



Thomas P. Miller and Associates
Serving as Independent Procurement Entity
For Region VII



**Workforce Innovation and Opportunity Act
Request for Proposals for One-Stop Operator**

Release Date: January 12, 2018

Proposals Due: February 12, 2018

Contract Period: July 1, 2018 to June 30, 2022

**All proposals must be submitted electronically to
ksubler@tpma-inc.com**

**Proposals must be received no later than
February 12, 2018 – 4:00 pm EST**





Table of Contents

I. Introduction	3
RFP Purpose	3
Thomas P. Miller & Associates	3
WIOA Background	4
Region VII Workforce Development Board, Inc. and One-Stop Center System	4
Eligible Respondents	5
Contract Term and Amount	6
Contract Type	7
II. Procurement Process and Timetable	8
Questions and Answers	8
Right to Cancel	8
Other Procurement Requirements	8
III. Scope of Work	9
Service Model	11
Center Location and Hours of Operation	11
Program Goals and Outcomes	12
VI. Proposal Instructions	12
Proposal Outline and Format	13
V. Proposal Evaluation	15
VI. Award and Contract Provisions and Requirements	16
Provisions	16
Right to Appeal	16
VII. Contract Provision	17
VIII. Tools and Resources	21



I. Introduction

RFP Purpose

The Region VII Workforce Development Board (WDB), which serves Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan, and Pendleton counties, is seeking proposals from eligible organizations or a consortium of eligible entities with the expertise and capacity to provide One-Stop Operator services for the local workforce area.

The Region VII WDB desires a Service Provider capable of providing a seamless system of services built on a customer-focused service delivery network. A service integration model provides a variety of activities to better align, organize, and optimize workforce service delivery outcomes, creating one common customer path throughout multiple partner agencies and their programs.

The purpose of this RFP is to procure one (1) contractor to serve as the One-Stop Operator in the eight-county region. The Operator will provide oversight of the Workforce System and will ensure compliance with Federal, State, and local policies. Refer to the Scope of Work for specific roles and responsibilities of the One-Stop Operator.

The proposed services under this RFP will be funded initially under WIOA. The contractor selected through this RFP is expected to be familiar or become familiar with the WIOA Act (P.L. 113-128), WIOA Regulations, Issuances and Memos issued by the USDOL Employment and Training Administration (ETA), and WorkForce West Virginia. After the award of the contract, the Region VII WDB will provide additional technical assistance to the contractor.

Thomas P. Miller & Associates

Thomas P. Miller and Associates (TPMA) has been contracted by the Region VII Workforce Development Board to lead the procurement process for selecting a One-Stop Operator. TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 28 years of experience in workforce development activities, including providing assistance to workforce boards in strategic planning exercises. Through analysis, alignment, and action, TPMA applies our mission statement of empowering organizations and communities through strategic partnerships and informed solutions that create positive, sustainable change to every project assigned. For more information of TPMA's experience and expertise, please visit us at <http://www.tpma-inc.com/>.

As the contracted entity to lead this procurement process, TPMA serves as a "separate and independent outside entity to conduct the competition" for the One-Stop Operator.¹

TPMA will review all submitted proposals and evaluate them on a scale coordinated and agreed upon by the Region VII Workforce Development Board, Inc., with guidance from the West Virginia

¹ Cited in US Department of Labor, Employment and Training Administration, Training Employment and Guidance Letter (TEGL) WIOA No. 15-16, Competitive Selection of One-Stop Operators, released January 17, 2017. This TEGL provides significant background information on the selection process and roles and responsibilities of the One Stop Operator within the WIOA system. Applicants are strongly encouraged to become familiar with the content of this document.



Department of Commerce. Based on its evaluation, TPMA will submit its selection, along with description of the selection process and scoring justification, to the Board for approval.

WIOA Background

The Workforce Innovation and Opportunity Act (WIOA) was signed into law by President Barack Obama on July 22, 2014 and went into effect on July 1, 2015. The WIOA supersedes the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. The federal regulations drafted by the U.S. Department of Labor have recently been released and the One-Stop Delivery System sections can be located in §678.300 - §678.900; §463.300 - §463.900; and §361.300 - §361.900. The general description of the One-Stop Delivery System by the federal regulations is a “seamless customer-focused service delivery network.”

In passing WIOA, the first legislative reform of the public workforce system in more than 15 years, this bi-partisan piece of legislation reaffirms the roles of the Workforce Development Boards and the One-Stop career center system. WIOA will help jobseekers and workers access employment, education, training, and supportive services to succeed in the labor market and match employers with the skilled workers they need to compete in the global economy. WIOA funding, which is distributed to states, and subsequently, local workforce development boards (WDBs), is used to serve two primary customers – businesses and jobseekers.

At the State level, WIOA establishes a unified strategic planning process across core programs such as Wagner-Peyser Employment Service and Title I of the Rehabilitation Act programs. WIOA also streamlines the membership of business-led, state and local workforce development boards, and emphasizes the role of boards in coordinating and aligning workforce programs to meet the needs of both jobseekers and employers. At the local level, WIOA provides flexibility in providing incumbent worker training and transitional jobs as allowable activities and promotes work-based training such as apprenticeships and on-the-job training with reimbursement. The idea is that by promoting work-based training activities, jobseekers will earn industry recognized credentials and be aligned onto a career pathway.

Proposers are strongly encouraged to read the Department of Labor’s WIOA resource page for WIOA information and the latest updates: <https://www.doleta.gov/wioa/>.

