

**CATTARAUGUS-ALLEGANY
WORKFORCE DEVELOPMENT BOARD**



**PY17 REQUEST FOR PROPOSALS
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ONE STOP SYSTEM OPERATOR SERVICES**

ISSUE DATE	Monday, March 6, 2017
DEADLINE FOR SUBMISSION	Friday, April 14, 2017 – 12 p.m.
AWARD NOTIFICATION DATE	Friday, May 5, 2017
CONTRACT YEAR *	July 1, 2017 – June 30, 2018 July 1, 2018 – June 30, 2019* July 1, 2019 – June 30, 2020* July 1, 2020 – June 30, 2021* (*based on parameters in RFP)
CONTACT PERSON	Michele L. Lichy, Executive Director Phone: (716) 806-0060 Fax: (716) 806-0062 E-Mail: mlichy@cawfny.com

OVERVIEW

The Cattaraugus-Allegany Workforce Development Board (CAWDB) is a policy-making board comprised of 24 representatives from local businesses, labor organizations, educational institutions, public government, community agencies, and other entities interested in workforce development issues. Authorized by the Workforce Innovation and Opportunity Act (WIOA), the CAWDB administers federal funds and develops and implements policies regarding the allocation and spending of the two-county area's funding for services to adults, dislocated workers, and youth.

The mission of the CAWDB, as a partnership of business, education and community leaders, is to provide direction and coordination of programs that strengthen the area's economy by linking education and training of jobseekers to the needs of employers.

WIOA was signed by President Obama into law on July 22, 2014 and was implemented on July 1, 2015 replacing the Workforce Investment Act of 1998 (WIA), and amending the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIA had established the One-Stop Delivery System where One-Stop Career Centers provided job seekers and businesses with services in one central location. WIOA recognizes the value of the One-Stop Delivery System and provides the workforce system with important tools to enhance the quality of One-Stop Career Centers. WIOA strengthens the ability of State, regions, and local areas to align investments in workforce, education, and economic development to regional in-demand jobs. It places greater emphasis on achieving results for jobseekers, workers, and businesses. It reinforces the partnerships and strategies necessary for One-Stop Centers to provide jobseekers and workers with the high-quality career services, education, training, and supportive services they need to obtain good jobs and stay employed. It helps businesses find skilled workers and access other supports, including education and training for their current workforce.

The publicly funded workforce system envisioned by WIOA is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provide a comprehensive, accessible, and high quality workforce development system. This is accomplished by providing all customers access to high-quality One-Stop centers that connect them with the full range of services available in their communities, whether they are looking for jobs, building basic educational or occupational skills, earning a postsecondary certificate or degree, or obtaining guidance on how to make career choices, or are businesses and employers seeking skilled workers.

Under the leadership of the CAWDB, the two local One Stop Career Centers in Cattaraugus and Allegany Counties are charged with assisting employers in recruiting and retaining employees, and helping individuals learn high-demand skills, find employment and progress their career

opportunities. Job seekers and employers have access to numerous workforce services through these centers which include, but are not limited to the following:

Job Seeker Services:

- Career Planning and Counseling
- Job Search Assistance
- Job Referrals
- Specialized Assessments
- Resume Writing Assistance
- Training Funds

Business Services:

- Screening and Recruitment
- Job Matching
- Job Posting
- Workforce Data
- On-the-Job and Customized Training Funds
- On-site recruiting events and Job Fairs

These services are primarily provided through contracts with our county grant recipients and some required and core partners as defined by WIOA. Partner programs, as authorized by WIOA, represented in our two-county area are provided by the agencies listed below (*denotes core partners):

