

# Workforce Development Board, Inc. of Oswego County

## REQUEST FOR PROPOSAL (RFP)

### FOR A ONE-STOP OPERATOR IN THE OSWEGO WORKFORCE DEVELOPMENT AREA

#### **Contract Period: 09/01/2021 – 06/30/2022**

*\* At its discretion, the WDB may amend contracts based on performance and funding availability and/or renew contracts for up to 3 consecutive contract periods (July 1 through June 30) based on performance and funding availability through June 30, 2025.*

#### **Essential Information w/Dates**

Release Date	June 23, 2021
Deadline for Questions	July 14, 2021
Answers to questions posted at <a href="https://ocwny.org/rfps/">https://ocwny.org/rfps/</a>	July 21, 2021
Bidder's Conference	July 27, 2021, 12:00 noon via zoom
Proposal Submission Deadline	August 10, 2021
Proposal Review by Sub-committee	August 17, 2021
Workforce Board Approval	August 25, 2021
Formal Award Notification	August 25, 2021
Target Start Date	September 1, 2021

**Contracting Entity:**  
**Workforce Development Board, Inc. of Oswego County**  
[www.ocwny.org](http://www.ocwny.org)

SUNY Oswego Business Resource Center  
121 East First Street  
Oswego, New York 13126

## PART ONE: BACKGROUND INFORMATION

### A. Purpose

Under this RFP, the Workforce Development Board, Inc. of Oswego County (WDB) is soliciting proposals from qualified entities to serve as the One-Stop Operator for the Oswego Workforce Investment Area, in accordance with the federal Workforce Innovation and Opportunity Act (WIOA), which was enacted on July 22, 2014, and became effective on July 1, 2015. The requirements under this solicitation are based on the federal Workforce Innovation, and Opportunity Act signed into law on July 22, 2014, with an effective date of July 1, 2015. This legislation represents a significant change in priorities and requirements from previous federal workforce legislation. Please refer to: <http://www.doleta.gov/WIOA> for more information on the Workforce Innovation and Opportunity Act.

Enacted in 2014, the Workforce Innovation and Opportunity Act (WIOA) was “to amend the Workforce Investment Act of 1998 to strengthen the United States workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs in the United States, and to promote individual and national economic growth, and for other purposes.”

Under WIOA, Subtitle B, Chapter 1, section 121, the local WDB representing Oswego County plans to implement a one-stop delivery system. Section 121 (d)(1) of WIOA authorizes the WDB, “with the agreement of the chief elected official... to designate or certify one-stop operators and to terminate for cause the eligibility of such operators.”

### B. Applicant Eligibility

The Workforce Development Board, Inc. of Oswego County (WDB) is seeking a One-Stop System Operator as required by the Workforce Innovation and Opportunity Act (WIOA) of 2014. (To read the complete law: <http://www.doleta.gov/WIOA> ) Inclusive in the requirements under WIOA is the necessity to competitively select a ‘one-stop operator’ to support the implementation of services within the career center system locally.

The Oswego County WDB is a not-for-profit 501(c)(3) and is responsible for the development, oversight, implementation, and leadership of the publicly funded workforce system, which provides workforce services for Oswego County. Workforce services are provided through the Oswego County Workforce NY (OCWNY), a comprehensive career center and member of the American Job Center network (formerly the One-Stop Center), located at 200 North Second St., Fulton, NY 13069. In addition, OCWNY collaborates with workforce partner organizations with resources and expertise in serving companies and job seekers across the county.

The Career Centers are a “one-stop” access point for services available through the system. Job seekers can utilize resource rooms stocked with computers, copiers, faxes, telephones, and job search materials, attend workshops, receive one-to-one job search assistance, career counseling, and access training funds to improve skills. In addition, businesses find qualified employees, post jobs, access training funds to upgrade their workforce skills, use the Career Centers to conduct

recruitment events, get tax credit information, access outplacement services for laid-off employees, and get connected to other economic development resources and initiatives. Additional information on programs and services can be found at [www.ocwny.org](http://www.ocwny.org).

The WIOA Joint Final Rule requires Local Workforce Boards to use a competitive process based on local procurement policies and procedures and the principles of competitive procurement in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200 and 2 CFR part 2900, found at <http://www.ecfr.gov>. Therefore, WDB is soliciting proposals from governmental units, public or private not-for-profit or for-profit entities (including corporations, partnerships, or sole proprietorships), eligible local educational agencies, faith-based and community-based agencies, and/or a consortium of WIOA partners as described in the law. For more eligibility information, see [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_15-16\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16_Acc.pdf). As a result of this process, a sub-committee of the WDB will collect, independently review, and recommend a proposer to the Workforce Development Board for selection.

This RFP does not commit the Workforce Development Board, Inc. of Oswego County to award a contract, pay any costs incurred in preparing a proposal to this request, or procure or contract for services or supplies.

The Workforce Development Board, Inc. of Oswego County reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or its entirety this RFP if it is in the best interest of the Workforce Development Board, Inc. of Oswego County to do so or to request further information from any applicant.

