

## Request for Proposal

Workforce Innovation and Opportunity Act

One Stop Operator

Number: LSWA2020-2001

Sealed proposal, plainly marked as such will be received at:

Tri-County Council for the Lower Eastern Shore of MD  
Attention: Procurement Officer  
31901 Tri County Way, Ste. 201  
Salisbury, Maryland 21804

On or before **October 11, 2019** at **12:00 PM**, after this time  
bid/proposals will no longer be accepted.

Funded by the Workforce Innovation and Opportunity Act through the  
Lower Shore Workforce Alliance, a division of the  
Tri-County Council for the Lower Eastern Shore of Maryland

It is the policy of Tri-County Council not to discriminate on the basis of age,  
gender, race, color, religion, national origin, marital status, sexual orientation,  
genetic information or disability in the admission and treatment of participants,  
access to educational programs and activities, and terms and conditions of  
employment.

# REQUEST FOR PROPOSAL

## Workforce Innovation and Opportunity Act ONE STOP OPERATOR

2019 - 2021

Lower Shore Workforce Development Board

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## BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014 and became effective July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is designed to help both job seekers and businesses. WIOA addresses the needs of job seekers by establishing a workforce system that helps them access employment, education, training and support services to succeed in the labor market. WIOA addresses employer needs by matching them to the skilled workers they need to compete in the global economy.

Section 121(d) of WIOA requires that each Local Workforce Development Board designate a One Stop Operator whose role is to, at a minimum, coordinate the service delivery of required one stop partners and service providers.

## LOCAL WORKFORCE DEVELOPMENT AREA

The Lower Shore is a designated Local Workforce Development Area (LWDA) under the Workforce Innovation and Opportunity Act (WIOA) of 2014. The Lower Shore Workforce Alliance (LSWA), a division of the Tri-County Council (TCC) for the Lower Eastern Shore of Maryland, has assumed the primary obligation for implementing and coordinating WIOA funded training and employment programs for Somerset, Worcester, and Wicomico counties. LSWA, under the leadership of the Local Workforce Development Board (WDB), is committed to building and sustaining a successful workforce for the lower shore of Maryland and providing policy and oversight of WIOA funds and programs. The WDB is one of 12 workforce development boards across the state that direct federal, state and private funding resources for educational and occupational skills programs. The WDB is a business-led, policy-setting board that oversees workforce development initiatives in the local area. The WDB is composed of volunteers from business, civic, education, labor, and community leaders.

The one-stop system is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. The regulations define the system as consisting of one or more comprehensive, physical American Job Center(s) in a local area that provide the core services specified in WIOA. The LWDA includes one comprehensive center:

Lower Shore American Job Center  
31901 Tri-County Way  
Salisbury, MD 21804

Certain programs/activities are part of the one-stop delivery system. Entities that administer these programs are the required "partners." While not all areas will have all programs delivered in their area, the Lower Shore American Job Center (AJC) network is robust. Partners are:

ONE STOP OPERATOR REQUEST FOR PROPOSAL

Service Provider	WIOA Partner Program(s)	Office Location
Maryland Department of Labor	Wagner-Peyser, Trade Act, Veterans Employment	AJC
Division of Rehabilitation Services	Vocational Rehabilitation	AJC
Lower Shore Workforce Alliance	WIOA Title I Adult, Dislocated, and Youth	AJC
Telamon Corporation	National Farmworker Jobs Program	AJC
Wicomico County Department of Social Services	Temporary Cash Assistance	AJC
Department of Labor	Unemployment Insurance	off-site
MAC, Inc.	Older Americans Act Title V	off-site
SHORE UP!, Inc.	Community Services Block Grant, Employment and Training	off-site
Somerset County Department of Social Services	Temporary Cash Assistance	off-site
Somerset County Public Schools	Adult Education	off-site
Worcester County Board of Education	Adult Education	off-site
Worcester County Department of Social Services	Temporary Cash Assistance	off-site
Wor-Wic Community College	Adult Education	off-site

Local roles and responsibilities are outlined in several documents: the partner Memorandum of Understanding, the partner Resource Sharing Agreement, and the WIOA Local Plan. All three documents are under revision.

