



workforce
SOUTHWEST WASHINGTON

REQUEST FOR PROPOSAL

For the period October 1, 2019 – September 30, 2022

Workforce Innovation and Opportunity Act (WIOA)

WorkSource Operator

*To serve as the Operator for WorkSource locations in Vancouver,
Kelso, Affiliate Sites, and Connection Sites.*

Release Date:

November 28, 2018

Due Date:

March 4, 2019, 5:00 p.m. (Pacific Daylight Savings Time)

Any proposals received after that time will not be accepted.

Workforce Southwest Washington is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay 711

Request for Proposal Table of Contents

Section I: General Information

1. Purpose of the Request for Proposals (RFP)
2. Estimated Contract Amounts
3. Eligible Entities
4. Proposal Format Requirements
5. Procurement Timetable

Section II: WSW System Background and Overview

1. Overview
2. Strategic Plan Goals 2016-2020

Section III: Fund Source Information

1. Workforce Innovation and Opportunity Act (WIOA) Overview
2. WSW Roles and Responsibilities per WIOA

Section IV: Operator Responsibilities

1. Essential Roles and Responsibilities
2. Infrastructure Funding Agreement (IFA)

Section V: Submission, Evaluation and Selection

1. RFP Inquiries, Questions, and Answers
2. Proposal Review and Evaluation Process
3. Proposal Evaluation Criteria
4. Appeals and Disputes

Section VI: Response Instructions

1. Submission Requirements
2. General Preparation Instructions

Section VII: Response Package

1. Cover Sheet Form
2. Proposal Checklist
3. Proposal Summary
4. Baseline Requirements
5. Organizational Experience and Past Performance
6. Relationship and Collaboration
7. Operator Plans
8. Operator Plan Budget and Budget Narrative
 - a. Budget Summary
 - b. Budget Detail
 - c. Budget Narrative
9. Statement of Compliance Form

Section VIII: WSW Provisions and Disclaimers

Provisions and Disclaimers
WorkSourceWA
Internet Links and Resources

SECTION I: GENERAL INFORMATION

1. PURPOSE OF THE REQUEST FOR PROPOSALS (RFP)

Workforce Southwest Washington (WSW) is seeking creative, committed organizations to act as the Operator for the WorkSource comprehensive one-stop, affiliate and connection sites in Clark, Cowlitz and Wahkiakum counties. WSW aims to strengthen the workforce development system for SW Washington residents, including those who are experiencing barriers to employment. In today's ever-changing economy, WSW is seeking bold, creative proposals that will focus on operating the WorkSource Centers in an inclusive and efficient manner that supports effective service delivery through integration of services with Adult and Dislocated Workers (Title I), Adult Basic Education (Title II), Wagner-Peyser (Title III), Vocational Rehabilitation Programs (Title IV), Department of Social and Health Services, and Temporary Assistance to Needy Families as well as other agencies and community partners.

Contracts resulting from this RFP are anticipated to begin October 1, 2019 and end September 30, 2020. WSW reserves the option to extend contracts for another two years on a year-to-year basis, based on future funding availability, additional proposed rulemaking from the federal Department of Labor, community need, contractors' performance, and other factors.

Proposals will be accepted from any private for-profit agency, state or local unit of government, private non-profit organization, or educational agency that can demonstrate the administrative capability to successfully provide the services identified in this RFP. The content of the accepted proposals will become the basis for the negotiation of a final contract agreement. This negotiation will include all elements of the proposal and may include additional elements as negotiated. Applicants are advised that most documents in the possession of WSW are considered public records and are subject to disclosure under the State Public Records Law.

The successful bidders will be required to agree to the General Terms and Conditions and agree to comply with any policies created by WSW and any applicable federal or state policies, regulations, or laws. A copy of the General Terms and Conditions for all contracts will be sent to bidders upon request.

2. ESTIMATED CONTRACT AMOUNTS

The chart below provides a breakdown of the WIOA Adult and Dislocated Worker Program funding available to support the Operator for the current year 2018-2019 (Program Year 2018). The federal government allocates WIOA Adult and Dislocated Worker Program funds annually each spring. Recent years have seen a 5-15% decrease in funds annually. Bidders should ensure that the total of their proposals do not exceed the total amounts below for the counties for which they are proposing.

2018-2019 OPERATOR FUNDING ALLOCATIONS

County	Operator
Clark	\$80,470
Cowlitz/ Wahkiakum	\$23,228
Total Funding	\$103,698

3. ELIGIBLE ENTITIES

Organizations eligible to submit proposals may fall within any of the following categories:

- Government agencies
- Private non-profit organizations
- Private for-profit businesses
- Business service organizations
- Institutions of Higher Education

4. PROPOSAL FORMAT REQUIREMENTS

Organizations submitting a proposal must follow ALL the following format requirements:

- **Paper:** 8 ½ by 11 inch
- **Font:** 12 point—Times New Roman
- **Charts/Tables:** 12 point—Times New Roman
- **Margins:** 1 inch
- **Spacing:** 1.5 spaced
- **Pages:** Numbered (*Maximum of 9 pages for narrative and 16 pages for the total package, excluding the staffing chart as a separate attachment and additional scanned documents as described on the Checklist Form*)

