

SOUTHERN INDIANA WORKS

Request for Proposals: ONE-STOP OPERATOR SERVICES RFP-2202

Workforce Innovation and Opportunity Act.
Funded by the US Dept. of Labor
Region 10 Economic Growth Region

Date of Release: March 13, 2023
Questions due: March 24, 2023 – 5:00pm EST
Proposal due: April 10, 2023 - 5:00pm EST

Questions must be emailed to shilese@soinworks.com with subject line:
Question: RFP-2202 OSO

Southern Indiana Works
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Introduction:

Southern Indiana Works (SIW) is a non-profit community-based organization that serves as the area's Local Workforce Development Board (LWDB) under the Workforce Innovation and Opportunity Act (WIOA). SIW convenes, facilitates, and organizes the regional talent development system by serving as an intermediary linking regional business and industry to talent. Serving Economic Growth Region 10 (EGR10), a six-county local area, consisting of Clark, Crawford, Floyd, Harrison, Scott and Washington Counties, Indiana.

The Board's Strategic Elements:

Vision: A workforce that empowers regional businesses to be competitive in the global economy.

Mission: To lead a robust talent development system and cultivate a skilled workforce that advances our community, economy, and quality of life.

Strategic Priorities:

- Talent Development
- Economic Development
- Next Generation Talent
- Customer Centric Design

SIW is also responsible for the oversight and operation of SIW's WorkOne Career Center, American Job Center, (AJC). There are six (6) Career Centers: One (1) Comprehensive Career Center in New Albany, and Five (5) Affiliate Career Centers in Clark, Crawford, Harrison, Scott, and Washington Counties.

Statement of Purpose:

SIW is soliciting proposals for an entity to serve as the One-Stop Operator (OSO) of SIW's AJC System. Under the WIOA, the OSO's role is to coordinate the service delivery of required partners and service providers. The Board is seeking a OSO that can assist in implementing the Board's Strategic Priorities through coordination and relationship building with the regional talent development ecosystem.

Contract Type:

Contracts executed as a result of this RFP will be paid through cost reimbursement based on the scope of work for negotiated services, outcomes, and outputs. The contract will not exceed \$75,000 for these services over a period of 12 months. The OSO, based on performance, will serve in this role from July 1, 2023 until June 30, 2024, with an option for parties to extend the services for up to two successive years through June 30, 2026.

System Overview:

The Workforce Innovation and Opportunity Act

WIOA is the federal law that creates and funds the public workforce development system. It is administered by the U.S. Department of Labor (U.S. DOL) and the Indiana Department of

Workforce Development (DWD) to provide job seekers more seamless access to high-quality career services, education, and training through the one-stop delivery system.

The workforce and talent needs of area businesses inform and guide the regional workforce system, ensuring that job seeker services and employer services are well aligned toward meeting employer needs and toward assisting individuals to be prepared and competitive with their employment and career in the global economy. WIOA funding is distributed to states and subsequently to LWDBs. SIW serves as the Local Workforce Development Board (LWDB) for Clark, Crawford, Floyd, Harrison, Scott, and Washington Counties in Indiana. All services provided by agents and service providers must meet the performance goals set by U.S. Department of Labor, Department of Workforce Development, Local Elected Officials, and SIW.

Bidders should have a strong understanding of WIOA and its requirements. WIOA is divided into four titles, each of which is briefly discussed below:

Title I: Workforce Development Activities

Title I governs the one-stop delivery system, for which SIW is most directly responsible. Title I-A requires SIW to engage in regional coordination. The OSO is specifically charged with assisting SIW in this coordination. Title I-B creates in each local region a one-stop delivery system comprised of these training and career services, programs under Titles II, III, and IV, and other federally required partner programs. Additionally, Title I-B outlines the provision of training services and career services to adults, dislocated workers, out-of-school youth, and in-school youth. SIW competitively procures the service providers delivering the adult, dislocated worker, and youth training and career services.

Title II: Adult Education and Literacy Act

Title II impacts the Adult Education and Literacy Act, which is intended to “create a partnership among the Federal Government, States, and localities to provide, on a voluntary basis, adult education and literacy activities.” The purpose of Title II is to “assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency.” SIW currently partners with a single area adult education and literacy provider receiving Title II funding.