**SOLICITATION**

In accordance with Section 121(d) WIOA, this Request for Proposal (RFP) is issued to solicit a qualified One Stop Operator (OSO).

**Available Funds**

The maximum amount of funds available for the contract is \$60,000 per year.

**Scope of Work**

The local board envisions the One Stop Operator as a convener of partners as well as a “mall manager” for the American Job Center and seeks an Operator who will provide the following services:

- 1) Compliance
  - a) Compliance with legal requirements – Assess compliance with legal requirements. Examples include 1) Americans with Disabilities Act, 2) 38USC4215: Veterans’ Priority of Service, 3) Privacy Act of 1974, etc.: Protection of Personally Identifiable Information, 4) WIOA Section 188: Non-Discrimination, including access for those with Limited English Proficiency.

- b) Compliance with the partner Memorandum of Understanding (MOU) and Resource Sharing Agreement (RSA) – Monitor partner compliance with MOU and RSA and report to the Workforce Development Board.
- 2) Performance
- a) Continuous Improvement - Participate in the evaluation of “Continuous Improvement” of the center as described in WIOA Section 121(g).
  - b) Customer Experience - Evaluate and make recommendations related to center operations as pertains to access to services, customer service standard, consistency of service, etc.
  - c) Collect customer surveys - Collect customer feedback surveys, evaluate the results and report to partners and board.
- 3) Service delivery
- a) Front desk - Oversee front desk staff who are employed by the Tri-County Council, including 1) scheduling and guaranteeing coverage during open hours, 2) ensuring appropriate training and communication take place, 3) making sure materials available in welcome center are up to date and stocked, 4) ensuring information for television screens is collected and updated.
  - b) Requests for AJC participation in community events – Act as main point of contact for receiving requests and coordinating participation.
- 4) Partnership
- a) Partners’ Meetings - Coordinate Quarterly Partners’ Meetings, including identifying and scheduling guest speakers, creating the agenda, communicating effectively to maintain partner participation; lead the meetings with a goal toward consensus building; complete tasks assigned at meetings and/or follow up as necessary.
  - b) Business Services Meetings - Coordinate Quarterly Business Services Meetings, including identifying and scheduling guest speakers, creating the agenda, communicating effectively to maintain partner participation; lead the meetings with a goal toward consensus building; complete tasks assigned at meetings and/or follow up as necessary.
  - c) Cross-training - Facilitate and ensure cross-training of staff on a variety of topics as identified by partners at a minimum of two times per year, develop and distribute desk aid/asset map and update as necessary, maintain master staff contact lists.
  - d) Benchmarks of Success – Lead partner coordination under Benchmarks of Success.
  - e) Miscellaneous – Identify and share center best practices or research other topics as requested.
- 5) Communication
- a) Website – Update and maintain [lowershoreajc.org](http://lowershoreajc.org).
  - b) Quarterly Newsletter - Create Quarterly Newsletter for distribution to partners and public, including collection of relevant information, development of the newsletter, maintenance of the recipient list and distribution.
  - c) Routine requests - Respond to routine questions and requests from public regarding the American Job Center, its’ partners and services; when necessary, route requests to appropriate partner agency.
  - d) Facebook - Actively maintain the Lower Shore American Job Center Facebook page, including collecting and posting relevant information from partners.
  - e) Route customer complaints to appropriate partner agency when necessary.

- f) Point of contact - Act as point of contact to facilitate communication amongst partner agencies, engage partner agencies in center operations.
  - g) AJC events calendar - Maintain AJC events calendar with relevant internal and external events.
- 6) Reporting
- a) Provide reports to the Workforce Development Board - Report to the Workforce Development Board at its' quarterly meetings; the WDB will establish reporting guidelines.
  - b) Provide reports to partners related to any of the duties listed.

