



**WORKFORCE DEVELOPMENT
BOARD, INC.**

Building a world class workforce

**REQUEST FOR PROPOSALS
FOR
One Stop Operator
Funded Through
Workforce Innovation and Opportunities Act (WIOA)**

Proposal Due Date:

April 18, at 12:00 p.m. Central Standard Time

E-Mail Proposals to:

Ms. Ana Rivera

Programs Director

Re: One Stop Operator

arivera@fvwdb.com

RFP Issued:

March 8, 2017, at Noon

The Fox Valley Workforce Development Board, Inc., is an Equal Opportunity Employer and provider of employment and training programs.

Notice of Request for Proposals (RFP)

Due Date: April 18, 2017 at Noon

Submit To: Ms. Ana Rivera
Programs Director
Re: One Stop Operator (OSO)
Fox Valley Workforce Development Board
1401 McMahon Drive, Suite 200
Neenah, WI 54956

Services: One Stop Operator to support the Workforce Development comprehensive One Stop (Job) Center in Calumet, Fond du Lac, Green Lake, Waupaca, Waushara, and Winnebago Counties.

Contract Term: July 1, 2017 – June 30, 2019 with the option to renew for an additional two years.

RFP Contact: Ana Rivera
arivera@fvwdb.com
920-720-5600 x315 or 920-428-7009 cell phone

RFP Issued: March 8, 2017

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A. About the FVWDB

The Fox Valley Workforce Development Board (FVWDB) is issuing a Request for Proposal (RFP) to solicit companies/agencies/organizations with the capacity and expertise to serve as One Stop Operator to support the FVWDB in its six counties.

The FVWDB dedicates time, talent and financial resources to: collaboration, flexibility, innovation, regionalism, customer focus, fiscal integrity and valuing people. The FVWDB is a non-profit organization that collaborates with businesses and workforce in the counties of Calumet, Fond du Lac, Green Lake, Waupaca, Waushara, and Winnebago to promote a healthy economy. We adapt to the changing economic environment and respond to the pressures felt by workers, businesses and communities in our six county region.

The Fox Valley Workforce Development Board (FVWDB) has restructured the One Stop Career Center program service delivery area into three regions. Bidders will be required to serve all six job centers in the Fox Valley area and provide a single proposal. The three regions and associated centers are listed below for familiarization:

- Northern Calumet, Northern Winnebago (Appleton/Neenah/Menasha area), & Waupaca Counties
 - Menasha Job Center (Fox Cities)
 - Waupaca Job Center
- Central/South Winnebago and Waushara Counties
 - Oshkosh Job Center
 - Wautoma Job Center
- Southern Fond du Lac and Green Lake Counties
 - Fond du Lac Job Center
 - Berlin Job Center

B. Purpose of Request for Proposal

The purpose of the Request of Proposal (RFP) is specifically to solicit competitive proposals to retain a One Stop Operator to support the Fox Valley Workforce Development Area (FVWDA). Contracts resulting from this RFP are anticipated to commence on July 1, 2017, and end June 30, 2019. Based on bidder's performance, the FVWDB reserves the option to extend the contract by two years. Renegotiation will be initiated by the FVWDB before the expiration of the contract. In order for the FVWDB to exercise a contract extension, consideration will be based on defined performance outcomes, bidders' satisfactory performance, and other factors. However, the FVWDB is not bound to exercise a contract solely on stated performance outcomes.

The FVWDB is not providing any funds for this contract.

The FVWDB, in coordination with the Board of Directors (BOD) and Chief Elected Officials (CEO) has established a model framework, which proposals must respond within. This framework identifies the specific roles and contract conditions required.

C. Overview of the Roles of the One Stop Operator

The One Stop Operator will provide support to the Fox Valley WI One Stop (Job) Centers in Calumet, Fond du Lac, Green Lake, Waupaca, Waushara, and Winnebago counties.

Proposed Roles:

1. Develop a formal referral process for services within and outside the Job Center
Implement minimum standards for referrals, referral follow-up and documentation of referral outcomes.
2. Ensure there is adequate access to customer services including alternative hours of operation.
3. Conduct regularly scheduled meetings with members of the management team.
4. Implement training or staff development, such as customer services training, cross training on partner services, or other services, for the One Stop Center staff.
5. Develop an outreach and recruitment plan for the One Stop Center.
6. Implement and oversee technology solutions to manage and support enhanced cooperation and coordination of core partner programs (activities and resources).
7. Ensure compliance with all state and local policies and procedures related to the One Stop Center. Examples are: serve as complaint officer, conduct American Disabilities Act Section 188 monitoring (ADA), equal opportunity, and accessibility compliance reviews and arrange technical assistance as needed.
8. Physical location support:
 - a. Responsible for coordinating physical space planning, monitoring upkeep, and facilitating adjustments.
 - b. Enforcing One Stop Center facility standards in regards to customer service and accessibility.
9. Prepare and submit reports to the Board.