5. PROCUREMENT TIMETABLE

Date	Activity and Time (Pacific Standard Time)
November 28, 2018	RFP released and available at www.workforcesw.org
January 7, 2019	Bidder Conference(s):* <i>1:00 – 2:00 p.m. (Port of Kalama)</i>
March 4, 2019	Proposals due electronically to info@workforcesw.org by 5:00 p.m. Pacific Daylight Savings Time. <i>Late proposals will not be accepted.</i>
April 19, 2019	RFP Committee Convening & Contractor Recommendation
May-June 2019	WSW Board Review and Approval
July 2019	Notification of Funding Allocation
July 2019	Contract Award Notifications
August-September 2019	Contract Development
October 1, 2019	Contract start date

*Communication and Clarification Procedures

The primary mode of communication between WSW and potential bidders will occur on the WSW website: www.workforcesw.org and through info@workforcesw.org. Beginning November 28th, 2018, interested parties can download the Request for Proposals from the website. After the Bidders Conference scheduled for January 7th, 2019 for Clark, Cowlitz and Wahkiakum counties, **there will be no further questions answered. All questions must be**

submitted via email to info@workforcesw.org by December 21st,2018. WSW will prepare answers prior to the Bidders Conference and will review and share then only.

****Presentations by Selected Bidders**

WSW reserves the right to ask selected bidders to give a presentation and participate in a question-and-answer session with the review committee if deemed necessary. Notification of requested presentations will be provided no later than March 15, 2019.

WSW reserves the right to make changes to the above timeline.

SECTION II: WSW SYSTEM BACKGROUND AND OVERVIEW

1. OVERVIEW

Workforce Southwest Washington is the policy and planning body for workforce development activities in Clark, Cowlitz, and Wahkiakum counties. WSW supplies the funding necessary to operate [Workforce Innovation and Opportunity Act \(WIOA\) Title I Adult, Dislocated Worker, and Youth programs](#), while also providing leadership to increase economic development through a trained and productive workforce in the Southwest Washington region. Its oversight responsibility includes designation of local WorkSource Operators, certification of the One-Stop Centers, designation of Business Solutions Service providers and Title I Adult, Dislocated Worker, and Youth providers, selection and monitoring of workforce development service providers, leading integrated service delivery (ISD) efforts, creating policies, and setting local performance standards.

WSW Mission

To prepare and promote a skilled and adaptive workforce for a thriving economy in Southwest Washington.

WSW Vision

Jobs people want. Workers employers need.

WorkSource Mission

Build, grow, and sustain a pipeline of qualified talent that aligns with the needs of business.

WorkSource Vision

A fully integrated access center that nimbly and reliably connects employers and qualified talent.

2. STRATEGIC PLAN GOALS 2016-2020

WSW Strategic Plan Goals 2016-2020

- *Employers get the right workers at the right time*
- *Job Seekers develop professional and technical skills and find jobs that meet career and employer needs*
- *The Workforce System is coordinated, easily accessible, leverages resources and produces results*
- *Funding is robust and diversified to support workforce needs and promote business growth*

WorkSource Strategic 2020 Plan Goals

- *Improve customer experience and access to products and services*
- *Develop stronger partnerships and align expectations*
- *Continuously improve our understanding of industry/sector needs to effectively prepare job seekers for jobs*
- *Develop products and services that effectively mitigate barriers that affect our designated populations*

SECTION III: FUND SOURCE INFORMATION

1. WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) OVERVIEW

This RFP was created in response to the [2014 WIOA legislation](#). WIOA provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed. Bidders are strongly encouraged to read [Training and Employment Guidance Letter 04-15](#) issued by the U.S. Department of Labor that outlines the vision for the One-Stop System under WIOA.

The WIOA system is built around six key principles:

- **Alignment of Services:** Integrating multiple employment and training programs through the one-stop delivery system will simplify and expand services for job seekers and employers. WIOA supports the alignment of workforce investment, education and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system. Local partners will play a key role in policy development that is customized to meet the needs of the community.
- **Universal Access:** Through the one-stop system, every customer will have access to a set of core employment-related services. WIOA emphasizes the need to increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market.
- **Relevant and Responsive Programs:** WIOA highlights the need to improve the quality and labor market relevancy of community, state and national employment and training programs in efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide employers with the skilled workers the employers need to succeed in the global economy. This principle requires local workforce boards to focus on in-demand industry sectors and occupations, including alternative pathways to employment such as on-the-job training, internships, and apprenticeships in order to effectively close the skills gap.
- **Integrated Service Delivery:** The legislation promotes improvement in the structure and delivery of services to better address the employment and skill needs of workers, job seekers and employers. Service delivery should be seamless, easy, coordinated and accessible across multiple partners and populations.
- **Continuous Improvement:** The legislation promotes improvement in the structure and delivery of services to increase the prosperity of youth and employers.
- **Local Oversight:** Local boards (such as WSW), with involvement from the private sector, will be responsible for program planning and oversight of the local system.

2. WSW ROLES AND RESPONSIBILITIES PER WIOA

To ensure a well-coordinated workforce system and in accord with federal law, WSW will take a lead role in the following efforts, while working with a variety of partners, including the Community Workforce Partnership Committee and the Emerging Workforce Committee, core legislative partners, local service providers and the One-Stop Operator:

- Workforce research and regional labor market analysis
- Convening regional workforce system stakeholders
- Regional business engagement convenings and systems strategies
- Development of career pathways now and for the future
- Coordination or sharing of technology for the One-Stop System; and
- Coordination with post-secondary education providers for workforce development efforts and related programming.