Region VII Workforce Development Board, Inc. and One-Stop Center System

The Region VII Workforce Development Board is the grant recipient of USDOL WIOA funds in the eight county area of West Virginia.

The regulations define the one-stop delivery system as consisting of one or more comprehensive, physical One-Stop Centers in a local area that provide the core services specified in WIOA. Services of the One-Stop services delivery system are currently carried out by two comprehensive centers:



1. Martinsburg One-Stop Career Center
202 Viking Way
Martinsburg, WV
2. South Branch One-Stop Career Center
151 Robert C. Byrd Industrial Park Rd., Suite 2
Moorefield, WV

The WDB is charged under WIOA to oversee the workforce development system and to invest the region's federal and state workforce funds by forging partnerships that bring together the varied workforce development entities in the eight county region. Federally required WIOA partners in the One-Stop system include Higher Education, Vocational Rehabilitation, Adult Education, and Employment Services. Continuous labor market research and analysis help the WDB collaborate with partners to build a labor force and ensure a vibrant quality of life for the region. The challenge and mission is to be alert to the needs of businesses and individual jobseekers and address them in a manually beneficial and efficient manner – examining data in new ways to reflect the change in our local economy and its evolving workforce.

The WDB, in coordination with the Chief Elected Official, is seeking to establish and build a partnership with an organization, an individual identified by a qualifying entity, or consortium that can demonstrate the ability to coordinate the workforce development system as directed by the Region VII WDB and Executive Director.

Under WIOA, the Board is tasked with soliciting a One-Stop Operator to manage the One-Stop Centers and system within the eight county region. TPMA is conducting that solicitation process, serving as the “separate and independent outside entity” as required by Federal WIOA law.

As the grant recipient of WIOA funds, Region VII WDB will enter into a contract with the selected One-Stop Operator under guidance from the Board.

Eligible Respondents

Proposals may be submitted by qualified individuals, organizations, or entities (public, nonprofit, or private) or a consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the one-stop system partners with demonstrated effectiveness), located in the local area, which may include:

- An institution of higher education;
- An employment service State agency established under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) on behalf of the local office of the agency;
- A community-based organization, nonprofit organization or intermediary;
- A private for-profit entity;
- A government agency; and
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.



Exception: *Elementary schools and secondary schools shall not be eligible for designation or certification as one-stop operators, except that nontraditional public secondary schools and area career and technical education schools may be eligible for such designation or certification.*

To be eligible, respondents must be authorized to do business in West Virginia. Workforce development-minded organizations or individuals with or without previous experience as a contractor are encouraged to submit proposals; however, only proposals from organizations or individuals that can thoroughly demonstrate they have the ability to provide the required services will be accepted. Minority and women-owned and operated businesses are encouraged to submit a proposal.

No provider or entity may compete for funds if:

- The individual or entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental individual/organization;
- The individual or entity's previous contract(s) with the Region VII WDB or any one of the eight counties had been terminated for cause;
- The individual or entity has not complied with an official order to repay disallowed costs incurred during its conduct of services under any contract;
- The individual or entity or its parent organization have filed for bankruptcy during the past 7 years;
- The individual or entity has been convicted of a public entity crime pursuant to West Virginia or other state statutes; and/or
- The individual or entity developed or drafted work requirements, or statements of work for this RFP.

Contract Term and Amount

It is the intent of the WDB to award a single contract for the services identified herein. The expected contract term under this solicitation will be from **July 1, 2018 through June 30, 2019**, provided measurable outcomes are successfully achieved and that sufficient funds for the contract term remain available. The WDB will have the option to renew the contract for up to three (3) additional one-year periods contingent upon successful performance and with Board approval as follows:

- Optional Renewal One: July 1, 2019 through June 30, 2020
- Optional Renewal Two: July 1, 2020 through June 30, 2021
- Optional Renewal Three: July 1, 2021 through June 30, 2022

Note: The option to renew is not guaranteed and the initial award of the contract does not imply an exercise of the option to renew.

An estimated total of up to **\$15,000.00** for the period of **July 1, 2018 through June 30, 2019** in WIOA Title I funding will be available for One-Stop Operator services. These funds will be used for staffing costs related to coordination and integration of all one-stop system partners, any



travel or mileage related to partner coordination, etc. Office space, a computer, telephone, internet, and office supplies will be provided while the One-Stop Operator is in the Center location. Center operation costs such as staff salaries/benefits, rent, utilities, supplies, equipment, janitorial services, WIOA participant training and supportive service costs will be provided through funding sources managed by the WDB and other mandated partners.

Note: This amount is provided as a planning figure only and does not commit the WDB to award a contract for this amount. The Respondent is responsible for proposing a reasonable total cost for delivering the services described in this RFP. Funding during the contract period may be adjusted due to changes in WIOA Title I funding received.

Contract Type

The WDB contemplated payment under a cost-reimbursement basis, including performance-based provisions that will be based upon actual costs and performance delivery outcomes. A Cost Reimbursement Contract is one that establishes an estimate total of costs for the purpose of obligating funds and a ceiling that the contractor may not exceed (except at a contractor's risk) unless the awarding party agrees to amend the contract and provide additional funds.

The WDB is responsible for ensuring that contracted costs are both necessary and reasonable. Provisions are made for limited movement of funding among line items. The contractor is required to maintain records sufficient to account for all expenditures. Costs will be reported monthly. No part of the work covered by this request is to be subcontracted. The expected performance delivery outcomes will be linked to Duties and Specific Tasks as detailed in the Scope of Work, and as determined and negotiated between the Board and the contractor.