Recommended Contract Condition:

The Workforce Development Board reserves the option to ask the One Stop Operator to perform additional duties allowable per WIOA and/or DWD requirements.

D. Time Line for RFP Submission, Review and Awards

ACTIVITY	DATE	TIME FRAME
RFP Notice (Local Papers, FVWDB Website)	Week of February 27, 2017	TBD
RFP Issuance	March 8, 2017	Noon
Bidder's Conference	March 14, 2017	9:00 a.m.-
	Oshkosh Job Center - Chief Oshkosh Room	Noon
Receipt of Proposals	April 18, 2017	Noon
Committee review/recommendation	Week of April 24, 2017	TBD
One Stop Committee Meeting	May 2, 2017	9:00 a.m.
FVWDB Board meets/approves	May 18, 2017	2:00 p.m.
Notification of Awards	Week of May 22, 2017	TBD
Contract Negotiated	June 1-30, 2017	TBD

***FVWDB reserves the right to make changes to the above timeline.**

E. Eligible Bidders

Eligible bidders may be a single entity or a consortium that includes a minimum of three required WIOA One Stop Center partners. See Workforce Innovation and Opportunity Act, Chapter 1, Section 121 (d) (3), Section 188, Section 678.600, and 678.400 for definition of required partners. Proposals from consortia, partnerships or other combination of organizations must identify one organization as the lead agency and prime bidder and must specify the assignment of subcontracting relationships.

F. Questions and Answers

The primary mode of communication between FVWDB and potential bidders will occur at www.foxvalleywork.org. Beginning March 8, 2017, interested parties can download the Request for Proposals from the FVWDB website. After the Bidder's Conference, scheduled for March 14, 2017, a question and answer page will be available on the FVWDB website. Please place "RFP Question" in the subject line of the e-mail and submit questions to: arivera@fvwdb.com.

G. Provisions

The chosen bidder(s) from this RFP must agree to the provisions outlined in Attachment A. Successful agencies through this RFP will be required to sign and agree to additional contractual assurance as part of the contract completion and implementation process.

A. General Preparation Instructions

The RFP response is divided into eight components as follows:

<i>Section</i>	Format	Evaluation Criteria
1. <i>Transmittal Form</i>	Form	Pass/Fail
2. <i>Proposal Checklist</i>	Form	Pass/Fail
3. <i>Proposal Summary</i>	Narrative	Pass/Fail
4. <i>Organizational Experience and Past Performance</i>	Narrative	20 Points
5. <i>Design</i>	Narrative	40 Points
6. <i>Relationships and Collaborations</i>	Narrative	30 Points
7. <i>Outcomes and Indicators</i>	Form & Narrative	10 Points
8. <i>Compliance Form</i>	Form	Pass/Fail

The maximum number of points available is 100 points. Section 1-3 and 8 will be evaluated on a pass/fail basis. Points will be awarded for responses to Sections 4-7. These sections ask the proposer what they will do, how they will do it, 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 successfully will eliminate the proposer from consideration. The maximum amount of pages allowed for this proposal is 10 pages, not including the letters of reference, if the bidder chooses to submit.

B. Proposal Sections Overview

The narrative section of the proposal should not exceed established page limits. The instructions for each section are provided below. Please repeat the question in your response. **Bidders are required to bid for all six counties in a single proposal.**

1. Transmittal Form – The Transmittal Form is to be completed by the proposing organization or lead bidder if the proposal is from more than one organization. The proposal Transmittal Form must be completed, in full, and signed by an agency officer authorized to bind the agency to all commitments made in the proposal. Only one Transmittal Form is needed per proposal.
2. Proposal Checklist – Please complete this form by placing a checkmark by each item included in your proposal. It is the bidder’s responsibility to make sure that all the required elements and forms are included in the proposal.

