



# REQUEST FOR PROPOSAL

## One-Stop Operator Services

RFP #: 2017-001

### RFP Timeline

<b>Solicitation Action</b>	<b>Date</b>
Issue RFP	January 23, 2017
Question & Answer Period	January 24, 2017 – January 31, 2017
Responses to RFP Due	February 28, 2017 by noon EST
Evaluation of Responses	Begins on or about March 1, 2017 and will continue until completed
Negotiation with most qualified contractor responding	After review and approval by the Workforce Development Board (WDB)
Contract Begins	On or before July 1, 2017

## **INTRODUCTION**

The vision for One-Stop career centers under the Workforce Innovation and Opportunity Act (WIOA) is characterized by providing excellent customer service to job seekers and employers, customer-centered service delivery, and continuous improvement. This vision is the foundation of the One-Stop Operator services being solicited through this Request for Proposal as ASG, Inc. strives to ensure quality services are delivered in the most efficient and effective way possible, through full integration and coordination of One-Stop career center partners and resources that support seamless service delivery.

ASG, Inc. is requesting Proposals from qualified contractors with the expertise to provide One-Stop Operator services as further specified herein. Parties interested in submitting a quote in response to this RFP should review this entire document, including the key information shown directly below.

## **KEY INFORMATION**

- Questions concerning this RFP must be submitted in writing by email to Lyndsey Hellems, [lhellems@asgcorp.org](mailto:lhellems@asgcorp.org). Deadline for submitting questions is noon, January 31, 2017. Please reference One-Stop Operator Services RFP in the subject line. Answers will be reviews and answered as soon as possible after the January 31, 2017 deadline.
- All responses to this RFP must be submitted no later than noon EST on February 28, 2017 electronically to:

**Workforce Development Board (WDB)**  
**Lyndsey Hellems, VP of Strategic Initiatives**  
**[lhellems@asgcorp.org](mailto:lhellems@asgcorp.org)**

- Any response, or portion thereof, received after the submittal deadline will be declared unresponsive and will not be considered.
- The anticipated effective date of a contract resulting from this RFP will be on or before July 1, 2017. This date is tentative and subject to the identification and selection of a qualified respondent.

## **I. BACKGROUND OF ORGANIZATIONS**

ASG, Inc./WDB is a 501(c)(3) non-profit organization. The ASG, Inc. Board is appointed and designated by the Economic Growth Region 6 (EGR6) Chief Local Elected Officials Counsel to act as the Workforce Development Board under provisions of the Workforce Innovation and Opportunity Act (WIOA) of 2014. ASG, Inc. has requested and received certification as the Local Workforce Development Board (WDB) by the Indiana State Workforce Innovation Counsel.

The WDB of Economic Growth Region 6 (EGR6) is comprised of representatives of business, education, Labor Organizations, Community-Based Organizations, Economic Development Organizations, One-Stop Partners, and other organizations determined by WIOA. EGR6 consists of nine counties including: Blackford, Delaware, Fayette, Henry, Jay, Randolph, Rush, Union, and Wayne.

## **SCOPE OF SERVICE**

WDB is seeking a contractor with the expertise and established track record for providing services required of a One-Stop Operator.

For purposes of this RFP, WDB defines One-Stop Operator services as the coordination of the service delivery of required one-stop partners and service providers within the One-Stop System. This coordination shall, at minimum, include the following responsibilities:

- Establish electronic linkages of all One-Stop Partners designated by WDB to improve communication, referral, service delivery, and tracking of performance of the partners;
- Facilitate the planning of and electronic transfer of information between the partners and WDB;
- Coordinate and hold periodic meetings with all One-Stop Partners;
- Assist WDB in the identification of appropriate clauses for all Memorandum of Understanding with all One-Stop Partners designated by WDB;
- Working with WDB and applicable state agencies, create a strategic plan to integrate the intake, case management, and reporting of the One-Stop Partners.
- Coordination of cross training of partner staff
- Ensure cost effective transitions into the One-Stop System.

Economic Growth Region 6 (EGR6) has been approved to provide and will continue to provide direct career services as defined by the WIOA, and shown below. As a result, this RFP's Scope of Services does ***not*** include the One-Stop Operator providing training services or providing any of the following career services or information:

- Eligibility determination
- Outreach, intake, orientation
- Initial assessment of skills and support service needs
- Labor exchange services (job search and placement assistance and career counseling) and services to business
- Referrals and coordination with other programs
- Providing Labor Market Information
- Providing performance info and program cost info of training contractors
- Providing performance info on local WDB in regard to accountability measures
- Providing info on the availability of and referral to support services, SNAP, and TANF
- Providing assistance in establishing eligibility for financial aid for programs not funded through WIOA
- Providing services in order to obtain and retain employment, such as comprehensive assessment, IEP development, group and individual counseling, career planning, short term pre-vocational services, internship and OJT, work prep, financial literacy, out of area job search, etc.
- Providing follow-up services

## **II. CONTRACTOR QUALIFICATIONS AND REQUIREMENTS**

Respondent must meet the minimum qualifications outlines below:

- Has provided services similar in nature and complexity for at least 2 years;
- Has contracted to provide services similar in nature and complexity, for at least 1 organization within the past 3 years.
- Certificate of Incorporation to conduct business in the State of Indiana.