SECTION IV: OPERATOR RESPONSIBILITIES

1. ESSENTIAL ROLES AND RESPONSIBILITIES

WSW's strategic plan calls for a focus on employer services and targeted investments and seeks to influence and align the investments of partner organizations. The cornerstone of the workforce development system is a one-stop service delivery system that serves the needs of dual customers: the employer and the job seeker. This delivery system is the mechanism through which programs and services are integrated within each community. In the State of Washington, this one-stop system is referred to and branded under the name "WorkSource."

In order to deliver on the aspirations of the strategic plan, the One-Stop Operator will:

- Be an inspirational, visionary, goal-driven, highly professional leader;
- Be flexible and willing to change as the needs of the workforce system change;
- Be willing to lead and support creation of a fully functional integrated one-stop center, which will involve change and responsiveness to multiple leaders and needs of a variety of customers;
- Be willing to work on behalf of WSW to achieve its vision for a functionally integrated workforce system that is well-prepared to meet the needs of the local businesses and job seekers.

One-Stop Operator

Under the direction of WSW Director of Strategic Initiatives, **the One-Stop Operator will be responsible for the following:**

- Leadership:
 - Assist WSW Director of Strategic Initiatives and local Administrators by providing and exhibiting leadership through implementing and sustaining common values, organizational directions, performance expectations, customer focus, collaboration and cooperative activities, and the shared WSW and partner vision for all WorkSource staff.
 - Lead Integrated Services Delivery efforts for WorkSource centers. This includes a skills assessment to identify needs around skill development, co-enrollment of Title I and Title III services, in addition to all other aspects of ISD as outlined by the ISD implementation manual.
 - Assist with problem solving and continuous improvement activities for the one stop center, and work with WSW Director of Strategic Initiatives to establish a process for on-going quality improvement in one-stop center operations.

- Facilities, Equipment and Operations Management:
 - Maintaining Center hours, opening and closing, posting notices and providing community flexibility for WorkSource hours and services as applicable and necessary for connection and affiliate work and service delivery.
 - Managing space configuration and space signage.
 - Communicating with landlord regarding any facilities issues such as heating, cooling, restrooms, janitorial service, risk management and safety, necessary repairs or other issues related to space and furniture.
 - Overseeing the center calendars to ensure all classes and activities are adequately staffed and offered appropriately.
 - Ensure technology is functional and current.
 - Ensure that all staff in the center are properly trained and utilizing the required WorkSourceWA data management system or its successor for all data entry and that Launchpad is used for all business engagement data tracking.
 - Ensuring that all [Americans with Disabilities Act](#) requirements are met and managed as required by WIOA.
 - Ensuring that equipment is maintained and appropriately secured.
 - Assisting in coordinating comprehensive, affiliate and connection sites.
 - Working with One Stop Leadership to monitor and track progress towards serving target populations in an integrated way.
- Infrastructure Funding Agreement:
 - Under the direction of the WSW Director of Strategic Initiatives and in partnership with the Leadership team, the Operator will create and maintain an IFA as necessary to ensure partners are contributing their share of the costs of the center; and
 - Ensure that all shared costs are transparent to all partners; and
 - Under the direction of the WSW Fiscal Team, compile the appropriate partner data and staff counts to update the IFA quarterly or as defined by the MOU.
- Staff Training: *(Must occur quarterly at a minimum)*
 - Create well-trained staff by developing and posting opportunities for staff training in areas of leadership, customer service, workforce development, lean processes, networking, public speaking and other skills to be determined; and
 - Facilitate cross training among the staff and partners.
 - Ensure all staffs CPR/First Aid cards remain up to date and that re-certification trainings occur as necessary.
- Staff Committees:
 - Form, expand and coordinate regional committees to address the needs affecting all centers and the workforce system. Committees might be internally-facing (e.g., staff development, hospitality, integrated service delivery) or customer-facing (e.g., marketing, accessibility, safety, continuous improvement and aesthetics). Committee relevance and work will be evaluated by the Operator and WSW Director of Strategic Initiatives on a quarterly basis to measure forward progress.

- Marketing:
 - Promote the services of the one-stop centers, including development of marketing and outreach materials and management of the center Facebook, Linked In and other digital media pages with the support and under the direction of WSW.

Additional Requirements for the One-Stop Operator:

- Develop a deep knowledge and understanding of the mission and performance standards of all partners inside the WorkSource center.
- Ensuring that WSW’s non-program-related policies and procedures are effectively communicated and carried out at WorkSource, affiliate sites and connection sites.
- Complying with all policies governing operations of a one-stop center.
- Ensure Equal Employment Opportunity (EEO) requirements are met, including coordinating staff training and assuring EEO posters and processes are in place. Acting as the “Complaints Officer” for the WorkSource Center, receiving and resolving complaints or escalating to WSW Equal Opportunity Officer as needed. This includes resolving conflicts among partners in alignment with dispute processes, responding to complaints of all one-stop customers, keeping detailed logs and reporting them to the WSW EO Officer.
- Promote continuous quality improvement, using the Principles of Lean Enterprise and Human Centered Design, within an integrated service delivery model, understanding that Subrecipient is a key part of the WorkSource brand and identity. Subrecipient will conduct regular surveys and screenings of center-wide customers and staff members for continuous improvement of all services and environments of WorkSource centers extending to connection sites and affiliate sites as appropriate. Surveys and screenings will be conducted throughout the contract period. A specific timeframe will be developed with mutual agreement between WSW and Subrecipient upon contract execution.
- Reporting to the WSW Board, Executive Committee and Community Workforce Partnership Committee on operations, performance accountability and continuous improvement processes as requested.

