

**EASTERN AREA WORKFORCE DEVELOPMENT
BOARD**

REQUEST FOR PROPOSAL

For the period July 1, 2019 – June 30, 2020

Workforce Innovation and Opportunity Act

One – Stop Operator

Release Date: April 1, 2019

Due Date: 12:00pm MDT May 10, 2019

PO Box 2546, Roswell NM 88201
505-343-7612

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Purpose

The Eastern Area Workforce Development board (EAWDB) is soliciting proposals for a One Stop Operator as described in the Workforce Investment and Opportunity Act (WIOA). The board is seeking visionary, goal driven professional leadership for the Workforce Development System (WDS) to achieve the vision for a functionally integrated system that focuses on teamwork and collaboration of partners with a high level of customer service as its pinnacle. The role of the One-Stop Operator is primarily a leader, coordinator and manager of the workforce system. In this role, the Operator facilitates the identification of both opportunities and challenges to be addressed in the local offices to ensure effective and high-quality service delivery. The Operator works with all partners and the Workforce Connection Centers to coordinate effective strategies and systems necessary to build and sustain a cohesive, seamless service delivery model that includes all agencies and organizations at a systems level. The Operator engages partners and participates in planning, goal setting and implementation of activities necessary to ensure a non-duplicative operation.

Workforce System Background Information

The national workforce system is currently designed and authorized by WIOA. Passed in 2014 with wide bipartisan support, WIOA places an emphasis on demand driven workforce solutions. WIOA serves both job seekers and employers with services geared toward creating a workforce that is aligned to improve the employability and skills of its workforce leading to economic growth and diversification in the local areas and state.

Job seekers receive counseling, career education, training, and employment services. Employers are supported through employment services including assessment and screening, job matching, skills verification, customized training, and On-The-Job training services. These services are primarily delivered here in New Mexico through the New Mexico Workforce Connection Centers (NMWCC), a proud partner of the American Job Center (AJC) system. The role of the One Stop Operator is crucial in the development, maintenance, and ongoing activities of the New Mexico Workforce Connection Centers and the system partners.

EAWDB Background Information

The Eastern Area Workforce Development Board (EAWDB) was formed in 2000 under the Workforce Investment Act (WIA) of 1998 and recertified in 2014 under WIOA. The EAWDB currently serves twelve counties on the east side of New Mexico. Those counties include: Chaves, Curry, De Baca, Eddy, Guadalupe, Harding, Lea, Lincoln, Otero, Quay, Roosevelt, and Union. The EAWDB service area has 45 incorporated communities and dozens of unincorporated villages and encompasses 44,000 square miles with a wide diversity of local business and infrastructure conditions. There are seven larger population centers and the remainder of the area is rural. The overall population density is approximately 9 persons per square mile with vast social and economic diversity.

The EAWDB is charged with identifying workforce needs and opportunities and guiding the development of training programs and services to meet those needs. It is committed to attracting more businesses, higher wages and employment opportunities through the enhancement and development of partnerships.

The EAWDB directly oversees WIOA funding that provides individual training for Adult and Youth participants, as well as, the operation of seven (7) workforce connection centers within the eastern area.

Award

Contract Award Information		
Contract Description	Contract Period	Estimated Contract Award
One Stop Operator	July 1, 2019-June 30, 2020 and renewable for an additional two (2) years based upon performance and budget constraints.	\$125,000-150,000

Eligible Proposer(s)

Eligible entities include [Section 121(d)(2)(B):

An entity (public, private, or nonprofit), or consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the One-Stop partners described in subsection (b)(1), of demonstrated effectiveness, located in the local area, which may include--

- i. An institution of higher education;
- ii. An employment service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency;
- iii. A community-based organization, nonprofit organization, or intermediary;
- iv. A private-for-profit entity
- v. A government agency; and
- vi. Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

Timeline

Date	Activity & Time
04/01/2019	RFP released and available at eawdb.org
04/10/2019	Pre-Registration for the Bidders Conference deadline is 5:00pm
04/16/2019	Bidder's Conference
04/23/2019	Mandatory Letter of Intent to Bid due before 5:00pm
04/26/2019	Written Q & A Deadline
05/01/2019	Response to written questions
05/10/2019	Proposals due electronically by 12:00 pm MDT. Late proposals will not be accepted.
05/13-17/2019	Evaluation of Proposals
05/21-23/2019	Entries selected to present (if determined by the board) by invitation only
05/28/2019	BEST and FINAL (if determined by the board)
06/03/2019	EAWDB Executive Committee proposal award
06/04-14/2019	Contract negotiations
06/20/2019	Deadline for appeal

Bidders Conference & subsequent questions

To ensure a productive Bidders' Conference, the EAWDB requests that known questions be submitted in advance to allow staff time to research each question thoroughly. Those questions and answers will be addressed during the conference. After the bidders conference, any questions must be submitted in writing to troth@nmwcc.com no later than 04/26/2019. Questions and their responses will be compiled and sent to all bidders via email no later than 05/01/2019.