Title III: Wagner-Peyser Act of 1933

Title III is the Wagner-Peyser Act. “The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Act was amended in 1998 to make the Employment Service part of the One-Stop services delivery system.” Further, “The Employment Service focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings.” The Wagner-Peyser Act is implemented by the Indiana Department of Workforce Development (DWD).

Title IV: Rehabilitation Act of 1973

Title IV affects the Rehabilitation Act of 1973 and the provision of vocational rehabilitation services. Based on findings that “individuals with disabilities experience staggering levels of unemployment and poverty,” vocational rehabilitation services are provided to help individuals with disabilities “prepare for, obtain, or retain employment.” The Vocational Rehabilitation program is implemented by the Indiana Family and Social Services Administration (FSSA).

WIOA Required Partners:

WIOA outlines specific entities who fulfill mandatory roles and benefits within the WorkOne system. These entities must partner together to improve the delivery of services across the Region 10 Workforce System. These required activities and the mandatory local Region 10 partners are included below:

Required Activities	SIW/EGR10 Partners
Programs Authorized Under this Title (WIOA Title I Adult/DWD/Youth programs)	Eckerd Connects - Service Provider for Adult/Dislocated Worker/Youth Services
Wagner-Peyser	Department of Workforce Development
Adult Education and Literacy	River Valley Resources
Vocational Rehabilitation	Family and Social Services Administration
Title V of the Older Americans Act	National Able/Goodwill Evansville
Postsecondary Career and Technical Education (CTE) (Perkins)	Ivy Tech Community College – Sellersburg
Title II of the Trade Act	Department of Workforce Development
Chapter 41 of Title 38 (Job Counseling, Training, and Placement Service for Veterans)	Department of Workforce Development
Community Services Block Grant	Community Action of Southern Indiana
Employment and Training under U.S. Housing and Urban Development (HUD)	New Albany Housing Authority
Programs Authorized under State Unemployment Laws	Department of Workforce Development
TANF E&T (Title IV of the Social Security Act)	FSSA Division of Family Resources (DFR)

Specifications and Scope of Work:

SIW seeks an entity to serve as the OSO. The role of the OSO is to assist with implementing the Board’s Strategic Priorities through collaboration, coordinating required partners, activities, and strengthening the region’s talent development ecosystem.

One-Stop Operator Bidder Eligibility:

The OSO may be a single entity or a consortium of entities. If the consortium of entities is one of one-stop partners, it must include a minimum of three of the required one-stop partners. The OSO may be public, private, or non-profit. The OSO may operate one or more One-Stop Centers, however SIW seeks to select only one One-Stop Operator for the local area. The following entities may be an OSO:

- An institution of higher education;
- An Employment Service State agency established under the Wagner-Peyser Act;
- A community-based organization, nonprofit organization, or workforce intermediary;
- A private for-profit entity;
- A government agency;
- A Local WDB, with the approval of the chief elected official and the Governor; or
- Another interested organization or entity, which is capable of carrying out the duties of the one-stop operator. Examples may include a local chamber of commerce or other business organization or a labor organization.

Elementary schools and secondary schools may not be a One-Stop Operator unless it is a non-traditional public secondary school, such as a night school, adult school, or area career and technical education school.

Fiscal Requirements of One-Stop Operator:

Any entity serving as the One-Stop Operator must understand and comply with the Office of Management and Budget's *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (2 C.F.R. part 200). Any for-profits must understand the Office of Management and Budget's *Contract Cost and Price* (2 C.F.R. 200.323(b)) regarding negotiation of profits.

Duties of the One-Stop Operator:

SIW expects the One-Stop Operator to support the vision and mission of SIW by implementing the following WorkOne One-stop system duties in partnership with the Board:

- Coordinate the service delivery of required one-stop partners and service providers with a focus on ensuring that all one-stop partners and providers share a mission and common goals around access and quality of services for customers, based on the EGR10 One-Stop Partner Memorandum of Understanding (MOU);
- Provide recommendations and assist SIW in the development of policies and processes to support the coordinated SIW mission and vision;
- Coordinate and facilitate regular one-stop partner meetings (minimum of 10 per year) including but not limited to invitation, meeting logistics, agendas, and meeting collateral;
- Maintain records of all one-stop partner meetings and activities related to the one-stop operator functions (e.g., minutes, attendance, etc.);