The Service Provider is aware that the Workforce Development Board, Inc. of Oswego County has declared a priority of service policy to be in effect for Veterans and Eligible Spouses of Veterans at every phase of services offered. The Service Provider agrees to abide by this policy.

#### Certificate of Insurance:

The Contractor shall furnish to the Workforce Development Board, Inc. of Oswego County a certificate of insurance which shall evidence professional liability insurance. The certificate must contain specific language to inform the Workforce Development Board Inc. of Oswego County adequately of the Contractor's compliance and explicitly details the types, amount, and duration of the insurance coverage and verifying that the issuing company or companies endorsed such policies as hereinabove required to include the Workforce Development Board, Inc. of Oswego County as an additional insured and to notify the WDB of any change diminishing coverage, limits, cancellation or non-renewal of the insurance policies. Upon all renewals of the subject insurance during the duration of this contract, a new certificate of insurance shall immediately be sent to the insurance holder, the Workforce Development Board, Inc. of Oswego County.

Also, the policy should include the provision that the issuing company or companies will notify the certificate of the insurance holder, who shall be the Workforce Development Board, Inc. of Oswego County, 121 East First Street, Oswego, NY 13126, by certified mail thirty (30) days before any change diminishing coverage, limits, cancellation or non-renewal of the insurance policies. In addition, for the duration of this contract, the issuing company or companies shall notify the certificate of insurance holder upon renewal of the policy.

## B. Funding

The WDB intends to obligate no more than \$7,000 annually for this reimbursement-based contract. At its discretion, the Board may amend contracts based on performance and funding availability and/or renew contracts for up to 3 consecutive contract periods (July 1 through June 30) based on performance and funding availability through June 30, 2025.

## C. Services to be Provided

### Background:

WIOA's focus is on enhancing the high-quality one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. In addition, the new law places greater emphasis on local resource coordination to better meet the needs of jobseekers, workers, and businesses.

This includes cultivating partnerships and strategies necessary for the one-stop system to provide job seekers and workers with high-quality career services, education and training, and supportive services. Therefore, under WIOA, the Career Centers are required to partner with a range of federally funded employment and training programs to promote the coordination of services on behalf of job seekers and businesses.

The One-Stop System Operator will be integral in supporting the system and coordinating these services. The mandated partners include:

- WIOA Title I: Oswego County Workforce New York Career Center
- WIOA Title II and CTE-Perkins: NYS Education Department
- WIOA Title III/Trade Act/Unemployment Compensation/Wagner-Peyser: NYS Department of Labor
- WIOA Title IV: NYS Commission for the Blind and ACCES-VR
- Senior Community Service Employment Programs (SCSEP) —National Grantees under Title V of Older Americans Act
- Housing and Urban Development Employment & Training Programs: City of Oswego Community & Economic Development
- Temporary Assistance to Needy Families: Oswego County Department of Social Services
- Job Corps: Oneida Job Corps Academy
- Native American Programs: Native American Community Services
- Additional Partners: Oswego County Opportunities, Inc.

The One-Stop System Operator ("Operator"), in a consultant role, will play a critical part in supporting the local workforce system to coordinate its diverse partners to achieve its service delivery vision and reach its performance goals. The ideal candidate will have access to resources that help facilitate coordination among the WDB and its partners in service delivery.

Specifically, the Operator will:

Convene up to four three-hour meetings per year of mandated partners to support the Service Delivery Memorandum of Understanding (MOU) implementation. The Operator will develop meeting agendas (in conjunction with WDB staff), meeting activities, facilitate meetings, and provide meeting notes.

Additionally, in conjunction with staff from WDB, the Operator will develop an appropriate mechanism to semi-annually report on the progress and performance of the partnerships across the system to the Workforce Development Board. Support WDB in measuring system performance (e.g., number of referrals between system partners, number of co-enrollments, and number of participants exited with employment by program). In future years, the expectation is that the Operator will make recommendations for continuous improvement based on these data.

The System One-Stop Operator will perform the critical task of taking WDB policies and State and Federal mandates and translating them into actionable goals and objectives for the partners within the System. The responsibilities of the System Operator include:

- Coordinating service delivery of One-Stop partners and service providers across the One-Stop System
- Coordinating partner responsibilities as defined in their respective memorandum of understanding (MOU)
- Reporting to the WDB, stakeholders, and partners on system activities.
- Making recommendations to the Executive Director to improve system effectiveness by sharing services, resources, training, and technologies among partners and implementing the corrective action required for those improvements.
- Coordinating the effort of customer experience improvements outlined in the Career Center Certification enhancements sections. Include review and update of the One-Stop Center customer service

Qualifications are as follows:

- A thorough understanding of the Workforce Innovation and Opportunity Act. Similarly, general knowledge of the local workforce system and its stakeholders is not required but preferred.
- A strong, demonstrated experience (3-5 years) facilitating large, diverse stakeholder groups to a common goal or outcome. In addition, the ability to remain a neutral facilitator will be critical.
- Experience in meeting agenda development, planning, and execution.
- Ability to work closely with Workforce Development Board to monitor the system's strategic objectives and make recommendations for continuous system improvements.