3. Infrastructure Funding Agreement (IFA)

- The cost of all shared expenses at both WorkSource locations is shared by all partners through the Infrastructure Funding Agreement (IFA). Under the direction of the WSW Director of Strategic Initiatives, the Operator will maintain an IFA and look for opportunities of continuous improvement as necessary to ensure partners are equitably contributing their share of the costs of the center. In addition, the Operator will work with the WSW Fiscal Team to update the IFA quarterly and to ensure that all shared costs are transparent to all partners

SECTION V: SUBMISSION, EVALUATION AND SELECTION

1. RFP INQUIRIES, QUESTIONS, AND ANSWERS

The primary mode of communication between the WSW and potential bidders will occur on the WSW website: www.workforcesw.org. Beginning November 28, 2018, interested parties can

download the Request for Proposals from the website. After the Bidders Conference scheduled for January 7th, 2019 for Clark, Cowlitz and Wahkiakum counties, **there will be no further questions answered. All questions must be submitted via email to info@workforcesw.org by December 21st, 2018.** WSW will prepare answers prior to the Bidders Conference and will review and share then only.

2. PROPOSAL REVIEW AND EVALUATION PROCESS

Proposals will be screened for compliance with the federal and state Workforce Innovation and Opportunity Act requirements, consistency with the WSW Strategic Plan, and alignment with the specifications of this RFP through the following three-phase process.

Phase I:

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

- All required services for the program for which they are bidding are addressed;
- All requested information and documentation is included in the application package; and
- 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 the Evaluation Committee. The Evaluation Committee will be comprised of WSW Board members, WSW staff, and Community Workforce Partnership members and/or partner representatives from Clark, Cowlitz, and Wahkiakum counties who are not bidding for any of the programs.

Proposals will be ranked based on evaluation criteria outlined in the next section. These rankings will be used as a guide for discussion and determination of recommendations. Note: WSW retains the right to request additional information from any applicant or request oral presentations from applicants. If no response adequately addresses the services and outcomes requested, the committee may recommend that no award be made or work with other bidders to craft an appropriate program.

Phase III:

The recommendations of the Evaluation Committee will be presented to the Executive Board of WSW and then the full WSW Board of Directors for approval. All contract awards will be considered provisional pending receipt of any additional documents regarding administrative qualifications and/or any other areas of concern and the successful completion of contract negotiations.

3. PROPOSAL EVALUATION CRITERIA

The Evaluation Committee will evaluate each submitted proposal based on the following criteria:

- | | |
|---|-----------|
| 1. Cover Sheet Form | Yes/No |
| 2. Proposal Checklist | Yes/No |
| 3. Proposal Summary | Yes/No |
| 4. Baseline Requirements | Yes/No |
| 5. Organizational Experience and Past Performance | 20 points |

6. Relationships and Collaboration	10 points
7. Operator Plans (Based on Roles and Responsibilities)	50 points
8. Operator Plan Budget and Budget Narrative	20 points
9. Statement of Compliance Form	Yes/No

The maximum number of points available is 100 points. Sections 1-4 and Section 9 will be evaluated on a “Yes/No” basis. Points will be awarded for responses to Sections 5-8. These sections ask the bidder what they will do, how they will do it, how much it will cost, and how qualified they are to successfully carry out their proposal.

All sections are required to be completed. Refusal to complete all of the sections to the satisfaction of WSW will eliminate the proposer from the competition.

SCORED SECTIONS

Organizational Experience and Past Performance **20 points**

This category will evaluate past experience in providing Operator services similar to those being proposed, including the ability to deliver as proposed, attain, track and report outcomes. Evaluation of the performance and management capability of the proposing agency(s) will include:

- a. Compatibility between proposing agency’s mission and WSW goals;
- b. Leadership/Administrative experience and capacity;
- c. Experience managing facilities, technology, staff training, marketing and negotiations for resource sharing among partners; and
- d. Experience in implementing systems and/or processes based on the Principles of Lean Enterprise.

Relationships and Collaboration **10 points**

This category will evaluate the proposing agency’s current and proposed relationships with WIOA core partners and other community partners. Evaluation of this section will include:

- a. Evidence of credible and realistic partnerships;
- b. Existing relationship within WorkSource centers and amongst WorkSource staff;
- c. Collaboration with Title I, Title II, Title III, Title IV and all other mandated WIOA partners.

Operator Plans **50 points**

This category will evaluate the feasibility and adequacy of operator services and processes, including evaluation of:

- a. Leadership, creativity, flexibility, and innovation;
- b. Experience operating one-stop centers, connection sites and/or affiliate sites;
- c. Expertise procuring, securing and managing technology;
- d. Plans for implementing or maintaining staff committees;
- e. Development of staff professional development; and
- f. Strategies for marketing the Center in creative and effective ways.