- Lead the development of a shared methodology for one-stop system metrics and the tracking of those metrics;
- Assist the one-stop system in increasing and tracking referrals and co-enrollments and leveraging resources;
- Establish a mutually-agreed upon approach with SIW and partners to ensure the provision of excellent customer service across the One-Stop System;
- Identify, recommend, and facilitate
 - Opportunities for professional development of partner staff, and
 - Standardize training in partnership with SIW staff;
- Evaluate and provide recommendations to SIW staff on the implementation of service delivery, communication, and customer flow;
- Identify and recruit additional partners into the One-Stop System through networking and advocating the value and opportunities of joining the One-Stop System;
- Develop and coordinate (with SIW staff support) the annual Partnership MOU and Infrastructure and Shared Costs Agreement – including but not limited to scheduling, facilitating, and negotiating as appropriate;
- Complete the biannual One-Stop Certification by March 31, 2024;
- Provide monthly and annual reports of OSO activities, accomplishments, challenges, and opportunities.

According to WIOA, the One-Stop Operator **may not** perform any of the following duties:

- Convening system stakeholders to assist in the development of the Local Plan;
- Preparing and submitting Local Plans;
- Being responsible for oversight of itself;
- Managing or significantly participating in the competitive selection process for one-stop operators;
- Selecting or terminating one-stop operators, career services, and youth providers;
- Negotiating local performance accountability measures; and
- Developing and submitting the budget for activities of LWDB.

An entity serving as a one-stop operator, that also serves a different role within the one-stop delivery system, may perform some or all of these functions when it is acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures.

Performance Goals:

Federally Required Measurements

WIOA establishes primary indicators of success for its programs. These indicators are the metrics for which SIW is held accountable. The primary indicators of success for Title I: Adult and Dislocated Workers, Title II, Title III, and Title IV programs are the following:

- The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;

- The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program;
- The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program;
- The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
- The indicators of effectiveness in serving employers.

The primary indicators for WIOA Title I: Youth programs are:

- Percentage of program participants who are in education or training services, or in unsubsidized employment during second quarter after exit;
- Percentage of program participants who are in education or training services, or in unsubsidized employment during fourth quarter after exit;
- The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program;
- The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
- The indicators of effectiveness in serving employers.

The OSO will not be directly measured on these outcomes. However, the measures are indicative of SIW's priorities, and respondents should demonstrate how they will contribute to SIW's ability to successfully achieve federal performance measures.

One-Stop Operator System Measurements

SIW intends to evaluate, but not reimburse, the OSO based on performance outcomes and outputs. SIW will work with the selected provider to finalize specific mutually agreed upon performance indicators for the OSO. Some examples of output indicators include:

- Number of multi-partner professional development activities
- Number of Partner meetings held annually (minimum of 10)
- Execution of MOU and IFA
- Increase in referrals (incoming and outgoing)

Southern Indiana Works is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. The TDD/TTY number is 1-800-743-3333.

- Increase in co-enrollments with partners (e.g. Co-enrolled in Adult Education and WIOA Adult)
- Tracking of partner usage of the One-Stop System
- Successful One-Stop Certification

SIW strongly encourages respondents to propose indicators believed to be appropriate measures for determining system progress and effectiveness among partners and providers of the local talent development system.

Proposal Format:

Each respondent is requested to submit its proposal in a format suitable for ease of review with minimum repetitious material. To maintain comparability of proposals, please prepare proposals using Microsoft Word and typed in 12-point font, double-spaced, with numbered pages at the bottom of each page. The Organizational Capability and Experience, Coordination of Service Delivery Plan, and Budget Narrative should not exceed 10 pages. The page limitation does not include the Proposal Cover Sheet or the requested attachments.

Proposal Cover Sheet

The Proposal Cover Sheet should not exceed a single page and shall include:

- The title of the proposal;
- The respondent's organization name, address, phone number and web address;
- The name of the person authorized to negotiate contracts and make decisions for the organization, their direct phone number, and email address;
- The total funds requested;
- A proposal summary briefly describing the services to be provided; and
- The authorized signature and submittal date.