## PART TWO: PROPOSAL INSTRUCTIONS

### A. Deadline

Proposals submitted in response to this RFP must be received as a solitary PDF document no later than July 28, 2021, via mail or email (subject line to read One-Stop Operator Proposal) to [OBCR@Oswego.edu](mailto:OBCR@Oswego.edu). All proposals should be addressed to:

OSO RFP Review Committee  
Workforce Development Board of Oswego County  
121 East First Street

Oswego, New York 13126

Proposals that are vague or reflect omissions will not be interpreted favorably.

Proposals received to the above address/email on/or before the deadline and comply with all RFP requirements will be reviewed and considered for funding.

## B. Evaluation Criteria

To be eligible to receive an award, a proposal must be fully completed, contain all required documentation, and achieve a minimum score of 60 points. Failure to meet minimum requirements or provide all required information will result in an automatic rejection of the application. The highest-scoring proposal will be awarded the contract.

An independent review committee of WDB members and staff will review all proposals to ensure compliance with the RFP requirements and rate the proposals accordingly. Evaluation is based on but not limited to:

The committee will look for demonstrated experience, capability, and description of the proposed approach of each proposal. The rating scale (Maximum of 75 points) is as follows:

- Understanding of the local workforce system and WIOA (5)
- Convening and facilitating diverse partners to an outcome (20)
- Client engagement approach (15)
- Meeting development (10)
- Development of performance reports and outcomes for “partnerships” (10)
- Understanding of continuous improvement (5)
- Proposed hourly rate (10)

If necessary, to clarify specific points regarding what is proposed, WDB staff will reach out directly to the proposer.

Based on the review process results, the independent review committee will make recommendations to the Workforce Development Board by August 25, 2021. The Workforce Development Board makes the final approval of funding.

## C. Format of Proposal

All proposals must be in accordance with the format specified below:

- A single PDF document
- Arranged in proper order according to the bulleted list below
- Not to exceed five (5) pages of narrative
- Formatted to 8.5 x 11 paper size using 12-point font, 1-inch margins, in Arial font
- Text lines may be single-spaced
- All pages of the narrative section must be numbered and contain the applicant’s name as the footer
- Quantify hours of service and other crucial components of service delivery
- Any proposed collaboration must be supported by detail

- Be concise and avoid extraneous references and unnecessary detail

Submissions must be accurate, adequate, and clear. Proposals that are vague or reflect omissions will not be interpreted favorably.

#### D. Content Requirements

Organizations with interest in providing the requested services should submit a proposal narrative of not more than five pages that outlines the following information:

- The organization or entity's understanding and experience in workforce development, including the local system and/or WIOA.
- Overview of the organization or entity's previous experience facilitating large, diverse stakeholder groups to a common goal or outcome is expected. Specific examples are strongly encouraged. What is your approach to navigating and resolving challenging partnerships?
- Description of the organization or entity's expected client engagement approach. Include frequency and methods of communication, expected approach in meeting agenda development, planning, and execution, etc.
- Proposals must include an hourly reimbursement rate. The rate should be inclusive and detail all expenses, i.e., travel, etc.
- Other information, experience, or products deemed relevant to this solicitation.

#### \*\*\*Please Note\*\*\*

Required attachments will not count against the narrative page total. Such attachments include:

- Attachment A- Proposal Cover Page
- Resumes of key staff assigned to this project and their roles on the project;
- Hourly rate and expense detail contained within the hourly rate calculation;
- Three recent (last five years) professional references.

#### E. Questions on the RFP

Questions relating to the RFP can be sent to Chena Tucker at [Chena.Tucker@oswego.edu](mailto:Chena.Tucker@oswego.edu) with the subject line: One-Stop Operator Questions, no later than July 14, 2021. In addition, a consolidated electronic document will include all Q&A and will be posted and made publicly available <https://ocwny.org/rfps/> by July 21, 2021. A bidder's conference will be held on July 27, 2021, at 12:00 (Noon) via zoom. The Zoom link for the bidder's conference will be included in the above-referenced consolidated Q&A document.

ATTACHMENT A

OSWEGO WORKFORCE ONE-STOP OPERATOR PROPOSAL COVER PAGE

Agency Information

Agency Name and Address:

Agency Signatory (name, title, phone number, e-mail):

Contact Person (name, title, phone number, e-mail):

Fiscal Contact (name, title, phone number, e-mail):

Tax ID#:

Organization Type:         For-Profit         Non-Profit         Government Entity  
                                  Educational Institution         Other: \_\_\_\_\_

Has the organization ever had to repay funds to a government unit due to a questioned or disallowed cost?  Yes  No

If yes, please explain:

Does your organization understand and agree to comply with the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards and to submit audit information as requested?  Yes  No