Operator Plan Budget **20 points**

This category will evaluate the cost of the proposed plan. Budget will be reviewed for accuracy and completeness. Additionally, all proposals will be reviewed for costs that are reasonable, plausible, fully justified, and competitive as measured by the review of the line-item budget, the operator feasibility and plans, and comparison to all other proposals. *Note: The budget that is proposed will not necessarily be the amount funded.*

4. APPEALS AND DISPUTES

WSW encourages the use of informal resolution to address complaints or disputes related to RFP process issues. Written appeals and disputes should be addressed to Workforce Southwest Washington, 805 Broadway, Suite 412, Vancouver, Washington 98660. Any bidder who wishes to contest the award(s) of funding under this RFP must write to WSW within 30 calendar days from the date the funds are awarded. WSW will issue a decision on appeals within 30 days of receipt.

SECTION VI: SUBMISSION RESPONSE INSTRUCTIONS

1. SUBMISSION REQUIREMENTS

All proposals must be received by WSW by **5:00 p.m.** Pacific Daylight Savings Time on **March 4, 2019**. Proposals not received by this time will be automatically disqualified from competition. Please electronically submit all application materials to Info@workforcesw.org. Electronic submissions must include all of the following:

- Include all of the required forms, narrative answers and attachments that pertain to your proposal.
- Proposals are limited to a total of **9** narrative pages excluding the cover sheet form, proposal checklist, baseline requirements, the budget summary form, the budget detail form(s), and the Statement of Compliance form. Your entire package may not exceed 16 pages, not including the staffing chart attachment.
- Responses must follow the outline and use the forms provided in the Proposal Response Package (Section VII). Attachments and additional forms are discouraged.
- Please use 12-point Times New Roman type, 1-inch margins and 1.5 line spacing.
- Letters of recommendation or support will **not** be accepted.
- All proposals are to be submitted in accordance with the terms, conditions and procedures stated in the RFP.
- Any submitted proposal shall remain a valid proposal for one year after the closing date of the RFP.

Withdrawals

A submitted application may be withdrawn prior to the application due date. A written request to withdraw the application must be submitted to WSW. If a bidder does not withdraw a proposal by the due date, the proposal becomes the property of WSW and may be subject to public disclosure according to the Freedom of Information Act.

2. GENERAL PREPARATION INSTRUCTIONS

The RFP response is divided into nine components as follows:

Section	Format
1. Cover Sheet Form	Form
2. Proposal Checklist	Form
3. Proposal Summary (<i>Maximum 1 page</i>)	Narrative
4. Baseline Requirements	Form
5. Organizational Experience and Past Performance (<i>Maximum 1 page</i>)	Narrative
6. Relationships and Collaboration (<i>Maximum 1 pages</i>)	Narrative
7. Operator Plan (<i>Maximum 5 pages</i>)	Narrative
8. Operator Plan Budget and Budget Narrative <ul style="list-style-type: none">a. Budget Summary Form (<i>Maximum 1 page</i>)b. Budget Detail Form(s) (<i>Maximum 2 pages if proposing both service areas</i>)c. Budget Narrative (<i>Maximum 1 page</i>)	Form and Narrative
9. Statement of Compliance Form	Form

The narrative section of the proposal (components 3 and 5-8) should not exceed nine (9) pages. The number of forms submitted should not exceed seven (7) pages. One

additional page is allowed for the staffing chart and is not counted in the total package. Accordingly, the total package submitted may not exceed 16 pages, excluding the staffing chart. Please note that scanned items B, C, and D on the Proposal Checklist are not counted in the total package.

The instructions for each section are provided below.

SECTION VII: RESPONSE PACKAGE

1. PROPOSAL COVER SHEET FORM

Lead Agency Name: _____

Mailing Address: _____

Contact Person: _____

Phone: _____

Fax: _____

E-mail: _____

Indicate Area(s) to be served: CLARK COWLITZ/WAHKIAKUM

Applying for: WIOA Operator

BUDGET SUMMARY:

Clark Operator Total Request: \$ _____

Cowlitz Operator Total Request: \$ _____

2. PROPOSAL CHECKLIST

It is the bidder's responsibility to make sure that all required elements and forms are included in the proposal. Proposals that do not include the required elements and forms will be automatically disqualified. No exceptions will be granted. If you have questions about the requirements or feel that special circumstances apply to your proposal, please submit a question in writing to WSW at info@workforcesw.org to be answered on our website; if special circumstances require confidentiality, those questions will be answered via email.

Before submitting your proposal, please check the following:

- One electronic copy of Proposal Response Package emailed to info@workforcesw.org
- A. Proposal Response Package Requirements
 - 1. Proposal Cover Sheet Form
 - 2. Proposal Checklist
 - 3. Proposal Summary
 - 4. Baseline Requirements
 - 5. Organizational Experience and Past Performance
 - 6. Relationships and Collaboration
 - 7. Operator Plans
 - 8. Operator Plan Budget and Budget Narrative (attach staffing chart)
 - 9. Statement of Compliance Form
- B. Scanned copy of your approved indirect rate from your cognizant agency, if applicable.
- C. One scanned copy each of the last two years' audited financial statements (if not already on file at WSW).
- D. One copy of your business license (if applicable).