For the purpose of responding to this RFP, respondents should develop a line-item budget showing all expected costs associated with delivering the proposed services.

Due to the nature of the WDB's funding sources, potential changes in legislation and policies, and performance achieved, respondents are advised that any contract awarded under this RFP may be modified to incorporate such changes, adjustments in the delivery system, or any activities proposed.



II. Procurement Process and Timetable

Procurement Action	Date
RFP Issued	Jan. 12, 2018
Deadline for RFP Inquiries for Clarification	Jan. 26, 2018
Posting of Answers to Inquiries	Jan. 29, 2018
Proposals Due	Feb. 12, 2018
Proposal Interviews	Week of Feb. 19, 2018
One-Stop Operator Selected by TPMA	Feb. 23, 2018
Region VII WDB Approves Selection	March 15, 2018
Selected Contractor Begins to Operate One-Stop Centers	July 1, 2018

Questions and Answers

All questions regarding this RFP must be submitted in writing via email to Kristopher Subler at ksubler@tpma-inc.com by January 26, 2018. No questions will be accepted after this date. Responses to all questions will be located at <https://www.tpma-inc.com/procurement> by January 29, 2018.

Right to Cancel

TPMA reserves the right to delay, amend, reissue, or cancel, all or any part of this RFP at any time without prior notice. TPMA also reserves the right to modify the RFP process and timeline as deemed necessary. Subject to guidance being issued by US Department of Labor and/or WorkForce West Virginia, this RFP and/or any subsequent sub-awards will be modified to ensure compliance.

This RFP does not commit TPMA to accept any proposal, nor is TPMA responsible for any costs incurred by the respondent in the preparation of responses to this RFP. TPMA reserves the right to reject any or all proposals, as it is deemed to be in the best interest of the WDB. The WDB reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interest of the WDB.

Other Procurement Requirements

All proposals will be reviewed for a perceived conflict of interest. Respondents will not offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the WDB (including standing committees), Local Chief Elected Official(s), Fiscal Agent, or other individual/organization for the purpose of having an influencing effect toward their own proposal or any other proposal submitted.

No employee, officer, or agent of the WDB (including standing committees), Local Chief Elected Official(s), Fiscal Agent, or other individual/organization shall participate in the selection, award, or administration of a contract supported by WIOA funds if a conflict of interest or potential conflict would be involved.



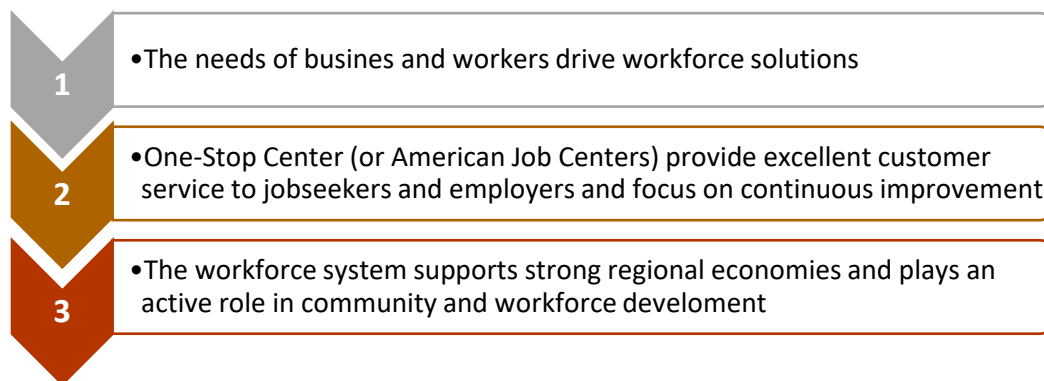
Respondents shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a respondent's proposal to be rejected.

Pre-contract costs and costs of preparing the proposal are not allowable costs and cannot be included in the proposal budget nor in any resulting contract budget.

Respondents should be aware funding for WIOA programs is always subject to availability and other conditions. Funding for future periods may be changed significantly if appropriations for WIOA programs change or if demographics change within the State or local workforce area.

III. Scope of Work

The role of the One-Stop Operator is equivalent to a managing partner. In this role, the Operator will be responsible for ensuring a seamless delivery of services from all partners. Certain workforce services are integrated into the framework of the one-stop service delivery system and are provided through partner agencies under various funding sources. This workforce system is characterized by three critical hallmarks of excellence:



The One-Stop Operator's job description has been defined as:

- Coordination of service delivery among partners and service providers
- Act as a liaison with the WDB staff
- Market the One-Stop and its services
- Ensure each partner abides by their MOU addendum
- Recruit additional partners
- Facilitate the sharing and maintenance of data
- Create continuous improvements methods reflective of the One-Stop delivery system as envisioned in ETA's Training and Employment Guidance Letter (TEGL) 4-15
- Create and maintain a Resource Guide
- Serve as a liaison to the community, partner agencies and employers for the Workforce System



- Review and maintain Eligible Training Provider List process and assess how they need to be updated to reflect changes
- Assure compliance with State and local WDB certification criteria which is essential for receipt of infrastructure funding