- WIOA Adult Program* - Cattaraugus One Stop; Allegany One Stop
- WIOA Dislocated Worker Program* - Cattaraugus One Stop; Allegany One Stop
- WIOA Youth Program* - Cattaraugus One Stop; Allegany One Stop
- Wagner-Peyser Employment Services* - NYS Department of Labor
- Adult Education* - Literacy West NY
- Vocational Rehabilitation* - ACCES-NY
- Career and Technical Education/Perkins Act – Cattaraugus-Allegany BOCES; Jamestown Community College – Cattaraugus County Campus
- Community Service Block Grant – Cattaraugus Community Action; ACCORD
- Indian and Native American Programs – Seneca Nation
- HUD Employment and Training Programs – Cattaraugus Community Action; ACCORD
- Job Corps – Cassadaga Job Corps
- Local Veterans’ Employment Representatives & Disabled Veterans’ Outreach Program – NYS Department of Labor
- National Farmworker Jobs Program – N/A; not present in our area
- Senior Community Service Employment Program – Chautauqua County Office for Aging; ProAction of Steuben & Yates, Inc.
- TANF/Social Services – Cattaraugus County Social Services; Allegany County Social Services
- Trade Adjustment Assistance Programs – Cattaraugus One Stop; Allegany One Stop
- Unemployment Compensation Programs – NYS Department of Labor
- YouthBuild – N/A; not present in our area

Other Partners listed in WIOA who may voluntarily involve their services can include:

- Social Security Employment and Training programs, e.g. Ticket to Work
- Supplemental Nutrition Assistance Program (SNAP) - Cattaraugus County Social Services; Allegany County Social Services
- Vocational Rehabilitation Client Assistance Program

- National and Community Service Act programs
- Other federal, state, or local employment, education, or training programs, including those provided by libraries

PURPOSE OF RFP

WIOA Section 107 and Section 678.605 of WIOA Regulations require that Local Workforce Boards are to competitively procure an entity to provide One-Stop System Operator services. The CAWDB is soliciting proposals to identify a **single** One-Stop System Operator for both of its One-Stop Centers. The goal is to procure an Operator whose sole function and focus is to coordinate the service delivery of the partners providing services within the two-county area.

ONE-STOP SYSTEM OPERATOR ROLES AND RESPONSIBILITIES

The One-Stop Operator must coordinate the service delivery of required One-Stop partners and service providers of core program partners and other required partners working with the One-Stop Centers. This includes managing partner responsibilities in the One-Stop Centers as defined in a Memorandum of Understanding (MOU) as mandated by WIOA. By coordinating service delivery it ensures that services in the local area are non-duplicative and that all available resources are being utilized. **The successful Proposer will be required to perform all of the services as listed below:**

- Coordinate MOU implementation
- Convene partners regularly to build affiliation and commitment (at least once per quarter or as determined by the CAWDB)
- Promote the services available throughout the One-Stop Delivery System, including the development of marketing and outreach materials, in conjunction with system partners
- Evaluate customer needs and satisfaction data to continually refine and improve service strategies, including implementing a customer feedback model
- Assess satisfaction of customers and partners with the system
- Represent the One-Stop Delivery System at community meetings to promote services and discuss partnership opportunities
- Work with partners to continuously improve the system
- Expand partnership and increase integrated service delivery
- Arrange and offer cross-partner frontline staff training
- Report regularly to Board, stakeholders, and partners on system activities

FUNCTIONS THE ONE-STOP CAREER CENTER OPERATOR MAY NOT PERFORM

- Convene system stakeholders to assist in the development of the local/regional plan
- Prepare and submit local plans
- Be responsible for oversight of itself
- Manage or participate in the competitive selection process for One-Stop operator
- Select or terminate One-Stop operators, career services, and youth providers
- Negotiate local performance measures
- Develop and submit budget for activities of the local board

- Direct One-Stop staff
- Provide training services

PROPOSAL NARRATIVE

Background and Experience – 25 points

While there is no page limit, all responses should be as concise, clear, and to the point as possible. Excessive text may obscure the proposal and impact evaluation.

Describe the Proposer's background, including:

- Mission Statement
- Incorporation status and where incorporated.
- Website address, if applicable.
- Number of years in business and brief history.
- Examples of types of contracts the Proposer has previously entered into, types of services provided, and value of awarded contracts (in dollars).
- If the entity has a board, identification of board members (this may be expressed as a link to a website that identified board members).
- Provide a copy of the most recent audit report.
- Estimate what percentage of your overall organization's work would be represented by this contract.
- If the entity has previously delivered WIOA services, or oversaw delivery of WIOA service contracts, provide performance data for the most recent two program years.