Letter of Intent to Bid

The EAWDB requires a Letter of Intent to Bid to ensure bidders receive any subsequent RFP guidance. Include the name, address, phone number, and email address of the contact person.

Presentations by Selected Bidders

The EAWDB reserves the right to ask selected bidders to give a presentation and participate in a question-and-answer session with the review committee. If a presentation is required, notification of the presentation will be provided on 05/17/2019.

Scope of Work

Roles & Responsibilities

In alignment with the EAWDB's vision for a fully collaborative and integrated workforce development system the primary roles and responsibilities fall under three categories; Community and Partnership Development, Implementation and Compliance and business services. Please address your plan to achieve these items in your proposal.

Community and Partnership Development

1. Establish and sustain relationships with Workforce Connection Center partners with a focus on creating opportunities to engage in shared planning, visioning, continuous improvement, and program outcomes and evaluation.
2. Establish methods to overcome program silos and achieve teamwork in a multicultural system.
3. Ongoing identification and development of community partners to engage in workforce systems activities that lead to improvements in community awareness or engagement in workforce development strategies; and enhanced interest in organizations and businesses to use Workforce Connection Center services.
4. Support the implementation of continuous quality improvement approaches and methodologies to enhance the system effectiveness. Examples include but are not limited to: adoption of change principles to directly enhance flow of service delivery, improve customer and staff satisfaction; increased administrative efficiencies or improved funding leverage, youth friendly and youth engaged approaches, and inclusion of individuals with disabilities across all programs.
5. Identify and coordinate capacity building activities to improve the effectiveness and performance of partners working with and within the Workforce Connection Center; including youth services and programs for individuals with disabilities.

6. Facilitate opportunities for shared learning and training.
7. Promote the Workforce Connection Center programs broadly; educate local communities, agencies, and organizations about the partners and programs available.
8. Convene or assist with convening regular meetings of all partner agencies and organizations to support full engagement and share leadership in the organizing and developing of ongoing activities and processes; including youth services and programs for individuals with disabilities.
9. Actively engage in opportunities to share leadership with all partners by creating opportunities to report, present, and share activities, such as through local board and committee meetings, community forums, and other appropriate settings.
10. Provide for conflict management and dispute resolution when issues arise between partner organizations.
11. Section 680.530 explains that providers of OJT, customized training, incumbent worker training, internships, paid or unpaid work experience, or transitional jobs are not subject to the same WIOA eligibility requirements of sec. 122(a) through (f) that are established for providers listed on the State List of Eligible Training Providers and Programs. Section 680.530 requires local one-stop operators to collect any separate performance information required by the Governor and determine whether these providers meet the Governor's performance criteria.

Implementation and Compliance

1. Provide guidance and leadership to ensure LWDB system policies and procedures are clearly communicated and followed.
2. Provide guidance and leadership to ensure compliance with all Federal regulations related to WIOA, state and local policies are implemented accordingly. Additionally, ensure provisions of the U. S. Department of Labor Statement 29 CFR 38 Implementation of Nondiscrimination and Equal Opportunity are understood and followed.
3. Provide guidance and leadership to partners and staff to ensure full coordination of services across all programs are implemented effectively; with quality and assurances necessary to eliminate or minimize duplication.
4. Provide guidance and leadership to partners and staff to ensure services and programs are accessible for people with disabilities; create opportunities to engage in learning about best practices and approaches to serve people with disabilities.
5. Provide guidance and leadership to all partners and staff to ensure services and programs for youth follow best practices in youth engagement and positive youth development.
6. Create a systemic process that supports Workforce Center partner ownership and adoption of effective shared practices necessary to support customers and businesses, including but not limited to co-enrollment, common intake, referral, case management, client performance, and business services.
7. Works collaboratively with Workforce Connection Center partners to develop a robust system of training to support staff and seeks opportunities for shared learning and training; assures Workforce

Connection partners receive training in all services available through the workforce system, including Unemployment Insurance (UI).