Duties and Specific Tasks

1. Community/Partner Relations

- ☐ Establish and maintain key relationships with workforce partners
- ☐ Coordinate with partners, the implementation of quality and continuous improvement principles within the system, including streamlining services and minimizing duplication
- ☐ Ensure the appropriate delivery of workforce development services in accordance with all governing laws, statutes, regulations, guidance and policies
- ☐ Facilitate capacity building within the system and with partner agencies
- ☐ Promote adoption of creative and innovative methods and best practices in the delivery of the required services
- ☐ Promote workforce programs within the communities concerning the workforce system services
- ☐ Coordinate the development and implementation of a formal referral process for services within and outside of the Center(s); including minimum standards for referral, follow-up requirements, and documentation of referral outcomes
- ☐ Work with One-Stop partners to create and maintain a Resource Guide of relevant sources of assistance in the community to be used by One-Stop staff, jobseekers, and our partners
- ☐ Ensure One-Stop partners are providing services in accordance with the WIOA regulations, State and local policies, and Memorandum of Understanding (MOU)
- ☐ Coordinate access to virtual resources at appropriate partner locations and other points throughout the communities such as libraries that strengthen accessibility to services
- ☐ Increase the number of employers participating in the workforce development network

2. WDB Collaboration and Compliance

- ☐ Implement WDB strategic priorities and policy directives at the Centers
- ☐ Assist Board's outreach efforts and event coordination on behalf of the WDB
- ☐ Serve as a community liaison to represent the goodwill of the One-Stop system
- ☐ Generate monthly invoices for expenses under contract
- ☐ Advise and assist the Board on all items relevant to One-Stop, as required by WIOA
- ☐ Assist the Center and partners in meeting and exceeding federal, state, and local performance measures
- ☐ Perform continuous improvement activities to achieve high level service quality and exceptional customer service



- Participate in regular meetings with the WDB Executive Director to review contract terms, processes, performance data and results of internal quality assurances monitoring and corrective action efforts

Further, it is the One-Stop Operator's responsibility to ensure non-discrimination and to assure customers have an equal opportunity to access programs and services administered by the WDB. No individual shall be excluded from participation in, denied the benefits or, subjected to discrimination under, or denied employment in the administration of or in connection with programs on the basis of race, color, religion, sex, national origin, disability, age, political affiliation, marital status, and/or sexual orientation, and each customer shall have such rights as we are available under any Federal, State, or local law prohibiting discrimination.

Service Model

The provider selected under this RFP will be expected to continue to develop and enhance the workforce development system of Region VII by focusing on a fully coordinate and integrated customer service strategy. The goal is to create a "single point of contact" model that is market driven and offers value-added services to our employer and jobseeker customers. The focus of services will be driven by four (4) key points:

1. Providing exceptional customer service;
2. Meeting the needs of businesses and jobseekers;
3. Program integration to provide seamless access, increase service accessibility, leverage resources; and
4. Accountability.

This model requires collaboration – people coming in the doors are "shared customers" of the One-Stop System partners. The intent is to have an integrated customer service team that supports the customer flow, with staff from different programs working together to complete the work. Services and staff resources should not be separated in silos by funding stream or program.

Center Location and Hours of Operation

The comprehensive One-Stop Centers are open Monday through Friday 8:30 a.m. – 4:30 p.m. and closed each day from 12:00 p.m. – 1:00 p.m. The WDB has an established holiday policy. The current center locations include:

Martinsburg One-Stop Career Center

2020 Viking Way
Martinsburg, WV 25401
Tele: (304) 264-6133

South Branch One-Stop Career Center

151 Robert C. Byrd Industrial Park Road,
Suite 2
Moorefield, WV 26836
Tele: (304) 530-3917



Program Goals and Outcomes

The WDB has established certain goals for the workforce programs in Region VII. As the One-Stop Operator will be a major part of the workforce system, it is anticipated that the operator will be a major contributor in the achievement of long-term goals for the system.

The Center will focus on improving performance for Adult, Dislocated Workers, and Youth programs by maintaining a high level of total registered customers receiving career services and occupational skills training, as well as maintaining high quality services to businesses.

The program performance is established through negotiations between the WDB and the WorkForce West Virginia at the beginning of each program year (July 1). These are the performance measures used in measuring the One-Stop Center's effectiveness. Therefore, the One-Stop Operator will share in those performance measures.

Some measures have not yet been implemented, but will be added to the One-Stop Operator's performance as they are added to the performance of Region VII.

Below is a chart showing PY2016 Performance Goals negotiated with WorkForce West Virginia.

Performance Measure	Adult	Dislocated Worker	Youth	Wagner-Peyser
Entered Employment Rate 2 nd Qtr. After Exit	72.0%	71.0%	61.0%	52.0%
Entered Employment Rate 4 th Qtr. After Exit	72.0%	76.0%	43.0%	65.0%
Median Earnings 2 nd Qtr. After Exit	\$5,890.00	\$8,320.00		\$4,500.00
Credential Attainment Rate	73.0%	74.0%	69.0%	
Measurable Skills Gains	Baseline	Baseline	Baseline	

VI. Proposal Instructions

To be considered, bidders must submit one (1) proposal by February 12, 2018 via email to:

Kristopher Subler, Project Consultant
 Thomas P. Miller & Associates
ksubler@tpma-inc.com

The proposal must be signed by an official authorized to represent and bind the bidding organization. The person signing the proposal should certify that:

- ☐ He/she is the person in the bidder's organization legally responsible for the decision as to the costs being offered in the proposal and that he/she has not participated in any illegal, non-compliant, etc. action(s), or



- ☐ He/she has been duly authorized to act as an agent for the persons legally responsible for such decision, and certified that such persons have not participated, and will not participate in any illegal, non-compliant action(s), etc.