Proposers should be able to describe any previous experience working within and convening partnerships and any experience with handling complaints and/or differences within those partnerships. Other required experience should include oversight of staff teams and experience in developing and delivering technical assistance.

Proposers should be able to describe how the One-Stop operations will fit into their organizational chart and whether current or newly hired staff would be providing the services. Where possible, they should either provide resumes of current staff or titles and job descriptions for any new positions that would be hired.

Relationships and Collaboration – 35 points

Proposers should discuss how they will bring together the partner programs to ensure adequate outreach of the One-Stop center. This should include discussions on both training for the One-Stop operator staff and cross-training for the partner-program staff so each have a thorough understanding of target populations for each of the partner programs. Capacity-building experience would be relevant to this discussion.

Proposers should discuss how they will ensure all partner agencies are collaborating and cooperating in the implementation of the partner programs. Discussion should also include how

the Proposers will take ownership/leadership in ensuring all partners are contributing to the center, both through resources and staff time.

System Effectiveness – 15 points

Proposers should be able to propose outcome measures that effectively capture and evaluate customer satisfaction and system effectiveness. This response should also include a proposed data collection and validation methodology as well as a proposed reporting method.

Budget and Financial Capacity – 10 points

Proposers should discuss whether or not they are able to operate on a cost reimbursement basis and their fiscal accounting capabilities. Proposers should also include a line item budget and narrative addressing, at a minimum, the following categories:

1. Provide the hourly rate of pay or annual salary for each person assigned to this contract and the estimated percentage of each individual's time that he or she will perform work for the One Stop Operator.
2. Indicate the benefit percentage and what benefits are included for staff.
3. Explain travel estimate, including purpose for travel (conferences, seminars, statewide meetings, local meetings, staff development).
4. Estimate for meeting expenses.
5. Estimate for marketing/advertising expenses.
6. Other/miscellaneous expenses.

ELIGIBLE PROPOSERS

Proposals will be accepted from:

- An individual consultant
- A public, private, or non-profit organization
- A consortium, which must include at least three (3) required WIOA partners
- An institution of higher education
- A State Wagner-Peyser Employment Agency
- A community based, non- profit organization
- Interested Organizations such as local Chamber of Commerce, business or labor organization

Proposers must currently have an established presence in one or more of the counties to be served. Consortia must have a Consortium Agreement in place between all agencies delineating which duties/responsibilities each organization will be responsible for and which organization will be the lead Operator/Contractor receiving the WIOA funds. A copy of this Consortium Agreement must be included within the Proposal.

Efforts will be made for small businesses, minority-owned firms, and women's business enterprises to be utilized to the fullest extent possible. Small businesses, minority-owned firms and women's business enterprises should consider collaborating with larger agencies or

consortiums of small businesses when the services required in this RFP exceed the capacity of any one of these firms to handle individually.

QUALIFICATIONS

Respondent must meet the minimum qualifications outlined below:

- Has provided services similar in nature and complexity for at least 2 years;
- Has staff knowledgeable or experienced in the following (provide short bios or summaries of background of the assigned staff.)
 - ✓ Experience as a facilitator and positive motivator
 - ✓ Experience in creating partnerships and/or coalitions and gaining consensus among diverse groups
 - ✓ Knowledge of WIOA
 - ✓ Knowledge of economic development principles and practices
 - ✓ Experience in supervision and staff development
 - ✓ Experience in managing a data system

FUNDING

Approximately \$15,000 - \$25,000 will be available for these services beginning July 1, 2017. In addition, awards may be contingent upon demonstrated administrative capacity which may be determined by site visits and staff interviews. No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under WIOA.

Final contracts will be based on actual funding, which, to date, has not yet been determined and other factors at the discretion of the CAWDB. The proposal most advantageous to the CAWDB in terms of quality and cost will be recommended for funding.