3. PROPOSAL SUMMARY

Please provide an executive summary of your proposal. (Maximum 1 page)

4. BASELINE REQUIREMENTS

Successful bidders to this RFP must demonstrate a commitment to several program elements deemed by WSW Board of Directors to be required components of the Adult and Dislocated Worker program design.

Please indicate your commitment to implementing these elements into your Operator Plans design:

- | | | |
|---------------------------------|--------------------------------|---|
| Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | Promote continuous quality improvement, using the Principles of Lean Enterprise and Human Centered Design, within an integrated service delivery model, understanding that your organization will take on the WorkSource identity and will not be viewed as a separate entity. |
| Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | Collaborate with all required Core 5 WIOA legislative partners, including but not limited to Title I (Adult/ Dislocated Worker), Adult Basic Education (Title II), Wagner-Peyser (Title III), Department of Vocational Rehabilitation and Department of Services for the Blind (Title IV) and Temporary Aid to Needy Families/Department of Social and Health Services. |
| Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | Collaborate with Washington State Employment Security Department and local community partners in the operation and support of Affiliate and Connection Site activities, including but not limited to, the shared burden of staffing, maintaining relationships and resourcing all sites with necessary equipment and supplies. |

5. ORGANIZATIONAL EXPERIENCE AND PAST PERFORMANCE (Maximum 1 page)

- A. *Describe your agency's vision, mission, staffing and service expertise, services provided, current customer base, funding sources, and funding stability. Describe how this proposal relates to your organization's goals and to WSW's strategic plan goals.*
- B. *Describe your organization's and staff's experience related to One-Stop Operations and your organization's capacity to carry out your proposed Operator services.*

6. RELATIONSHIPS AND COLLABORATION (Maximum 1 page)

- A. *Describe and document your partnerships with Washington State Employment Security Department, community colleges, and other WIOA-mandated partners (Adult/Dislocated Worker, Adult Basic Education, Wagner-Peyser, Division of Vocational Rehabilitation, and Temporary Assistance to Needy Families (TANF/DSHS). Be sure to include a clear statement of relationship between your organization and each partner, how your past relationship will support your new role as Operator, and how you will foster shared values, outcomes and resources for the betterment of the workforce development system.*
- B. *Describe (if applicable) your existing relationship within WorkSource centers and amongst WorkSource staff. Please be detailed with challenges you encountered and your strategies to overcome them.*

7. OPERATOR PLANS (Maximum 5 pages)

- A. *Describe your plan for operating the Vancouver and Kelso one-stop centers (America's Job Centers) and affiliate and connection sites.*
- B. *Describe your plan for managing the implementation of an integrated service delivery system.*
- C. *Describe your plan for managing the Vancouver and Kelso facilities (and affiliate and connection sites), including negotiating with landlords, managing repairs and maintenance, and working with staff and partners to design, organize and manage space configurations. Describe (if applicable) your current experience to date with managing WorkSource facilities, connection sites and affiliate sites.*
- D. *Describe your plan to offer, staff, and manage core workforce development classes and services.*
- E. *Describe your plan to manage and support appropriate technology, including adaptive technology, for one-stop centers as well as manage, support and ensure that all equipment is secure and maintained in good working condition.*
- F. *Describe your plan to create a well trained staff by developing and posting opportunities for training in areas of leadership, customer service, workforce development best practices and skills, lean processes, human-centered design, networking, social media, public speaking and others. Be clear about how such trainings will be funded, their frequency and the purpose for which they are offered.*
- G. *Describe your plan for promoting the services of the one-stop centers and affiliate and connection sites, including the development and distribution of marketing and outreach materials. Explain the process by which the materials will be developed, standards imposed and coordination with Workforce Southwest Washington. Please be detailed about how you will target and serve specific WIOA populations with barriers (including but not limited to the long term unemployed, veterans, youth, minorities, individual with disabilities, etc.).*

8. OPERATOR PLAN BUDGET (Maximum 4 pages total)

Please summarize your total budget for all areas you are proposing in Section 1. Please complete a separate budget detail form for each area you are proposing to serve in Section 2.

Section 1: Budget Summary (Maximum 1 page)

- Summarize total Operator funds requested from Section 2 below for each county for which you are proposing.
- Summarize total leveraged, non-Operator funds from Section 2 below for each county for which you are proposing. State both the sources and the specific fund purposes in the budget narrative.
- Please include a staffing chart listing the name, reporting structure, FTE and associated role in the WorkSource center for the designated Operator.* This chart should not exceed one (1) page and should be submitted as an attachment; it is not included in the page limit for the RFP.

Budget Summary

Clark	Total
Operator	
Non-Operator (other leveraged funds)	
Total	
Cowlitz/Wahkiakum	Total
Operator	
Non-Operator (other leveraged funds)	
Total	
GRAND TOTAL	

Section 2: Budget Detail (Maximum 2 pages if proposing both service centers)

Please complete one budget detail form for each area (Clark and/or Cowlitz/Wahkiakum) you are proposing to serve.¹

Personnel Expenses	
Staff Salaries and Wages	
Employee Benefits	
Payroll Taxes	
Total Personnel	\$0.00
Operating Expenses	

¹ You must use WIOA definitions for determining allowable costs.