**No proposal submitted after the deadline will be accepted for consideration*

The proposal must contain the following elements:

- Cover Page
- Abstract/Executive Summary
- Narrative Sections (15 pages maximum)
- Budget Forms
- Certification and Signature Section
- All pages must be numbered
- Use 12-point font, single spaced

Proposal Outline and Format

1. Cover Page

- ☐ Complete the requested information on the Cover Page Form (Attachment A) and include it as page number 1 on the proposal. Cover Page will be included as part of the page count.

2. Abstract/Executive Summary

- ☐ Provide a description of your organization
- ☐ Demonstrate an understanding of the workforce development system in West Virginia
- ☐ Outline key organizational achievement within the past three (3) years
- ☐ Briefly describe why your organization is seeking award of this RFP and any unique or innovative aspects that may set your response apart from others

3. Narrative

A. Experience and Qualifications including Organizational Capacity

- ☐ Describe your organization's experience and qualifications to serve as the One-Stop Operator as outlined in the Scope of Work
- ☐ Describe all experiences you have related to WIA/WIOA or other Federal or State programs and legislation
- ☐ Describe your past experience in managing similar coordination/collaboration projects with multiple agencies
- ☐ Discuss the minimum qualifications of the individual(s) desired to fill the position(s)
- ☐ Describe the organizational structure where this position would be located in the organization (independent or reporting organizational chain of command and should there be a vacancy, what the assumption of duties and personnel)

B. Service Strategy for Community Partner Relations

- ☐ Outline strategies for how you intend to carry out the task described under Community Partner Relations in the Scope of Work
- ☐ Explain how you will connect with partner agencies (including the WIOA Core Partners) to ensure appropriate coordination of services



- ☐ Discuss how you will convene partners and ensure cross-agency training and integration of program and services into a seamless delivery system
- C. Service Strategy for WDB Collaboration and Compliance
 - ☐ Outline strategies for how you intend to carry out the tasks described under WDB Collaboration and Compliance in the Scope of Work. Include any experience ready, interpreting and following Federal, State, or local policy and procedures
 - ☐ Describe strategies to increase outreach efforts to businesses and community stakeholders
 - ☐ Describe strategies to provide guidance and technical assistance to WDB and partners in order to meet or exceed program performance goals and outcomes
- D. Budget
 - ☐ Complete the requested information on the Budget Form (Attachment B) and include it as the next page after the narrative pages references in “a” through “c” above. The budget should be presented for the period presented in this RFP.
 - i. Respondents should note the WDB will pay on a cost-reimbursable basis for all One-Stop Career Center costs, which includes: staff salary/benefits/travel, rent, utilities, telephone, internet, janitorial services, supplies, equipment, maintenance, and direct WIOA participant costs such as training and supportive service costs. Therefore, respondents should not include costs for such expenses in the budget submitted with the proposal.
 - ii. The contractor will be required to submit an invoice accompanied by the appropriate documentation in order to receive reimbursement for costs. Cash advances will not be available to the contractor. Reimbursements shall be made based on allowable costs incurred. This may include copies of paid invoices, check registers, payroll and benefit records, and similar documents. Additionally, monthly narratives of the accomplishments, challenges, and next month’s objective must accompany the invoice.
- E. Budget Narrative
 - ☐ Provide a budget narrative that justifies each proposed expense included on the budget form in terms of being necessary, allowable, and reasonable.
 - ☐ Identify any in-kind resources/support for the service delivery system beyond what is requested in the budget
 - ☐ Describe how you will financially support the costs of doing business until an invoice can be submitted and paid by the WDB
 - i. No advance payment will be made
 - ii. Indirect costs can only be charged to the contract if an approved indirect cost plan is included with the budget
 - ☐ Provide a brief description of the internal controls of the agency
- F. Mandatory Additional Attachments
 - ☐ Assurance and Certifications (Attachment C)
 - ☐ Certification Regarding Debarment/Suspension (Attachment D)



V. Proposal Evaluation

All proposals will be evaluated individually and as a group by TPMA's proposal review committee. The Committee will rate proposals and may require interviews with applicants prior to TPMA presenting its selection to the Region VII WDB. TPMA's recommendation for the One-Stop Operator will then be forwarded to the Board for approval.

Submitted proposals must meet the following minimum procurement requirements:

1. The proposal was submitted on or before the closing date and time.
2. The proposing organization is not on a federal or state Debarment List.
3. The proposing organization has been a legal business entity for a minimum of one year prior to the start of the contract.
4. The proposing organization is fiscally solvent.
5. The person signing the proposal as the submitting organization has the legal authority to do so.
6. The proposing organization agrees to meet all federal, state, and local compliance requirements.
7. The proposing organization has developed a reporting process for participant and fiscal activity.
8. The proposing organization has a satisfactory performance record for previous WIOA-related contracts, if applicable.
9. The proposing organization has accounting and auditing procedures adequate to control property, funds, and assets.
10. The proposing organization has a satisfactory record of integrity, business ethics, and fiscal accountability (a copy of these policies is required).

All proposals received in accordance with the time and content requirements identified in this request for proposals will be evaluated and scored based on the criteria outlined below.

The maximum number of points for any proposal can receive is 100. All proposals will be evaluated based on cost-effectiveness in relation to high quality service delivery. Respondents are therefore encouraged to thoroughly describe and justify the proposed costs. An analysis will be conducted to ensure the proposed costs are necessary, fair, and reasonable to determine if the proposed costs are allowable and allocable.