This RFP does not commit the CAWDB to award a contract. The CAWDB reserves the right to accept or reject any or all proposals, in whole or in part, for just cause and the right to waive informalities and minor irregularities in proposals received.

ANTICIPATED SCHEDULE FOR RFP SUBMISSION, REVIEW, AND AWARD

- RFP Released: Monday, March 6, 2017
- Deadline for Questions: Friday, April 7, 2017 at 12 p.m.
- Proposals Due: Friday, April 14, 2017 by 12 p.m.
- Evaluation Committee Review: Friday, April 14, 2017 – Thursday, May 4, 2017
- WDB Meeting and Recommendation: Friday, May 5, 2017 at 12 p.m.
- Contract Development: Monday, May 8, 2017 – Friday, May, 26, 2017
- Contract begins on: Saturday, July 1, 2017

The CAWDB reserves the right to make changes to the above timeline.

TERM

Initial funding will be for the period of July 1, 2017 – June 30, 2018. Contracts may be extended for three additional years under the terms of this RFP through June 30, 2021. Contract extensions will be contingent upon the performance of the successful Proposer.

PUBLIC RECORDS

Proposers are advised that documents, with the exception of personnel files, in the possession of the CAWDB are considered public records and subject to disclosure under the federal and state public record laws.

CAWDB WEBSITE INFORMATION

The CAWDB website www.cawfny.com will be used as the primary source of communication between the CAWDB and Proposers. Interested parties can download the full RFP from the website. It is the Proposers' responsibility to check the website frequently for pertinent information.

FREQUENTLY ASKED QUESTIONS

Questions and answers will be posted on the www.cawfny.com website. Proposers may submit questions in writing to Michele Lichy at mlichy@cawfny.com. The deadline for submitting questions is April 7, 2017 and final answers will be posted shortly thereafter. No questions will be answered over the phone, in person or directly to any inquiring parties in any form.

APPLICATION SUBMISSION

To be considered for an award, proposals must be received no later than 12:00 p.m. on Friday, April 14, 2017. The original and five (5) copies along with a copy in PDF on a USB flash drive must be mailed or hand delivered to:

Michele Lichy, Executive Director
Cattaraugus-Allegany Workforce Development Board
One Blue Bird Square, Lower Level
Olean, New York 14760

Acknowledgment of proposal receipt will be mailed or given to the proposing agency, indicating time and date received. Proposals received after the closing date will not be considered. Applicants assume responsibility for proposal submission and adherence to deadlines. Faxed or emailed proposals will not be accepted. A postmark of April 14, 2017 will not be accepted if the proposal does not arrive by the deadline.

Proposals must adhere to instructions outlined in this RFP. Applications must be typewritten on 8 ½" x 11" paper, one-sided, double-spaced, using twelve (12)-point Times New Roman font with page numbers. The information should be supplied in the order specified. Do not use hard covers or binders; removable clips are acceptable. Do not include extraneous materials such as promotional brochures, slides, etc.

APPLICATION REVIEW PROCESS

Phase I: CAWDB will initially evaluate each proposal received for acceptability, with emphasis placed on completeness and responsiveness to requisite program criteria. The following minimum criteria will be used to determine which proposal will continue on to Phase II:

- All required services are addressed within the proposal
- All requested information and documentation is included in the application package
- The proposal is submitted in accordance with the RFP

Phase II: Proposals that have met the minimum criteria, as stated above, will then be reviewed and ranked by a Review Committee. Proposals will be ranked based on evaluation criteria outlined below. These rankings will be used as a guide for discussion and determination of recommendations.

Proposals will be ranked according to the following scale. Any proposals not rating a 70 or above will not be considered for funding.

1. Background and Experience – 25 points
2. Service Delivery Plan – 35 points
3. System Effectiveness – 15 points
4. Budget Narrative – 10 points

Note: CAWDB retains the right to request additional information from any Proposers, request oral presentations from Proposers, or conduct site visits from any Proposers before a contract award. If no response adequately addressed the services and outcomes requested, the Review Committee may recommend that no award be made.

Phase III: The recommendations of the Review Committee, if any, will be presented to the full CAWDB for award of contract.