RSA (including rent, supplies, copies, IT)	
Printing	
Travel	
Total Operating	\$0.00
Other	
Other – Describe:	
Total Other	\$0.00
TOTAL	\$0.00

Section 3: Budget Narrative (Maximum 1 page)

Please use this section to describe your budget assumptions, leveraged funds, unique expenditures, or other budget information you would like the evaluation committee to know.

9. STATEMENT OF COMPLIANCE FORM

As the authorized signatory official for: _____ ,
Submitting Lead Organization

I hereby certify:

- That the above-named proposer is legally authorized to submit this application requesting funding under the Workforce Innovation and Opportunity Act.
- That the above-named proposer does hereby agree to execute all work related to this application in accordance with the Workforce Innovation and Opportunity Act, U.S. Department of Labor, State of Washington Employment and Training issuances, Workforce Southwest Washington policies and guidelines, and other administrative requirements issued by the Governor of the State of Washington. The proposer shall notify WSW within 30 calendar days after issuance of any amended directives if it cannot so comply with the amendments;
- That the above-named proposer will ensure special efforts to prevent fraud and other program abuses, such as but not limited to, deceitful practices, intentional misconduct, willful misrepresentation and improper conduct which may or may not be fraudulent in nature; and
- That the contents of the application are truthful and accurate; that the above-named proposer agrees to comply with the policies stated in this application; that this application represents a firm request subject only to mutually agreeable negotiations; that the above-named proposer is in agreement that WSW reserves the right to accept or reject any proposal for funding; that the above-named proposer has not been debarred or suspended from receiving federal grants, contracts, or assistance; and that the above-named proposer waives any right to claims against the members and staff of Workforce Southwest Washington.

Authorized Representative Signature

Typed Name and Title

Date

SECTION VIII: WSW PROVISIONS AND DISCLAIMERS

1. All solicitations are contingent upon availability of funds.
2. This RFP starts October 1, 2019 and is renewable for up to three years at the discretion of the WSW Board of Directors through September of 2022. If a proposal is not submitted, non-bidders may be excluded in providing WIOA services for up to three years.
3. WSW reserves the right to accept or reject any or all proposals received.
4. WSW reserves the right to waive informalities and minor irregularities in offers received.
5. This RFP does not obligate WSW to award a contract.
6. This RFP is for WIOA services and other related programs and funding streams which may become available to WSW during this funding period.
7. WSW may accept any item or group of items of any offer, unless the bidder qualified its offer by specific limitations.
8. WSW may select a service provider based on initial offers received, without discussion of such offers. Accordingly, each offer should be submitted on the most favorable terms from a price and technical standpoint that the bidder can submit to WSW.
9. Proposals should follow the format set forth in the RFP Response Package section of the RFP and adhere to the minimum requirements specified therein.
10. WSW reserves the right to request additional data or oral discussion or documentation in support of written offers.
11. No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under WIOA.
12. All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to WSW and be subject to disclosure under the Freedom of Information Act.
13. Formal notification to award a contract and the actual execution of a contract are subject to the following: receipt of WIOA funds anticipated, results of negotiations between selected bidders and WSW staff, and continued availability of WIOA funds.
14. Any changes to the WIOA program, performance measures, funding level, or Board direction may result in a change in contracting. In such instances, WSW will not be held liable for what is in the bidder's proposal or this Request for Proposals package.
15. Proposals submitted for funding consideration must be consistent with, and, if funded, operated according to, the federal WIOA legislation, all applicable federal regulations, State of Washington policies, and WSW policies and procedures.
16. Bidder shall comply with all applicable federal, state, and local laws, regulations, and policies. This includes, but not limited to, Public Law 113-128(WIOA), Federal Uniform Administrative Requirements found in 2 CFR 200, both State and Federal Non-discrimination law, and all WIOA Title I and WorkSource System Policies.
17. Service providers will be expected to adhere to WSW procedures to collect, verify, and submit required data as required and monthly invoices to WSW.
18. Additional funds received by WSW may be contracted by expanding existing programs or by consideration of proposals not initially funded under this RFP, if such proposals were rated in the competitive range. These decisions shall be at the discretion of WSW.
19. WSW may decide not to fund part or all of a proposal even though it is found to be in the competitive range, if, in the opinion of WSW, the services proposed are not needed, or the costs are higher than WSW finds reasonable in relation to the overall funds available, or if past management concerns lead WSW to believe that the bidder has undertaken more services than it can successfully provide.
20. WSW has a right to fund a lower-ranked proposal over a higher-ranked proposal because of valid policy considerations, including but not limited to, organizational experience, geographical considerations, leveraging of outside resources, and target populations.