**III. GENERAL CONDITIONS**

**A. Response Due Date and Time**

Each proposer is required to submit its response to this RFP no later than noon EST on February 28, 2017. The delivery of the response is solely and strictly the responsibility of the respondent. Responses received after noon EST on February 28, 2017 will be considered unresponsive.

Only a full responsive RFP will be considered. All conditions set forth in this RFP must be followed to be considered fully responsive. All responses must be manually and duly signed by an authorized corporate officer, principal, or partner (as applicable).

**B. Response Content**

Should your firm be interested in providing these one-stop operator services as described in the Scope of Services section within this RFP, please prepare a response to this RFP and include the following information in your response in the order presented below.

1. Cover Letter that includes a statement that the firm understands the scope of the services sought and a statement guaranteeing the price for the term of the contract. This Cover Letter must be signed by an individual with the authority to bind the firm to the response presented.
2. Table of Contents
3. Scope of Services. In this section, respondent should explain its proposed approach to providing one-stop operator services.
4. Appendix A – Organization information
5. Appendix B – Qualification and Requirements
6. Appendix C – References
7. Budget Information. Provide a total cost for the delivery of the services described in the Scope of Services section of this RFP as well as budget detail by line item.
8. Other Information. Please include any additional information not already requested that your firm considers essential to your response. If there is no additional information to include, state, “There is no additional information our firm wishes to present.”

**C. RFP Timeline**

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**D. Who can submit a response?**

The types of entities that may be One-Stop Operator include:

1. An institution of higher education;
2. A non-traditional public secondary school such as a night school, adult school, or an area career and technical education school;
3. A community-based organization, nonprofit organization, or workforce intermediary;

4. A private for-profit entity;
5. A government agency;
6. An Employment Service State agency established under the Wagner-Peyser Act;
7. A local Workforce Development Board (WDB), with the approval of the Chief Elected Official and the Governor; or
8. Another interested organization or entity, which is capable of carrying out the duties of a One-Stop Operator.

Elementary schools and secondary schools, except as listed in #2 above, are not eligible as One-Stop Operators.

Minority and women-owned and operated businesses are encouraged to submit a response.

Responses will not be reviewed if (1) the respondent has been disbarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (2) the respondents previous contract(s) with ASG, Inc./WDB have been terminated for cause, or (3) the respondent has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services.

#### **E. RESPONSE FORMAT**

Each response should be prepared simply and economically, providing a clear and concise presentation of the information requested in this RFP in the order requested. Elaborate or expensive bindings, colored displays, and promotional materials are neither necessary nor encourages unless they are provided as examples of your firm's expertise.

WDB will not return responses, binders, or exhibits. Bidding organizations should note that under the requirements of the Freedom of Information Act (FOIA), the contents of your proposal or other information submitted to the Eastern Indiana Workforce Development Board (EIWDB) is subject to public release upon request, except those items specifically exempt from disclosure. The bidder shall mark as "proprietary" those parts of the proposal that it deems proprietary. However, the bidder is alerted that this marking is advisory only and not binding on the EIWDB. If there is a request from the public under FOIA to inspect any part of the proposal so marked, WDB will advise the bidder and request further justification in support of the "proprietary" marking. If the EIWDB determines, after receipt of justification, that the material is releasable, the bidder will be notified immediately. Under no circumstances will a proposal or any part of a proposal be released prior to the contract award decision. Each firm submitting a response to this RFP agrees that the preparation of all materials and all presentations are at the respondent's sole cost and expense, and WDB shall not, under any circumstances, be responsible for any costs or expenses incurred by respondent.

The respondent should follow the instructions in this RFP in order to be considered fully responsive. Submissions should be concise and easily understood.

Responses should be submitted on 8 ½" x 11" paper, a minimum of 12-point font size and single spaced. Text should be presented single-sided on each separate page. The response shall not exceed 15 pages in length, excluding required appendixes.