3. Proposal Summary – Maximum of 1 page – Please provide an executive summary of your proposal.
4. Organizational Experience and Past Performance – Maximum of 2 page –This category will evaluate past experience in overseeing services similar to those being proposed, including the ability to deliver as proposed, attain, track, and management capability of the proposing agency(ies).
5. Design – Maximum 2 pages –This category will evaluate the adequacy, creativity, and plausibility and alignment of staff and services within the of program design.
6. Relationships and Collaborations – Maximum of 2 page –This category will evaluate how well the bidder has planned to work with the organizations needed to accomplish the proposed work.
7. Outcomes and Indicators - Maximum of 1 page - Please indicate goals and the plan to measure said goals.
8. Compliance Forms – Please certify the statement of compliance through a signature by an agency officer authorized to bind the agency to all commitments made in the proposal.

C. Proposal Narrative Response

Proposal Summary (Maximum of 1 page)

Please provide an executive summary of your proposal.

- In addition to the executive summary narrative, please include: the organization name (if consortium, list collaborators), address, proposal contact, phone, email and dollar amount requested.

Organizational Experience & Past Performance – 20 Points (Maximum of 2 pages)

- Describe your organization’s experience and staff’s experience related to the proposed role of the One Stop Operator function.
- Describe your agency’s vision, mission, and service expertise and how this proposal relates to your organization’s goals and to FVWDB work.
- Describe your organization’s experience in managing various state and/or federal funded/government programs.

Design – 40 points (Maximum of 2 pages)

If the proposal is a collaborative submission, please be sure to articulate which of the agencies will be responsible for associated elements reflected in your response.

Describe your strategies for accomplishing the proposed roles of the One Stop Operator. Include proposed staffing design, timelines, and expected outcomes.

Relationships and Collaborations – 30 Points (Maximum of 2 pages)

- Please describe the partnerships necessary to serve as the One Stop Operator. Please reference the current status of these partnerships in relation to this proposal. Include how these organizations will support the successful fulfillment of the roles of the One Stop Operator. Please provide letters of reference and/or support from agencies cited to document their agency commitment to the One Stop Operator proposal. Include these letters in the attachment section of your proposal, if applicable.
- Describe how you envision effectively collaborating with the FVWDB staff to effectively establish and maintain the role of the One Stop Operator.

Outcomes and Indicators – 10 Points (Maximum of 1 Page)

- Describe at least 3 outcomes/goals associated with the project. Also included indicators you will use to measure your process towards your goals. (Information may be displayed in a chart or table format).

A. Submission

FVWDB must receive all emailed proposals no later than Noon CST, April 18, 2017. Proposals received after the due date and time will not be considered. Submit proposals by email only. Faxed proposals will NOT be accepted. Untimely proposals are not eligible for appeal. The bidder is solely responsible for assuring that everything sent to FVWDB arrives completely, legibly and on time. Email proposals to:

Ms. Ana Rivera, Programs Director
Re: One Stop Operator
arivera@fvwdb.com

B. Format Requirements

Clear, thorough, concise and relevant information and answers are required. If it is necessary to repeat text within the proposal, please do so rather than referring the evaluator to another section of the proposal. Clarity and completeness are essential. Use specific details to describe activities, tasks knowledge, skills, abilities, results and leveraged resources. A journalistic approach to “who, what, when, how, why, and how much” is recommended. Charts may be inserted to communicate information and data as appropriate.

Each proposal must contain all required documents identified and physically adhere to the following:

- Must be single spaced in 12 point Times New Roman or Arial font
- Each page must have a one-inch margin
- Pages must be sequentially numbered
- Attachment 2 Proposal Transmittal form must be signed, then scanned and emailed with the proposal.
- The files must be compatible with Microsoft 2010.

C. Proposal Review and Evaluation Process

Phase 1: FVWDB staff will initially evaluate each proposal for acceptability, with emphasis placed on completeness and responsiveness to request program criteria. The following minimum criteria will be used to determine which proposals will continue on to Phase 2:

- All requested information and documentation is included in the application package; and
- The proposal is submitted in accordance with the RFP.

Phase 2: Proposals that have met the minimum criteria, as stated above, will then be reviewed and by a FVWDB Review Committee. The Review Committee is compiled of FVWDB Board and staff members who have no fiduciary interest in bidding for any of the WIOA programs. All FVWDB staff and Review Committee Members have signed a non-disclosure agreements and cannot be lobbied or share any information relating to the procurement review process and submissions.

Proposals will be scored based on evaluation criteria outlined in the next section. These rankings will be used as a guide for discussion and determination of recommendations. **NOTE: FVWDB retains the right to request additional information from any bidder, request oral presentations from bidders, or conduct site visits from any bidder before a contract award. If no response adequately addresses the services and outcomes requested, the committee may recommend that no award be made.**

Phase 3: The recommendations of the Review Committee, if any, will be presented to the full FVWDB board for approval and award of contracts. All contract awards will be considered provisional pending receipt of any additional documentation regarding administrative qualifications, any other areas of concern, and the successful completion of contact negotiations.