PROPOSAL COMPONENT	POINTS
Format & Completeness: Up to 10 points may be deducted if the proposal submitted does not follow the prescribed format or if other forms are not satisfactorily completed.	0
Experience/Qualifications of the Proposed One-Stop Operator	15
Service Strategy for Community Partner Relations	35
Service Strategy for WDB Collaboration and Compliance	35
Budget	15
TOTAL POINTS	100

VI. Award and Contract Provisions and Requirements

Provisions

1. Upon making its recommendation for the One Stop Operator, Thomas P. Miller and Associates (TPMA) will have completed its role in this process and the Region VII WDB will engage in contract negotiations with the selected Applicant.
2. All proposals submitted will be subject to competitive review.
3. TPMA has the right to reject any and all proposals that do not follow the format instructions set forth by this Request for Proposals.
4. TPMA retains the right to accept or reject any or all proposals received or to cancel in part, or in entirety, this Request for Proposals if TPMA so determines that it is in the best interest of the Region VII WDB to do so.
5. TPMA may modify any portion or terms of this Request for Proposals and may solicit additional proposals as necessary. TPMA reserves the right to modify or change this RFP based on rules, regulations, requirements put forth by the U.S. Department of Labor, the West Virginia Department of Commerce, or other regulatory entities.
6. All proposals will be subject to negotiation of terms, conditions, and amount.
7. The release of this Request for Proposals does not commit the Region VII WDB to award a contract.
8. Contracts will be awarded to successful applicant(s) for the period from July 1, 2018 to June 30, 2019.

Right to Appeal

Any respondent who has submitted a response to this RFP may appeal the decision of the contract award. The process for appealing the decision is as follows:

All protest, appeal or complaints must be submitted in writing via email to Region VII WDB Chair, Layne Diehl at layne@diehlaw.net within five (5) working days of the award announcement. The appeal must include justification for the appeal in the request. The appeals process will allow for a hearing, if



requested, and a decision will be made within ten (10) working days of the appeal submission. This decision will be final.

VII. Contract Provision

The following are examples of the contract provisions that will be included in the contract that will be developed as a result of this RFP. The exact text of the contract provisions may differ slightly from the examples shown.

Contract Costs – All costs that are approved in a contract must be reasonable and necessary to carry out the planned functions. The costs must be allowable and allocable to the proper grants and costs categories. If the contractor is a public entity or non-profit entity, the contract will not include a provision for profit. Profit margins with individuals and for-profit organizations may be negotiated. Profit margins must be reasonable and cannot be based on a percentage of actual costs. The contract awarded under this RFP is subject to available funding. The WDB does not guarantee any minimum or maximum amount of work and/or dollar value associated with this procurement. The specific method of payment for services to be rendered will be set forth in the negotiated contract and will be contingent upon demonstration that the negotiated performance deliverables have been successfully accomplished.

Contract Renewal and Extension – The contract that results from this RFP may have a provision for extension. The terms and lengths of any extension will be established by the WDB and will be included in the contract provisions. All extensions must be documented in a modification to the contract. Each extension must be for not more than one year and a maximum of three extensions are permitted. The contract will initially be written for a period of 12 months. Prior to the end of that 12-month period, an evaluation will be made of the performance of the Contractor to determine whether a contract extension may be granted. The performance of the initial contract will be measured from July 1, 2018 through March 30, 2019 and then annually according to the Program Year basis. Based upon that evaluation, an extension may be granted contingent upon established contract performance.

Early Termination – The contract that results from this RFP will have provisions for termination of the contract for failure to satisfactorily perform the tasks that are required. The contract that results from this RFP may also have provisions, which allow the contract parties to cancel the contract at any time by providing advanced notice to other contract parties. The contract will also provide for termination of the contract for lack of funds.

Modifications – The contract will have a provision for modifying the contract. Modifications may be necessary to incorporate changes required by Federal or State laws and policies. Modifications may be necessary to increase funds to the Contractor if funds become available through other sources.

Assignment and Subcontracting – A part of the proposal evaluation is based upon the previous experience of the proposer and its staff. The contract will contain a provision that prohibits subcontracting or assigning the work to be performed to another entity.



Indemnification – The contract will include an indemnification clause which will state the Contractor shall indemnify and hold harmless the State of West Virginia, WIOA Administrative Entity/Fiscal Agency, Local Elected Officials, Region VII Workforce Development Board, its officers, agents and employees from liability of any nature and kind, including costs, expenses, and attorney fees, for or on account of any actions, claims, suits, and damages of any character whatsoever arising out of any negligent act or omission of the Contractor or any of its employees, agents, volunteers, subcontractors, or representatives.

Dispute Resolution – The contract will have a provision for dispute resolution. This provision will require the Contractor to use administrative processes and negotiation in attempting to resolve disputes arising from this contract. The contract will require the contractor to continue to provide services while the dispute process is ongoing.

Audit Rights – The contract will have a provision which will allow the Fiscal Agent, the State of West Virginia, the U.S. Department of Labor, the United States Comptroller General, and any of their duly authorized representatives, or other with statutory audit rights to perform audits after reasonable advanced notice to the Contractor at any time during the contract period or within three (3) years from the date of the final payment of the contract. At any time during normal business hours and as often as the Fiscal Agent or any of the above parties may deem necessary, the Contractor shall make available to their duly authorized representatives for examination, all its records with respect to all matters covered by the contract. The Fiscal Agent, the State of West Virginia, the U.S. Department of Labor, the United States Comptroller General, any of their duly authorized representatives, shall have the authority to audit, examine, and make excerpts or transcripts from, any books, documents, papers, and records of the Contractor which are directly pertinent to the contract, including all contracts, invoices, materials, payrolls, personnel records, conditions of employment, and other data relating to all matters covered by the contract.