Organizational Capability and Experience

The respondent must provide an overview of its organization and staff, capability and qualifications to carry out the services described herein. This description must include:

- A company history including the organization's mission, vision, governance structure, years in operation, and legal status;
- The number of employees, including an organizational chart specific to the proposed service delivery plan as an attachment;
- The qualifications of all key staff conducting the proposed services, including their expertise with One-Stop Operations, WIOA Service Provision (all titles), and/or other workforce development activities (Staff Resumes or Job Descriptions for potential staff may be included as attachments);
- Organization experience and or prior work that demonstrates expertise in executing and delivering the services described in this solicitation; and
- Satisfactory performance under a current or past contract with SIW for similar services, when executing existing and/or previous contracts.

Technical Qualification

To be eligible for consideration, individuals or organizations submitting proposals must demonstrate:

- No financial or policy interest in Region 10 Workforce Development Board, Inc.; dba Southern Indiana Works;
 - Ability to contract with SIW in a timely manner for the delivery of these services;
 - Ability to fulfill contract requirements, including the indemnification and insurance requirements;
 - Capacity to maintain adequate files and records and meet reporting requirements, as prescribed by SIW;
 - Capability to fiscally and administratively provide and manage the proposed services on a cost-reimbursement basis, to ensure adequate audit trail, to maintain audit ready files, and to monitor its own organization files (internal audit function);
 - Knowledge and understanding of Federal Fair Labor Standard Act and Indiana Department of Employment and Training Act (IC 22-4 et seq.) and accompanying rules, regulations and policy directives regarding the Workforce Innovation Opportunity Act programs issued by the Indiana Department of Workforce Development; and
 - Knowledge and understanding of OMB's Uniform Guidance at 2 C.F.R. part 200.
- More information can be found at:

- <https://www.govinfo.gov/content/pkg/CFR-2014-title2-vol1/pdf/CFR-2014-title2-vol1-part200.pdf>
- <https://www.federalregister.gov/documents/2016/02/16/2016-02473/uniform-administrative-requirements-cost-principles-and-audit-requirements-for-federal-awards>
- <https://www.dol.gov/agencies/eta/grants/resources/uniform-guidance>

Coordination of Service Delivery Plan

The proposal narrative should describe how the respondent plans to fulfill duties of the One-Stop Operator and optimize the goals of the one-stop system. Where relevant, please include a timeline, schedule of activities with services, and key dates for the plan.

Budget and Budget Narrative

The respondent should provide an outline of their financial management structure, including experience and or expertise managing and accounting for Federal and/or State Funds. A brief description of the organization's staff structure and internal control system in place should also be included in the narrative, and a copy of the organization's most recent financial audit should be included as an attachment.

Each proposal must include an operational budget using budget sheet provided. The budget narrative should consist of the proposed costs for executing the Coordination of Service Delivery Plan, along with description justification of the costs. For the purpose of this RFP, cost categories must include:

- Salaries and Wages –Includes the staffing cost, and position type, levels and numbers of positions should be specified in the narrative.
- Fringe Benefits –Includes FICA unemployment insurance, worker’s compensation, disability, life insurance, retirement costs and medical coverage as per your policies.
- Occupancy –The physical space necessary to deliver services will be provided at SIW.
- Furniture – Furniture will be provided by SIW.
- Information Technology and Phone – Includes cost of computer hardware, software, and IT Support, and Cell Phone.
- Staff Travel – Includes all travel and training costs.
- Supplies – office supplies will be provided by SIW.
- Indirect – please describe any indirect cost and explain the need.
- Profit – For-Profit entities may propose a reasonable profit amount that will be negotiated and based on performance. The U.S. Office of Management and Budget issues circulars that provide guidelines on cost principles. The cap for overhead and profit combined is 10 percent of the total program budget.
- Total – This is the total proposed cost for operating the specific module during the specified time period covered by the specific budget worksheet.

RFP Timeline:

The proposal must be received by SIW no later than 5:00PM (ET) on Monday, April 10, 2023. Please submit an electronic copy of the proposal in PDF format to shilese@soinworks.com. You will receive an email response as your receipt of submission.