D. Withdrawals

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

E. Disqualification

Proposals containing one or more of the following **will not be considered nor will they be subject to appeal:**

- Proposals and any other requested information received after the stipulated due date and or time;
- Proposals that are incomplete, not containing all required documentation stated;
- All mandatory certifications not completed and/or submitted;
- Not saved with 1" margins on each side, top and bottom;
- Not saved in 12-point Times New Roman or Arial Font;
- Not having pages sequentially numbered on the bottom right hand corner of the page;
- Not having page numbers reflected in the table of contents;
- The original proposal lacks an original signature by the bidder's authorized representative, and/or marked "original";
- Not emailed to arivera@fvwdb.com by the due date and time;
- Facsimile submissions of proposals;

- Incomplete or erroneous information, withholding material information, or falsifying information will result in disqualification or subsequent contract termination; and,
- Inappropriate contact. To avoid actual conflicts, the appearance of conflicts, or undue influence over the process, all prospective bidders, their employees, agents, sub-bidders etc. are prohibited from contacting FVWDB Proposal Committee Member, regarding the RFP.

F. Appeals

Bidders will receive written notice advising them of FVWDB's selection from this RFP. Non-selected bidders have the right to file one (1) original appeal.

To appeal, the bidder must submit a letter to the FVWDB Chief Executive Officer within three (3) business days from the date of selection notification. The letter must state that an appeal to the selection is being filed and all specific reasons for that appeal or disqualification must be based on one or more of the following:

- Clear and substantial error or misstated facts upon which the decision was made by FVWDB;
- Unfair competition or conflict of interest in the decision making process;
- Any illegal or improper act of violation of law; or
- Any other legal basis on grounds that may substantially alter FVWDB's decision.

The letter of original appeal must be received within three (3) business days from the date of selection notification via a traceable delivery system that required signature upon receipt and the address below. Letters of original appeal cannot be submitted via facsimile or electronic mail. The same person that signed the bidder submitted proposal must sign the letter of original appeal.

FVWDB's Chief Executive Officer will review the original appeal and determine whether or not the appeal meets one of the established criteria. The bidder will receive written notice advising as to whether or not their original appeal has been accepted or rejected within ten (10) calendar days from the appeal date.

Section 4: Resources and Attachments

The following is a list of web resources that may be helpful as you develop your proposal:

- [Fox Valley Workforce Development Board](#)
- [Wisconsin Department of Workforce Development WIOA Resource Page](#)
- [Federal Register – Joint Rule for One Stop System Joint Provisions](#)
- [Federal Register - Workforce Innovation and Opportunity Act](#)
- TEGL 16-16 – One Stop Operations Guidance for the for the American Job Center Network
- TEGL 15-16 Competitive Selection of One Stop Operators

Attachment A – Provisions and Disclaimers

1. This RFP is for 24 months and is renewable at the discretion of the FVWDB for an additional 24 months.
2. FVWDB reserves the right to accept or reject any or all proposals received.
3. FVWDB reserves the right to waive informalities and minor irregularities in the proposals received.
4. This RFP does not commit FVWDB to award a contract.
5. FVWDB may accept any item or group of items of any proposal, unless the proposal qualified its offer by specific limitations.
6. FVWDB may select a service provider based on its initial proposal received, without discussion of the proposal. Accordingly, each proposal should be submitted on the most favorable terms from a technical standpoint that the bidder can submit to FVWDB.
7. Proposals should follow the format set forth in the RFP Response Package section of the RFP and adhere to the minimum requirements specified therein.
8. FVWDB retains the right to request additional information from any bidder, request oral presentations from bidders, or conduct site visits from any bidder before a contract award.
9. No costs will be paid to cover the expense of preparing a proposal or procuring a contract.
10. All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to the FVWDB and be subject to disclosure under the Freedom of Information Act, Right to Know Law, or other applicable legislation.
11. The final award and execution of a contract is subject to FVWDB's satisfactory negotiation of the terms of the contract.
12. Any changes to the WIOA program, performance measures, or FVWDB direction may result in a change in contracting. In such instances, FVWDB shall not be liable for any damage arising from this RFP package or subsequent contract.
13. Proposals submitted for consideration must be consistent with and, if funded, operated according to, the federal WIOA legislation, all applicable federal regulations, State of Wisconsin policies, and FVWDB policies and procedures.
14. Bidders selected for this contract must also ensure compliance with the following, U.S. Department of Labor (DOL) regulations 20 CFR Part 652; 29 CFR Parts 96, 93, 37, 2, and 98; and 48 CFR Part 31; Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, A-122, and A-133 OR 46 CFR part 31, whichever is applicable.
15. Bidders will be expected to adhere to FVWDB procedures to collect, verify, and submit required regular reports.
16. FVWDB has the right to award a lower ranked proposal over a higher ranked proposal due to valid policy considerations, including but not limited to, organizational experience, geographical considerations, leveraging of outside resources, and target populations.
17. FVWDB is required to abide by all WIOA legislation and regulations. Therefore, FVWDB 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.

