 S. Central Avenue, Marshfield

The Job Centers are “one-stop” access points for customers. Job seekers can utilize resource rooms stocked with computers, copiers, and job search materials, attend workshops on resume development, interviewing skills, and computer basic skills, receive one-to-one job search assistance, career assessment and counseling, and access training funds to improve skills. Businesses post job openings, access training funds (on-the-job or customized) to upgrade the skills of their workforce, and use the Job Centers to conduct recruitment events, get tax credit information, access outplacement services for dislocated employees and get connected to other community and economic development resources.

B. PURPOSE OF THE ONE-STOP OPERATOR

WIOA aims to further enhance the quality of the one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. The new law places greater emphasis on local resource coordination to better meet the needs of jobseekers, incumbent workers, and employers. This includes cultivating and strengthening the partnerships and strategies necessary for optimum performance and outcomes. WIOA identifies a wide range of federally

funded employment and training programs which are required partners of the Job Center system. The One Stop Operator will be integral in coordinating the service delivered by these partners in a more cohesive, effective manner.

The mandated partners include:

- WIOA Title I Adult & Youth: Forward Service Corporation
- WIOA Title I Dislocated Worker: Labor Education Training Center
- WIOA Title II Career & Technical Education: Mid-State Technical College, Northcentral Technical College, Nicolet Area Technical College
- WIOA Title III/Trade Act/Unemployment Compensation/Wagner Peyser: Wisconsin Department of Workforce Development
- WIOA Title IV Vocational Rehabilitation: Wisconsin Department of Workforce Development
- Title V Older Americans: N.E.W Curative Rehabilitation & Citizens Employment and Training
- Community Service Block Grant: North Central Community Action Program & CAP Services.
- Temporary Assistance to Needy Families: Forward Service Corporation
- Job Corps: Blackwell Civilian Job Corps Center
- Youth Build: Lac du Flambeau Tribe
- Migrant and Seasonal Farmworker: Wisconsin Department of Workforce Development
- Section 166 Native American Programs: Wisconsin Indian Consortium

C. ROLE OF THE ONE-STOP OPERATOR

This One-Stop delivery system strives to align, coordinate and integrate programs and services and to foster demand-driven skills attainment which meets the needs of jobseekers and businesses. One-Stop partners administer separately funded programs in a collaborative manner. The primary delivery system of One-Stop services is through the Job Centers, though those services are connected to other methods of access and referrals.

The One Stop Operator, in a consultant role, coordinates system delivery of services, monitors performance progress, and ensures continuous improvement of the system as a whole.

Specifically, the Operator will:

1. Convene up to four meetings per year of mandated partners to support implementation of the Memorandum of Understanding (MOU). The Operator will develop meeting agendas, facilitate meetings, and provide meeting notes.
2. Provide support in developing benchmarks to measure a baseline of “system performance”, e.g. customer service, system flow, infrastructure.
3. Assist in the development of appropriate mechanisms to collect and report progress and performance of partners and services across the system.
4. Assist in development and implementation of the WIOA-required Job Center certification process.

D. FUNDING

Please propose an operational budget to deliver the OSO services outlined in this RFP.

E. APPLICANT ELIGIBILITY

The WIOA Joint Final Rule requires Local Workforce Boards to use a competitive process based on local procurement policies and procedures, and the principles of competitive procurement in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200 and 2 CFR part 2900, which may be found at <http://www.ecfr.gov>.

NCWWDB is soliciting proposals from governmental units, public or private not-for-profit or for-profit entities (including corporations, partnerships, or sole proprietorships), eligible local educational agencies, faith-based and community-based agencies, and/or a consortium of WIOA partners as described in the law. For more information on eligibility see:

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16_Acc.pdf

Proposer qualifications include: a) an understanding of the Workforce Innovation and Opportunity Act and the local workforce system, b) demonstrated experience (at least three years) facilitating diverse stakeholder groups to a common goal or outcome, c) ability to act as a neutral facilitator, d) experience in meeting agenda development, planning, and execution, and e) ability to work closely with the Workforce Development Board to monitor the system's strategic objectives and make recommendations for system continuous improvements.

F. PROPOSAL INSTRUCTIONS

Proposals submitted in response to this RFP must be received no later than 5:00 p.m. on May 1, 2017. Proposals should be submitted, via mail or email, to Rene Daniels, Executive Director, North Central Wisconsin Workforce Development Board, 3118 Post Road, Suite A. Stevens Point, Wisconsin 54481 or by email to rdaniels@ncwwdb.org.

Proposals received to the above address/email on/or before the deadline and that comply with all RFP requirements will be reviewed and considered.

F1. Format of Proposal:

A single PDF document is preferred. Proposal may not exceed four (4) pages; all pages must be numbered. Proposals should be concise and responsive to content requirements.

F2. Content Requirements:

- a) The organization's understanding and experience in workforce development, including the local system, and/or of WIOA.
- b) Overview of the organization's previous experience facilitating diverse stakeholder groups to a common goal or outcome. What will be the approach to navigating and resolving challenging partnerships?

- c) Description of the organization's expected client engagement approach. What will be the frequency and methods of communication? How will meeting agendas be developed and how will approved actions be executed?
- d) Any other supporting information, such as references or credentials.

F3. Questions:

Questions relating to the RFP should be sent to Rene Daniels at rdaniels@ncwwdb.org by April 13, 2017. A consolidated electronic response to the questions will be posted, and made publicly available at www.ncwwdb.org on April 18, 2017.

F4. Evaluation Criteria

A NCWWDB OSO Evaluation Committee, appointed by NCWWDB's Executive Committee, will collect, review, and recommend a proposer to the Workforce Development Board for selection.

Evaluation is based on but not limited to: demonstrated experience, capability and narrative description of proposed approach to RFP deliverables.

The rating scale will include (total of 50 points):

- a) understanding of WIOA and the local workforce system (10 points),
- b) experience convening and facilitating diverse partners to an outcome (10 points)
- c) stakeholder engagement strategies (15 points)
- d) development of partnership performance reports and outcomes (10 points)
- e) understanding/implementation of continuous improvement (5 points)

Final selection will be made by the North Central Wisconsin Workforce Development Board of Directors. Formal award notification will be made by May 17, 2017.

F5. Protest Procedure

Notice of intent to protest and must be made in writing. Protestors should make their protests as specific as possible and should identify WIOA statutes and/or Wisconsin Administrative Code provisions that are alleged to have been violated. The written notice of intent to protest the intent to award a contract must be filed with Rene Daniels, Executive Director of the North Central Wisconsin Workforce Development Board at 3118 Post Road, Suite A. Stevens Point, Wisconsin 54481 or by email to rdaniels@ncwwdb.org and received in her office no later than five (5) working days after the notice of intent to award is issued. The written protest must be received in her office no later than ten (10) working days after the notice of intent to award is issued. The decision of the NCWWDB Executive Director may be appealed to Kent Olson, Chairman of the North Central Wisconsin Workforce Development Board, within five (5) working days of issuance, with a copy of such appeal filed with the procuring agency, provided the appeal alleges a violation of a WIOA statute or a provision of a Wisconsin Administrative Code.