Business Services

1. Coordinate with partner agencies/organizations on strategies to develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.
2. Address immediate and long term skilled workforce needs of in-demand industries and critical skill gaps within and across industries.
3. Provide oversight for the job posting information from businesses to the statewide employment database and assist employers who prefer to enter data directly.
4. Coordinate a process with Workforce Connection staff on best practices to support effective screening and recruiting of candidates for job openings for area employers.
5. Implement effective activities to respond to employers' requests including the coordination of activities such as interview space, job fairs, and other services available within the Workforce Connection Center.
6. Work with partners to assist with implementation of local Rapid Response services for workers who have or will be dislocated from their jobs due to a business or plant closure, a major employer downsizing, or natural disasters.
7. Collaborate with system partners to facilitate and/or assist with special projects such as job fairs, business driven workshops, and communicating employers' needs to the Workforce Connection Center partners and board.

Criteria

One-Stop Operator will be responsible for the following:

1. Work with partners in the local communities to establish service flow/delivery model MOUs, for operation of the local WCC system;
2. Oversee partner responsibilities as defined in MOUs;
3. Facilitate Workforce Connection Center staff/partner development and cross training;
4. Oversee and ensure performance and continuous quality improvement activities across the partner programs;
5. Handle EEO responsibilities as they relate to customer complaints against the offices, and ensure accessibility as outlined in local, state and federal guidance;
6. Implement board policy as appropriate;
7. Facilitate the development of reports and presentations to LWDB focused on partnership engagement, workforce development operations, performance accountability, and continuous improvements and other reports as required;
8. Coordinate the integration and collaboration of all Workforce Connection Center partners/staff to ensure a seamless and streamlined system for customers and businesses;

9. Collaborate with LWDB, partners, and staff to ensure businesses and the public are aware of all services available through the career centers and information is provided for accessing these services;
10. Assure the Workforce Connection Centers comply with all required customer support and information as required under local, state and federal regulations;
11. Collaborate with partners to facilitate and/or assist with special projects such as job fairs, business driven workshops, and communicating employers' needs to the Workforce Connection Center partners and board as appropriate;
12. Convene regular meetings of the Workforce Connection staff and partners as required by local, state and federal regulations; and
13. Additional Duties outlined by the EAWDB for the One-Stop Operator:
 - a. Design, with the assistance of board staff and partners, standardized workshop curricula and tools
 - b. Assistance with Outreach and Recruitment strategies for customers and voluntary partners
 - c. Membership and/or participation with local associations and workgroups
 - d. Assist with or provide input on the Design/Development of Webpages and other social media for local area
 - e. Create uniform reporting format for site managers based on board guidance

One-Stop Operator is prohibited from engaging in the following:

1. Convening system stakeholders to help develop the local plan or preparing and submitting local plans (as required under sec. 107 of WIOA);
2. Being responsible for oversight of itself;
3. Managing or significantly participating in the competitive selection process for one-stop operators;
4. Selecting or terminating one-stop operators, career services, and youth providers;
5. Negotiating local performance accountability measures;
6. Developing and submitting the LWDB budget for local area activities;
7. Direct or indirect involvement in the financials of the one-stop operator contract.

Submission Information & Evaluation Criteria

- Executive Summary (no longer than one page)
- Proposal Narrative (no longer than twenty pages) (50 points)

The EAWDB seeks a well aligned, highly coordinated system that is accessible throughout the area. The proposal narrative must include at a minimum:

1. a description of plans and methods to be utilized to foster, create and maintain partnerships at both the leader and staff level for both internal and external center partners;
2. a description or model for center flow that engages all partners and demonstrates a solid working knowledge of the system;

3. a description of how the operator will lead with indirect authority but full accountability for the services within the system
4. Ideas for how access can be provided in rural areas and how increasing that access will be prioritized
5. Provide a description of current community relationships within the eastern area and/or plans for the development of new relationships/partnerships along with examples of successful local partner development
6. Goals and ideas for staff development and cross training
7. Ideas or plans for implementation of board policy
8. A description of how reporting will be established and utilized to measure; services, customer flow, customer satisfaction and continuous improvement.
9. A description of plans to convene and coordinate regular meetings of partners to drive the system to align with state and local board priorities
10. A plan for ensuring offices comply with all applicable laws and regulations.

Budget (15 points)

A budget must be provided using the budget form provided in exhibit A. Cost included in the proposed budget cannot already be paid by another source; they must be actual cost incurred in delivering the proposed services and these funds cannot supplant funds already received by the proposing organization. Also, give details of the organization's cost allocation method if one is used. Budget information must include a separate listing of any other government, both state and federal, grant awards.