Activity	Schedule
RFP Issued	March 13, 2023
Questions Due via email	March 24, 2023
Answers posted to soinworks.com	March 28, 2023
RFP Responses Due via email	April 10, 2023 – 5:00 pm EST
Notice of Award (per Board approval)	May 10, 2023

Selection Criteria:

All respondents are advised that each proposal will be evaluated based on responsiveness to this RFP. Proposals will be reviewed for completeness, clarity, and adherence to stated requirements. Proposals will be evaluated based on the criteria described below and points will be applied for scoring in rank order from the highest to lowest. However, SIW reserves the right to select lower ranked proposals when warranted. Such selection of proposals shall be made at the sole discretion of SIW's Board of Directors.

Evaluation Criteria	Maximum Points
Organizational Capability and Experience Points will be applied based on the experience and perceived capabilities of both the organization and their staff to successfully complete the proposed Coordination of Service Delivery Plan to meet the needs of this solicitation.	20
Coordination of Service Delivery Plan Points will be applied based on the innovation, quality, stability, and strength of coordinated services delivery plan.	55
Budget and Budget Narrative Points will be applied based on the overall cost and justification proposed by the respondent, including an evaluation of the respondent's ability to appropriately manage and account for the contract funds.	25
Total Points	100

Terms and Conditions

General Terms and Conditions

1. A bidder or its principals shall be in good standing, not debarred or suspended, proposed for debarment, declared ineligible or otherwise excluded from entering into a financial agreement of federal or state funds.
2. Local, small, minority owned businesses are encouraged to respond and shall not be discriminated against during proposal review.
3. SIW is an equal opportunity employer. All bidders shall certify the same.
4. The bidder certifies and agrees that it will provide and maintain a drug-free workplace.
5. Issuance of the RFP does not commit SIW to award a contract, to pay cost associated with proposal development, or to procure or contract for goods and/or services. Payment for services will be negotiated.
6. SIW reserves the right to reject any and all proposals if it is in the best interest of the Board to do so and waive any minor informalities or irregularities in the RFP process. Region 10 Workforce Development Board, Inc. shall be the sole judge of these irregularities.
7. For the top-ranked bidder(s) selected, references or other points of contact as necessary will be made and any comments will be used to complete the evaluation process. SIW reserves the right to enter negotiations with one or more bidders as a result of the RFP evaluation process and enter into a best and final negotiation with one or more of the bidders.
8. SIW will consider non-responsive any submittal for which critical information is omitted, lacking or represents a major deviation from the RFP.
9. Proposals received after the issued due date will be considered non-responsive and will not be reviewed or evaluated.
10. Other issues of grievances, hearing resolutions and authority shall be addressed prior to award of contract and relevant issues may be stated within contract. Region 10 Workforce Development Board reserves the right to negotiate proposed outcomes, budget, and other matters prior to actual execution of the contract.
11. Bidders shall certify either no real or apparent conflict of interest exists in carrying out the proposed scope of work, or where conflict(s) of interest may exist; such potential conflicts must be clearly disclosed in the proposal.
12. All submitted proposals are considered the property SIW and are considered confidential.

Insurance Levels

SIW expects that the selected One-Stop Operator will secure and keep in force during the term of the agreement, the following insurance coverage, covering the One-Stop Operator for any and all claims of any nature which may in any manner arise out of or result from the Operator's performance under this agreement. The One-Stop Operator shall, at its sole cost and expense, provide:

- Commercial General Liability Insurance policy providing coverage against claims for personal injury, death or property damage occurring in connection with the Project. The limits of such insurance shall not be less than \$1,000,000 combined single limit per occurrence, \$5,000,000 aggregate;
- Worker's Compensation coverage consistent with the laws of the State of Indiana;
- Commercial Automobile Liability Insurance, including Non-Owned and Hired Auto Liability with a limit of not less than \$1,000,000;
- Commercial Umbrella Liability coverage of at least \$1,000,000;
- Employment Practices Liability coverage of \$1,000,000 per claim and in the aggregate. This coverage shall include Third Party coverage.

Regional Operator Proposal Budget Worksheet

Respondent Name: _____

Instructions: The budget worksheet should clearly identify the respondent's cost for operating the proposed program.

Line Item Categories	Annual Cost	Notes and Explanation
Salaries and Wages		
Fringe Benefits		
Information Technology		
Staff Travel		
In-direct		
Profit		
Total		