Do not respond to any questions in this RFP by referencing material presented elsewhere. The response provided immediately after the restatement of the question shall be considered complete and stands on its own merits. A response of “will comply” or “see above” or similar statement shall be considered unresponsive. (Failure to respond to any section of this RFP may result in disqualification of the proposal.)

Submissions must include:

1. Original response delivered electronically to One-Stop Operator Services,

**Attention: Lyndsey Hellems**

**Eastern Indiana Workforce Development Board**

**VP of Strategic Initiatives**

[lhellems@asgcorp.org](mailto:lhellems@asgcorp.org)

#### **F. IMPROPER BUSINESS RELATIONSHIPS / CONFLICT OF INTEREST**

In connection with this RFP, each respondent shall ensure that no improper, unethical, or illegal relationships or conflicts of interest exist between or among the respondent, WDB, and any other parties to this RFP. The respondent is responsible for disclosing at the point of response submission of any such relationships. WDB reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not, and to decide whether or not respondent disqualification and/or cancellation shall be at no fault or liability whatsoever to WDB.

#### **G. QUESTIONS**

All questions regarding this RFP document must be submitted electronically and received by WDB by the due date shown under “RFP Time Line”; see contact information for questions on the front page of this RFP. WDB will make a good-faith effort to prepare a written response to each question or request for clarification as soon as possible after the deadline.

### **IV. Contract Term and Conditions**

This RFP and the evaluation and selection process shall in no way be deemed to create a binding contract or agreement of any kind between WDB and any respondent. All legal rights and obligations between the successful respondent, if any, and WDB will come into existence only when a contract is fully executed by both parties, and the legal rights and obligations of each party shall at that time be only those rights and obligations which are set forth in the contract and any other document specifically referenced in that contract. The term of this contract shall be from a period commencing on or before July 1, 2017 and terminating June 30, 2019 with an option to extend yearly for up to two (2) additional years based on performance, business needs, and funding availability.

Invoices must be submitted on a monthly basis by the 10th of the month following the month of service. No third party contracts or subcontracts will be allowed unless specifically first approved in advance and in writing by WDB.

**V. Evaluation and Selection**

The evaluation of each response to this RFP will be based on the proposer’s overall expertise and track record in delivering the services requested in this RFP and proposed price. See breakdown of selection criteria below. The selection committee will review and score each proposal deemed responsive, place the responses in rank order, and present the results along with their recommendation to the Executive Board of WDB for review. A final selection will be made by the Boards or Executive Board, contingent upon successful contract negotiations. Upon selection of the most qualified respondent, WDB staff will begin negotiations in order to secure a contract at a level of compensation that WDB determines is fair, competitive and reasonable. Should WDB be unable to negotiate a satisfactory contract with the respondent considered to be most qualified at a price WDB determines to be fair, competitive and reasonable, negotiations with that respondent will be formally terminated. WDB shall then undertake negotiations with the next most qualified respondent, re-solicit for the services, or postpone/cancel the RFP as determined by the WDB Chair. Final award of a contract will be contingent upon:

- identification of a respondent qualified and capable of providing the services sought by WDB in this RFP;
- successful negotiation of a contract at a price WDB determines to be fair, competitive and reasonable; and
- availability of sufficient funding.

**VI. Criteria for Selection**

<u>CRITERIA</u>	<u>WEIGHT FACTOR</u>
<b>Requirements</b>	
a. The response was received by the due date and time.	MANDATORY
b. The response was presented in the required format, and all questions in this RFP answered.	
Experience of contractor and key staff that would be involved In delivering these one-stop operator services described in this RFP.	40 Points
Cost Reasonableness - The contractor’s budget information reflects reasonable costs for the staff, services, and transition as detailed in the Scope of Service.	55 Points
Minority Owned, small business, and/or women owned business	5 Points
<b>TOTAL SCORE</b>	<b>100 Points</b>

## **VII. Appeal Procedure**

From the date and time of selection/notice of intent to award, any contractor has 72 hours (3 business days) in which to file a written appeal/protest with:

**Jim Riggle**

**Eastern Indiana Workforce Development Board**

**3301 W Purdue Ave**

**Muncie, IN 47304**

**The decision of the WDB is final.**

## **VIII. Conditions of this RFP - Reserved Rights**

The issuance of this RFP constitutes only an invitation to present a response. All information provided by WDB in this RFP is offered in good faith; WDB makes no certification that any item is without error. WDB is not responsible or liable for any use of the information or for any claims attempted to be asserted there from. The rights reserved by WDB, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to WDB, include, without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in this solicitation at any time.
- To accept or reject any or all responses, to re-advertise this RFP, to postpone or cancel this process and to change or modify the time line at any time.
- Disqualify any respondent that submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Disqualify any respondent who demonstrates less than full understanding of this RFP in its entirety.
- Waive any defect, technicality or irregularity in any response received.
- Require additional information and/or oral presentation from one or more respondents to supplement or to clarify the response submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete.
- Determine whether the respondent has the necessary experience, including seeking and evaluating independent information on any respondent.
- Consider any information submitted that is not requested by WDB in a response as supplemental information and not subject to evaluation by the proposal review team or WDB.
- Accept or reject in part or entirely the contractor's pricing. WDB prohibits the changing of pricing and/or revenue responses after the RFP closing date and time except through the negotiation process.
- End contract negotiations if acceptable progress, as determined by the WDB Chair, is not being made within a reasonable time frame.
- Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, and (b) to manage funding.
- Request additional services. If the respondent is to be engaged to perform any additional services, the scope and fee will be negotiated in a separate contract to be awarded as a result of this solicitation. Such contracts, including provisions for additional fees, are valid only if approved in writing by both the respondent and WDB.



**Appendix A – Organization Information**

**One-Stop Operator Services**

Company Name:			
Mailing Address:			
City:	State:	Zip:	
Physical Location:			
City:	State:	Zip:	
Name of Company Owner:			
Contact Person:		Title:	
Phone:	Ext:	Fax:	
Email:		Web Address:	
Date Firm was Established:	Years in Business:	Total # Full-Time Employees at Location:	
Legal Structure of Business:	<input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Non-Profit	<input type="checkbox"/> Partnership <input type="checkbox"/> Other:	<input type="checkbox"/> Corporation
Employers Federal ID #:		Unemployment Comp ID #:	
Dunn and Bradstreet #:		Primary NAICS and/or (SIC) Code:	
Is your company current on all State of Indiana tax obligations?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is your company licensed in the State of Indiana?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Minority or women owned and operated business?			
Small business?			
Description of your business, products, and/or service(s): (1 Page Limit)			
<b>Authorized Signature:</b> Execution hereof is certification that the undersigned has read and understands the terms and conditions of the RFP, and that the undersigned's principal is fully bound and committed.			

## Appendix B – Company Qualifications

### One-Stop Operator Services

Respondent must meet all of the minimum qualifications outlined below. Please answer each question and initial by your answer.

1. Has your company provided services similar in nature and complexity as those requested in this RFP for at least two years?  
 Yes  No Initial: \_\_\_\_\_
2. Has your company contracted to provide services similar in nature and complexity as those requested in this RFP with at least one organization within the past three years?  
 Yes  No Initial: \_\_\_\_\_
3. Does your company or one of your collaborative partners have subsidiaries, a parent organization, or other affiliates?  
 Yes  No Initial: \_\_\_\_\_ If yes, provide a full explanation.
4. Is your company or one of your collaborative partners presently debarred or suspended or otherwise determined to be ineligible to receive funds by a government agency?  
 Yes  No Initial: \_\_\_\_\_ If yes, provide a full explanation.
5. Has your company had a previous contract(s) with ASG, Inc. terminated for cause?  
 Yes  No Initial: \_\_\_\_\_ If yes, provide a full explanation.
6. Has your company complied with all official orders to repay disallowed costs incurred during your company's delivery of programs or services?  
 Yes  No Initial: \_\_\_\_\_ If no, provide a full explanation.
7. Does your company's name appear on any convicted contractor list?  
 Yes  No Initial: \_\_\_\_\_ If yes, provide a full explanation.
8. Has your company had a contract terminated for default in the last five years? Termination for default is defined as notice to stop performance, delivered to respondent due to respondent's non-performance or poor performance and the issue of performance was either not litigated due to inaction on the part of respondent; or litigated and determined that respondent was in default.  
 Yes  No Initial: \_\_\_\_\_ If yes, provide a full explanation.
9. Has your company or any of your collaborative partners declared bankruptcy and/or had any assets attached by any court in the last three (3) years?  
 Yes  No Initial: \_\_\_\_\_ If yes, provide a full explanation.
10. Has your company or any of your collaborative partners declared bankruptcy and/or had any assets attached by any court in the last three (3) years?  
 Yes  No Initial: \_\_\_\_\_ If yes, provide a full explanation.
11. Is your company financially solvent?  
 Yes  No Initial: \_\_\_\_\_ If no, provide a full explanation.

## **Appendix C – Company References**

### **One-Stop Operator Services RFP**

Respondent must include a list of references that can speak to the respondent's prior experience and past performance in delivering similar services. Reference names and contact information should be included. WDB reserves the right to contact any person(s) or organization(s) who is familiar with the work of respondent to document the qualifications and successful experiences of respondent, as well as to solicit character references.