Contractor Experience, Knowledge & References (60 points)

The EAWDB seeks to minimize the disruption of the transition of the contract from one entity to another and to maximize the institutional knowledge accumulated by personnel. Respondents should submit plans detailing how existing experience and expertise will be retained along with documentation of their experience and knowledge of the WIOA workforce system, generally, and the One Stop Operator role, specifically. Respondents should outline key position(s) along with potential personnel identified and provide resume(s) and/or skill sets for staffing. References will be contacted directly by the EAWDB Procurement Officer. Respondents should submit a list of 3-5 references with contact information on letterhead with this proposal. Apportioning of points for this section will be based on how well the proposal has a solid plan to address the critical points below:

1. Experience with operating system across large rural areas – up to 10 points
2. Experience negotiating MOUs and or negotiation with partners for shared costs associated with operating a one stop system – up to 5 points
3. Experience with coordination, communication, staff development, co-location, common service delivery up to 10 points
4. Experience working with and reporting to workforce Boards – up to 5 points
5. Plans for maintaining/transitioning existing staff that have been determined by the board to be of high qualification and in good standing – up to 30 points

 Contractor Certifications and Assurances Required (0 points);

1. Non-Collusion & Conflict of Interest
2. Listing of all contracts & grant agreements for references
3. Debarment, Suspension, and other matters
4. Drug Free Workplace
5. Financial Capability
6. Lobbying
7. Non-Discrimination & Equal Opportunity
8. Assurances
9. Standard General Provisions and Assurances

Proposals must be typed and single space and submitted on plain white 8 ½ X 11 pages with 12 point font (headings may be bigger) with 1 inch margins. Proposals will only be accepted electronically as a single pdf attachment. Proposals will be accepted until 12:00pm on 03/01/2019 via email to troth@nmwcc.com

Performance requirements

The operators performance will be based on measuring the successful progress toward a well aligned, integrated and non-duplicative system. Things that may be considered as performance indicators include but are not limited to:

1. Successful implementation of customer flows that incorporates the most access to services and allows for high levels of co-enrollment.
2. Timely and successful completion of thorough and accurate memoranda of understanding and infrastructure funding agreements as appropriate
3. Successful cross training of partners as demonstrated by a good working knowledge of partner programs, services and basic program requirements across partners.
4. Successful implementation of board policy through oversight and coordination of training needs as appropriate
5. Timely and meaningful reports to the board on center operations, activities, progress on board priorities etc.
6. Evidence of increase in the utilization of system services as demonstrated by increased customer flow and employers using the system
7. Good monitoring reviews by local, state and federal monitoring of centers for compliance with all customer support required within the centers including successful execution of customer surveys and feedback processes.
8. Outcomes of partner meetings that evidence increased coordination and collaboration
9. Increased utilization of workshops and tools provided by the centers
10. Other items that may be identified by the board or the one stop committee

Incorporation of RFP into Contract

All conditions contained in this Request for Proposals and completed Appendices and any statements contained in the Request for Proposals may be incorporated into a contract regarding this matter. Failure of the contracting organization to accept these obligations may result in the cancellation of the

selection. The contractor shall assume responsibility for all services offered in their bid proposal whether or not they were produced. The contractor will be responsible for all material errors and omissions in the performance of the contract.

Payment Process

The Board will use a cost-reimbursement contract. The selected contractor will be reimbursed for allowable actual service delivery costs on a monthly basis after submittal and approval of payment vouchers as described in the contract. For small organizations provision for advances can be negotiated as allowable under regulation.

In addition to the provisions of this Request for Proposals and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by the terms and condition will be included as an amendment to the contract.

The successful proposer shall create, collect, and maintain all records relating to One-Stop operations activities that are required to be made by applicable federal or state laws or regulations, made relevant by guidance from the U.S. Department of Labor, and/or which are necessary for determining Eastern Area Workforce Board's compliance with oversight of the operator role and contract.

Conditions

1. The Board is not liable for any cost associated with responding to this RFP and will not authorize such costs as part of the contract with the selected organization.
2. The Board reserves the right to accept or reject any or all proposals received, and to cancel or reissue this RFP in part or its entirety.
3. The Board reserves the right to award a contract for any items/services solicited via this RFP in any quantity the Board determines is in its best interest.
4. The Board reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary.
5. The Board reserves the right to negotiate the final terms of any and all contracts or agreements with proposers selected and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the workforce area.
6. The Board reserves the right to contact any individual, agency, employer or grantees listed in the proposal, to contact others who may have experience and/or knowledge of the proposer's relevant performance and/or qualifications; and to request additional information from any and all proposers.
7. The Board reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
8. The Board reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this procurement if adequate funding is not received from the U.S.

Department of Labor via the New Mexico Department of Workforce Solutions or other funding sources or due to legislative changes.

9. Proposers shall not under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the Board for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.

