



North Central Wisconsin Workforce Development Board (NCWWDB)

Request for Proposals

One Stop Operator (OSO)

Contract Period: July 1, 2018 to June 30, 2019

Deadlines:

RFP Release Date	April 30, 2018
RFP Question Deadline	May 10, 2018
RFP Question Response	May 18, 2018
Proposal Submission	June 1, 2018
Formal Award Notification	June 14, 2018
Target Start Date	July 1, 2018

Contracting Entity

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

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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 receive funds 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.

The purpose of this RFP is to procure a contractor to serve as the One-Stop Operator in the nine-county region. The One-Stop Operator coordinates service delivery within the regional job center system. Job Center customers, both jobseekers and employers, can currently access services at three comprehensive (C) job centers and two 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) Marshfield Job Center, 211 East Second Street, Suite 123

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 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. It places heavy 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 Adult Basic Education/Career & Technical Education: Mid-State Technical College, Northcentral Technical College, Nicolet Area Technical College
- WIOA Title III/Trade Act/Migrant Seasonal Farmworker: Wisconsin Department of Workforce Development – Job Service Bureau
- WIOA Title IV Vocational Rehabilitation: Wisconsin Department of Workforce Development – Wisconsin’s Division of Vocational Rehabilitation
- Veterans E&T Program: Wisconsin Department of Workforce Development – Office of Veteran Employment Services
- Unemployment Insurance – Wisconsin Department of Workforce Development – Unemployment Insurance
- Title V Older Americans: Curative Connections, Inc.
- Community Service Block Grant: North Central Community Action Program & CAP Services.
- Temporary Assistance to Needy Families: Forward Service Corporation
- Housing and Urban Development (HUD): Forward Service Corporation
- Job Corps: Blackwell Civilian Job Corps Center
- National Farmworker Jobs Programs (NFJP): UMOS, Inc.
- 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).
2. Provide support in improving and measuring “system performance”, e.g. customer service, referral processes, staff development, infrastructure.

3. Assist in the development of appropriate mechanisms to collect and report progress and performance of partners and services across the system.
4. Oversee development and implementation of common outreach strategies and branding requirements.
5. Assist in development and implementation of the WIOA-required Job Center certification process.
6. In consultation with the NCWWDB Equal Opportunity Officer, ensure compliance with all applicable equal opportunity and civil rights regulations to ensure nondiscriminatory access to services.

D. FUNDING

Up to \$4,000 will be available for One-Stop Operator services for the period July 1, 2018 through June 30, 2019. Respondents must propose a “reasonable” cost for delivering the services outlined in this RFP. Respondents should complete Attachment B (Budget Form). 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, 2022.

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 June 1, 2018. 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 six (6) pages, including Attachments A (cover Sheet) and B (Budget Form). Proposals should be concise and responsive to content requirements.

F2. Content Requirements:

- a) The applicant's understanding and experience in workforce development, including the local workforce system, and/or of WIOA.
- b) Overview of the applicant'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 applicant's stakeholder engagement approach. How will policies be developed and implemented? How will actions be taken and communicated?
- 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 May 10, 2018. A consolidated electronic response to the questions will be posted, and made publicly available at www.ncwwdb.org on May 18, 2018.

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 common outcomes (10 points)
- c) clear stakeholder engagement strategies (10 points)
- d) collaborative development and oversight of system assessment tools, outreach strategies, and accountability (15 points)

- e) reasonable and complete budget proposal (5 points)

Final selection will be made by the North Central Wisconsin Workforce Development Board of Directors. Formal award notification will be made by June 14, 2018.

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.

Form A: Proposal Cover Sheet

Name of Organization	
Address:	
Phone:	
Contact Person:	
Title:	
Email:	
Authorized Negotiator	
Partner Entities to Consortium Application (if any):	

I hereby certify that I am authorized to sign on behalf of the applicant organization.

Authorized Signature _____ Date _____

Form B: Budget Information Summary

	Funding Request	Applicant Contribution	TOTAL
Personnel			
Personnel Travel			
Supplies			
Outreach Materials			
Accommodation Provisions			
Other			
TOTAL			