21. Any proposal approved for funding is contingent on the results of a pre-award review that may be conducted by WSW staff. This site visit will establish, to WSW's satisfaction, whether the bidder is capable of conducting and carrying out the provisions of the proposed contract. If the results of the site visit indicate, in the opinion of WSW, that the bidder may not be able to fulfill contract expectations, WSW reserves the right to decline to enter into contract with the organization, regardless of WSW approval of the bidder's proposal.
22. WSW is required to abide by all WIOA legislation and regulations. Therefore, WSW reserves the right to modify or alter the requirements and standards set forth in this RFP based on program requirements mandated by state or federal agencies.
23. All bidders must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity funded in whole or in part by this proposal on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation of programs financially assisted under Title I of the [Workforce Innovation and Opportunity Act of 2014](#) (WIOA). Additionally, bidder must take reasonable steps to ensure that individuals with limited English proficiency have meaningful access to programs.
24. All bidders must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
25. Bidders must accept liability for all aspects of any WIOA program conducted under contract with WSW. Bidders will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
26. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a bidder fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.
27. Bidders will allow local, state, and federal representatives access to all WIOA records, program materials, staff, and participants. In addition, bidders are required to maintain all current WIA records in addition to WIOA records for three years, beginning on the last day of the program year (2 CFR Part 200.333).
28. The contract award will not be final until WSW and the bidder have executed a mutually satisfactory contractual agreement. WSW reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to final WSW approval of the award and execution of a contractual agreement between the successful bidder and WSW.
29. WSW reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.
30. WSW reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process. Submitted bids in excess of the maximum amount of funds specified for this RFP will be rejected.
31. The proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.
32. WSW reserves the right to reject any or all proposals received and to negotiate with any and all bidders on modifications to proposals.

33. WSW reserves the right to accept proposals with minor clerical errors such as misspellings, incorrect page order or similar non-consequential errors.
34. All contractors shall obtain annually an organization-wide audit. If the organization receives more than \$750,000 annually in federal funding, the audit must comply with standards set forth in OMB 2 CFR200, Subpart F. Include properly allocated audit costs in the proposed budget detail.
35. Each party shall be responsible for the negligence of its own employees or agents in the performance of this contract. All contracts warrant that the contractor will maintain coverage sufficient to cover contracting activities. At the request of WSW, the contractor will provide certification of third-party insurance or self-insurance and bonding. Insurance and bonding coverage will be effective for the term of the contract.
36. Applicants are advised that most documents in the possession of WSW are considered public records and subject to disclosure under the State of Washington's Public Records Law.

Appendix 1: WORKSOURCEWA

WorkSourceWA is a computer-based information system designed to integrate employment and training program services. WorkSourceWA provides customer tracking and enables Washington State to meet federal and state-mandated reporting requirements. The WorkSourceWA system uses a Customer Management Information System for case managers and local WorkSource staff to track and manage clients' (employer and job seeker) engagement and services.

All WorkSource service providers are required to enter data into the WorkSourceWA system for every customer.

System Requirements

Hardware Compatibility

Customer Management software runs on Windows computers and is not compatible with Apple computers unless configured to operate on a Windows platform. To prevent potential issues, Windows updates should be conducted on a regular basis. It is recommended that the computer is set up to receive automatic updates for Windows.

Software Compatibility

Customer Management software is accessed through the Internet. It is highly recommended that Internet Explorer (IE) be used as the browser for the WorkSource solution. Customer Management software is only compatible with Internet Explorer versions 9, 10 and 11. Other browsers, such as other versions of IE, Firefox, Google Chrome, or Safari, may appear to function properly, but the feature may not actually function or save properly. Some features are browser-neutral and can be accessed in Safari on the iPad as a mobile option.

Additional system requirements may be expected and will be provided by WSW upon contract award.

Appendix 2: INTERNET LINKS AND RESOURCES

The following links may assist you in your proposal. WSW is not responsible for the content or maintenance of non-WSW websites.

Other WSW and WorkSource Related Links

2016-2020 WSW Strategic Plan

<https://workforcesw.org/wp-content/uploads/WSW-StrategicPlan2016-2020-6-2-17.pdf> **2016-2020 Local Integrated Work Plan**

<https://workforcesw.org/wp-content/uploads/local-plan-update-finaldraft.public.pdf>

WSW Policies

<https://workforcesw.org/providers#policies>

Workforce Innovation and Opportunity Act law and regulations

<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>

WIOA Final Rules: https://www.doleta.gov/wioa/Final_Rules_Resources.cfm

Nondiscrimination and Equal Opportunity Provisions of WIOA Final Rules: 29 CFR 38
<https://www.gpo.gov/fdsys/pkg/FR-2016-12-02/pdf/2016-27737.pdf>

WorkforceGPS Webinar Series: Customer-Centered Design

https://www.workforcegps.org/events/2015/11/18/10/41/Webinar_Series_Act_Now_Customer_Centered_Design

WorkforceGPS ION: The New Customer-Centered Design Approach to Service Delivery

https://ion.workforcegps.org/announcements/2016/02/23/16/35/New_Customer-Centered_Design_Approach_Service_Delivery

WorkSource System Policies

<https://wpc.wa.gov/adm/policy/state> **Training and Employment Guidance Letters (TEGL)**

[TEGL 04-15: Vision for the One-Stop Delivery System under WIOA](#)

[TEGL 08-15: Operating Guidance for WIOA](#)

[TEGL 10-16 Change 1: Performance Accountability](#)

[TEGL 15-16: Selection of One-Stop Operators](#)

[TEGL 16-16: One-Stop Operator Guidance for American Job Center Network](#)

[TEGL 19-14: Vision for the Workforce System and Initial Implementation of WIOA](#)