10. No employee, officer, or agent of the Board shall participate in the selection, award or administration of a contract supported by WIOA funds, if a conflict of interest, or potential conflict, would be involved.

11. Proposers shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a proposer's bid to be rejected. This does not preclude partnerships or subcontracts.

12. The contents of a successful proposal may become a contractual obligation if selected for award of a contract. Failure of the proposer to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to successful proposer as a basis for release of proposed services at the stated price/cost. Any damages accruing to the Board as a result of a proposer's failure to contract may be recovered from the proposer.

13. A contract with the selected proposer may be withheld, at the Board's sole discretion, if issues of contract, questions of non-compliance, or questioned/disallowed costs exist, until such issues are satisfactorily resolved. The Board may withdraw award of a contract if the resolution is not satisfactory to the Board.

14. The contractor shall be required to participate in the orderly transition of services for the contract awarded under this solicitation to begin up to 30 days prior to the contract start date. Funding may be made available for these transition activities.

- Purchase of necessary equipment
- Hiring of necessary personnel
- Other things that may be determined necessary to the successful transition of this contract which may be requested by the proposer, reviewed and approved by the board and communicated by staff.

15. It is required that the EAWDB One Stop Services committee and/or EAWDB staff (at the board's discretion) participate in the selection process to identify the individual primarily responsible for the day to day execution of this role if the individual(s) are to be hired after the award of the contract. The oversight of this role and contract fall under the responsibility of the One Stop Services Committee.

Appeals

Appeals of the award decision may be filed with Judith Cooper, Chair, Eastern Area Workforce Development Board, PO Box 2546, Roswell, NM 88202. Appeals must be filed within fifteen days of the date of EAWDB's notice to unsuccessful proposers. The EAWDB or its Executive Committee may decide to hold an informal review of the decision, and may decide to grant an appeal, deny an appeal, or modify an award based on information provided during the informal review.

If the Board/Executive Committee's determination issued to the appellant does not resolve the appeal/complaint to the satisfaction of the appellant, the appellant must make a written request of

appeal and/or request for a formal appeal hearing within 15 business days of receipt of the local WFB determination to the State Administrative Entity (SAE) at NM Department of Workforce Solutions:

NM Department of Workforce Solutions
ATTN: Mr. Margarito Aragon
401 Broadway NE
Albuquerque, NM 87102

The State SAE must make a written determination within 10 business days of receipt of the appeal/protest.

The State SAE may choose to make a determination based solely on the information included in the case file or conduct further investigation before issuing a written determination.

If the SAE has made a written request to the appellant (or the appellant's authorized representative) for additional information, the 10 business day period does not begin until the requested information is received by the SAE.

If the SAE is unable to contact the appellant for the purposes of obtaining additional information needed to resolve a complaint, a written request for information must be sent via certified mail or through some other form of communication where receipt can be verified. If a complainant does not respond, the SAE must inform the complainant in writing that the matter is considered resolved.

Formal Hearing Process

If the SAE deems that a formal hearing is necessary or if the appellant specifically requests such a hearing, the SAE will notify the parties (in writing) that the matter has been scheduled for a formal hearing. The notice must inform the parties of the following conditions of the hearing process: The date, time and location of the hearing.

- Instruction that the State Hearing Official (State Complaint Officer or other, duly authorized State Official) will conduct and regulate the course of the hearing to assure full consideration of all relevant issues and that actions necessary to ensure an orderly hearing are followed.
- Instruction that the State Hearing Official must rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.

* For clarity it must be noted that an administrative hearing is not the same as a Court of Law. Technical rules of evidence do not apply. It is up to the State Hearing Official to follow principles and procedures that are designed to assure credible evidence that can be tested through cross-examination.

In conjunction with the hearing process the State Hearing Official:

- May permit (at his/her discretion) the participation of interested parties (amicus curae) with respect to specific legal or factual issues relevant to the complaint/appeal.

- May choose to conduct the hearing at a single location convenient to all parties (preferred) or, if that would represent a hardship for one or more parties, the State Hearing Official may elect to conduct the hearing by a telephone conference call.
- Must conduct the hearing and issue a written determination to the appellant, the respondent and any other participating interested parties within the 20-business day period. The State Hearing Official's written determination must include:
 - the results of the State level investigation;
 - conclusions reached on the allegations; and
 - an explanation regarding the determination.

The State Hearing Official's determination must also inform the appellant and respondent that both may have the right to appeal the Hearing Official's determination to the U.S. Department of Labor Employment and Training Administration (USDOL ETA) for a final determination. Should the appeals process proceed to the federal level, appellant(s) would be apprised of their rights and the procedures to follow.