Access to Records and Records Retention – The contract will have a provision relating to Records Retention. That provision will require the Contractor to maintain all records pertinent to the contract, including financial, statistical, property, participant records, and supporting documentation. These records shall be preserved and made available to the Fiscal Agent and its agents for a period of three (3) years after the date of the final closeout of the contract. However, in the event of an audit, records shall be kept by the Contractor until the audit is completely resolved, even if it requires a retention period longer than 3 years. If the Contractor is unable to retain the necessary records for the required period, the Contractor will transfer such records to the Fiscal Agent. Such records shall be transmitted to the Fiscal Agent for acceptance in an orderly fashion with documents properly labeled and filed, and in an acceptable condition for storage.

Performance – The Contractor will be measured for performance of the contract. An evaluation will be conducted by the WDB to determine whether the contract measures have been met. The contract will be evaluated not less than on a semi-annual basis prior to the end of the contract period. This evaluation will determine whether the contract may be extended. Contract performance will be negotiated prior to the beginning of the contract and may include measures relating to the following



areas:

- Compliance with Board guidance and policies
- Convene partners and make progress toward integration of services
- Increase workforce recruiting/presentations and increasing number of employer engaged with the workforce development system
- Improvement in customer service for both businesses and job seekers.

Copyrights and Rights to Data – The contract will have a provision relating to Copyrights and Data. That provision requires Contractor to agree that the Fiscal Agent, State of West Virginia, and the U.S. Department of Labor shall have unlimited rights to any data first produced or delivered under the contract.

De-obligations – The contract that results from this RFP will contain clauses regarding availability of funds. Those clauses will allow the WDB to decrease or eliminate funding to the contractor if funding made available to the WDB is not sufficient to allow for full payment of the contract. At the time the contract is written, the actual funding amounts provided to the workforce area may not be available. The contract may be modified prior to or subsequent to the July 1st start date of each contracted period to reflect changes that are necessary due to actual funding amounts received.

Insurance – There is not requirement that proof of insurance be submitted with the proposal, but evidence of insurance must be provided prior to beginning the performance of work under the contract. The Fiscal Agent requirements may include proof of the following as applicable: general liability coverage, insurance for motor vehicles used by employees of the contractor, workers' compensation, and blanket bond coverage. The WDB will not be responsible for providing any type of insurance for the Contractor.

EEO Requirements – The Contractor will be required to comply with certain EEO requirements. No person in the United States shall be, on the grounds of race, color, religion, sex, sexual orientation, national origin, age, handicap, political affiliation, belief, or marital status be excluded from participation in, be denied benefits of, be subject to discrimination under, or be denied employment in the administration or in the connection with any program or activity funded in whole or part with funds made available under the agreement.

Duplicate Funding – The contract will have a provision requiring the Contractor to agree that any Contractor's cost, which is already allocated to other sources, may not be included in the cost of the contract. The Contractor must inform the WDB if the Contractor applies for or receives funds, which affect the cost or performance of work under this contract, and how the Contractor plans to allocate duplicated funds. The WDB must have the right to renegotiate the contract relative to the changed costs.

Compliance with Law – In rendering the performance hereunder, the Contractor shall comply with the requirements of the Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128,



with the regulations promulgated thereunder, and with the following:

- Applicable Federal Laws and appropriate OMB Circulars
- Laws of the State of West Virginia
- WIOA policies as adopted by the WorkForce West Virginia
- Local Laws
- WDB policies and procedures
- U.S. Department of Labor statement 29 CFR 37.20 regarding the non-discrimination and Equal Opportunity provisions of the WIA 1998 as reauthorized.

In the event of a conflict between such laws and regulations and the terms of this agreement, precedence shall be given to the laws and regulations.

Reporting – A monthly One-Stop Operator Narrative Report must accompany any requests for funds in order to demonstrate justification for payment of request. The items to be reported on a monthly basis may include:

- Accomplishments toward current objectives
- Challenges encountered or anticipated
- Objectives for the next month

The contract that results from this RFP may have additional requirements that the contractor make regular presentations to the WDB, Local Elected Officials, or similar groups. These reports may include information on customers, identified customer needs, services being provided for customers, employer needs, reports on progress that have been made on meeting the real-time performance metrics, and similar types of information.

The Contractor will also be required to provide the WDB any narrative, statistical, and financial reports related to the elements of the contract in a format and timeframe determined by the WDB.

Corrective Action – This provision will describe notices to the Contractor, corrective action steps, corrective action plans, timeframes, and similar provisions.

Patent Rights – This provision will state that if products are produced under this contract to which a patent is granted, the patent rights shall belong to the WIOA Fiscal Agent, the State of West Virginia, and to the U.S. Department of Labor. This provision shall not apply to products produced by the Contractor other than this contract and which are used in the performance of the work required by this contract.

Disallowed Costs – The contract will have provisions that require the contractor to repay any expenditure that is found to be unallowable. The contract will have provisions requiring the contractor to remedy any deficiencies found in audits or monitoring reports prior to incurring



additional expenditures or receiving additional funds.