18. All bidders must ensure compliance with the State of Wisconsin Department of Workforce Development (DWD)'s Civil Rights Compliance plan and expectations and provide equal opportunity to all individuals. NO individual shall be excluded from participating in, denied the benefits of, or subjected to discrimination under any WIOA-funded program or activity because of race, color, religion, gender, sexual orientation, national origin, age disability, or political affiliation or belief.
19. All contactors must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
20. Bidders selected for the contract must ensure equitable access to clients with limited English speaking, reading or writing ability and upon contacting will need to identify a Limited English Proficiency (LEP) coordinator as a part of the Civil Rights Compliance planning.
21. Bidders must have an established grievance and complaint process and procedure to address any customer concerns, complaints or grievance. Any such complaints or grievances must be documented and addressed and resolved, if possible, prior to the engagement of the FVWDB complaint and grievance process.
22. The contract award will not be final until FVWDB and the successful bidder have executed a mutually satisfactory contractual agreement. FVWDB reserves the right to make an award without further discussion of the proposal submitted. No oversight activity may begin prior to final FVWDB approval of the award and execution of a contractual agreement between the successful bidder and FVWDB.
23. FVWDB 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.
24. FVWDB reserves the right to reject any or all proposals received and to negotiate with any and all bidders on modifications to proposals.
25. Bidders are advised that most documents in the possession of FVWDB are considered public records and subject to disclosure.

**FOX VALLEY WORKFORCE DEVELOPMENT BOARD, INC.
PY 2017 One Stop Operator
PROPOSAL TRANSMITTAL FORM**

OFFEROR

Organization
Address
City/State/Zip
Telephone
Contact Person
Title

Type of Program: One Stop Operator (OSO) for the Fox Valley Workforce Development Area

Program Synopsis (paste into field):

OFFEROR'S CERTIFICATION

I hereby declare that the information provided in this RFP response is accurate, valid and a full disclosure of requested information. I am fully authorized to represent the organization(s) listed above and act on behalf of in all matters relating to the RFP. Additionally, I will comply with all RFP provisions and associated contract assurances upon successful award.

I, _____, hereby certify that I am legally and duly authorized to submit this proposal on behalf of _____ that information contained herein is true and correct to best of my (our) knowledge; and that prices for services offered herein are firm and effective through close of business on _____.

SIGNED, this ____ day, _____, 2017

Signature

Title

Witness _____

For FVWDB Internal Use Only:	Date Received:
Time Received:	Received By:

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 are subject to disqualification. If you have questions about the requirements or feel that special circumstances apply to your proposal, please submit a question in writing to arivera@fvwdb.com to be answered on our website.

Before submitting your proposal, check the following:

	One (1) electronic copy of Proposal Response Package
	Proposal Response Package Requirements:
	Proposal Transmittal Form
	Proposal Checklist
	Proposal Summary
	Organizational Experience and Past Performance
	Design -- Narrative Response
	Relationships and Collaborations
	Outcomes and Indicators
	Statement of Compliance Form
	Letter(s) of Support/Reference (if applicable)

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 One Stop Operator (OSO) procurement.
- 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 Wisconsin Department of Workforce Development Division of Employment and Training, Fox Valley Workforce Development Board (FVWDB) policies and guidelines, and other administrative requirements issued by the State of Wisconsin Department of Workforce Development or governing authority. The vendor shall notify the FVWDB within 30 calendar days after issuance of any amended directives if it cannot so comply with the amendments; and,
- 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 and the above named proposer agrees to comply with the provisions and policies stated in this application and that this application represents a firm request subject only to mutually agreeable negotiations; and that the above named proposer is in agreement that the FVWDB reserves the right to accept or reject any proposal for funding; and 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 the FVWDB.