Other Contract Provisions – The contract may have provisions, which are not described in this RFP. Those provisions may be necessary due to applicable laws or regulations, provisions added or changed to reflect negotiations made subsequent to the issuance of this RFP, requirements not known at the time of the issuance of this RFP, or for other reasons.

VIII. Tools and Resources

Local policies and procedures that the Region VII Workforce Development Board, Inc. adheres to can be located on their website:

<http://wvregion7workforce.org/>

WorkForce West Virginia is the state government agency funded through the Department of Labor that oversees the state unemployment insurance program as well as a network of workforce development services designed to provide West Virginia's citizens and employers the opportunity to compete in today's competitive global economy. State guidance and policies for WorkForce West Virginia can be located at:

<http://workforcewv.org/public-information/guidance-notice-and-policies.html>



**Region VII Workforce Development Board – One Stop Operator RFP
Cover Sheet – Attachment A**

Name of Organization:	Federal Employer ID:
Address:	Phone:
Contact Person:	Title:
Email:	Fax:
Total Budget Request:	
Partner Entities to Consortium Application (if any):	
Brief Description of Proposal:	
Legal Status (circle one): Public Agency Private Nonprofit Corporation Private for Profit Corporation Other _____	
Statement of Certification	
The applicant certifies that the information provided in this Request for Proposal including all attachments, is true, accurate and current; and the person signing below is authorized to do so on behalf of the above named organization. The applicant further certifies that the organization will comply with Workforce Innovation and Opportunity Act rules and regulations should the Region VII Workforce Development Board fund this program.	
_____	_____
Authorized Signer (Name Typed)	Authorized Signature
_____	_____
Authorized Signer's Title	Date Signed



Region VII Workforce Development Board – One Stop Operator RFP
Budget Form – Attachment B

LINE ITEM	WIOA Funds	Proposer Contributions (Not Required)	TOTAL COSTS
Personnel (Wages – Staff)			
a)			
b)			
c)			
Fringe Benefits			
a)			
b)			
c)			
Travel			
Telephone			
Supplies			
Other (list each item separately)			
Administrative, if applicable*			
TOTAL BUDGET	\$	\$	\$

*Must be explained in Budget Narrative, should not exceed 3% of total cost



Region VII Workforce Development Board – One Stop Operator RFP
Budget Narrative

Describe and provide justification for each proposed expense on the Budget: Summary of Line Item Costs. All expenditures must be necessary, allowable, and reasonable. Add one additional page if necessary.



**Region VII Workforce Development Board – One Stop Operator RFP
Staffing Schedule**

Complete the following chart listing all personnel/positions involved in the delivery of the proposed services included in the personnel line item to be allocated to the contract.

Title/Position	Staff Name	Years in Position	Degree(s)	Position (FTE) Required	Annual Salary	Total Salary



Region VII Workforce Development Board – One Stop Operator RFP
Attachment C Assurances and Certifications

The following assurances and certifications will be made a part of any resulting contract from this solicitation and Respondents must agree to each item below.

1. The individual signing this proposal is authorized to submit the proposal on behalf of the agency/organization.
2. The Contractor assures and certifies that services funded through a contract WDB shall be administered in full compliance with applicable federal, state and local laws, regulations and policies. These include, but are not limited to:
 - maintaining records that accurately reflect actual performance
 - maintaining record confidentiality, as required
 - reporting financial, participant, and performance data, as required
 - complying with Federal and State non-discrimination provisions
 - meeting requirements of Section 504 of the Rehabilitation Act of 1973
 - meeting all applicable labor laws, including the Child Labor Law standard
3. The Contractor shall establish and maintain an auditable financial system, in accordance with recognized accounting practices, with the Act and Regulations, and with State and local requirements on fiscal and programmatic reports.
4. The Contractor must be able to demonstrate that they are fiscally solvent.
5. The Contractor certifies that it will provide a drug-free workplace, as required by Federal law.
6. Any representative/agent of the WDB who participates in the expenditure of WIOA funds shall perform his/her duties in a manner consistent with their obligations to the WDB and in accordance with sound business practices. In complying with these requirements, representatives/agents shall refrain from:
 - a. Solicitation or acceptance of gratuities, favors, or anything of monetary value, from contractors, potential contractors, or parties to sub-agreements.
 - b. Participation in awards or administration of contracts to firms in which the member, officer, staff or representatives/agent or his/her immediate family has a financial or other interest.
 - c. Any representative/agent, who is a paid consultant, or who has a relative who is a paid consultant (as defined in A.R.S. 38-502) for any provider which currently transacts business with the WDB is prohibited from participating in a decision process which may lead to the award of a contract involving such firm.

Name of Applicant Organization

Signature of Certifying Official

Date

Name and Title of Authorized Representative

Request for Proposals for One-Stop Operator for Region VII Workforce Development Board



Region VII Workforce Development Board – One Stop Operator RFP
Attachment D Certification Regarding Debarment/Suspension

This certification is required by the regulation implementing Executive Order 12549, Debarment and Suspension 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as

Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - (A) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - (B) Have not within a three-year period preceding this proposal been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (C) Are not presently indicated for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - (D) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause of default.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name of Applicant Organization

Signature of Certifying Official

Date

Name and Title of Authorized Representative



Region VII Workforce Development Board – One Stop Operator RFP
Attachment E Certification Regarding Lobbying

The undersigned certifies, to the best of his or her knowledge and believe that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employer of a Member of Congress in connection with this Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loan, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Name of Applicant Organization

Signature of Certifying Official

Date

Name and Title of Authorized Representative