***Roles and Responsibilities***

Responsibilities of the selected contractor:

- Provide a primary staff person to act as Operator, including an established procedure should the primary staff person not be available
- Perform the duties in the manner described in the accepted proposal
- Invoice LSWA on agreed-upon intervals
- Provide summary of tasks completed, written procedures, appropriate log-in information, and other transferrable knowledge at the end of the contract period

Responsibilities of LSWA:

- Act as a resource in providing information needed to perform the Operator's duties
- Facilitate introductions to American Job Center Partners
- Pay invoices in a timely manner
- Provide an office location for the use of the Operator while on-site
- Oversee and evaluate the performance of the Operator

***Competitive Bid***

Competitive elements to be considered are:

1. Experience performing like services;
2. Knowledge of workforce system;
3. Reasonableness of cost;
4. Financial solvency and ability to demonstrate adequate financial resources;
5. Organizational and management capacity.

***Eligible Bidders***

To be eligible to receive funds to operate a one stop center, the entity must be a) a public, private, or nonprofit entity or b) a consortium of public, private, or nonprofit entities that includes three or more of the workforce partners. Eligible entities include:

- An institution of higher education;
- An employment service State agency established under the Wagner-Peyser Act 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;

- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization;
- A nontraditional public secondary school such as a night school, adult school, or an area career and technical education school; otherwise elementary and secondary schools are not eligible.

Incumbents may apply and are subject to all requirements listed in this RFP.

***Financial***

Organizations must be in good financial standing and may not be suspended or debarred.

***Staffing***

Employees, agents or sub-contractors engaged by the contractor to provide any or all of the tasks listed in this RFP must have an appropriate work history that lends itself to success. LSWA reserves the right to require the selected bidder to remove an employee, agent or sub-contractor from the contract.

**PROPOSAL EVALUATION**

***Proposal Review***

All proposals will be reviewed and rated by the WDB's Steering Committee. The WDB reserves the right to accept other than lowest cost proposals and to reject any or all proposals or parts thereof.

Service providers not selected for contract negotiations shall be notified in writing no later than two weeks after award date.

***Proposal Requirements and Evaluation***

Each section of the proposal has been assigned a point value that represents the maximum score that can be achieved for the section. The maximum point value for all sections is 205 points. Proposals will be evaluated, assessed and rated based on the required project narrative. ***All parts of your narrative should be described in sufficient detail to allow reviewers to make an adequate evaluation.*** The following sections are required:

**Corporate (25 Available Points)**

- Describe your organization or consortium. Why is your organization or consortium in the best position to deliver the requested services? How do your goals align with those of the WIOA workforce system? (10 points)
- Provide examples of relevant experience providing similar services. Describe past experience, if any, with the one stop service delivery model under WIOA (or similar programs). Reference letters are required. Letters directly related to your WIOA experience are preferred; otherwise reference letters related to similar experience will suffice. (15 points)

**Financial (45 Available Points)**

- Provide a description of the financial management capabilities of your organization. How will contracted funds be kept separate from other funds? How will financial information be made

available for monitoring and auditing purposes? Identify the staff who will be involved in the financial management of the project. (10 points)

- Explain your organization’s financial solvency, including a description of your financial resources. (10 points)
- Provide a project budget (attachment provided), clearly outlining the funds needed and their purpose in performing the requested services. In-kind contributions, if any, should be recorded on the budget form. All budget line items should be necessary, allowable, and reasonable. (15 points)
- Include a description of how your cost is both competitive and reasonable. (10 points)

**Technical Proposal (110 Available Points)**

- Describe how you will deliver each of the twenty-one items described in the Scope of Work. (100 points)
- Describe your location. How many hours per week will you be on-site? How will you effectively deliver services when not on-site? (10 points)

**Staff and Management (25 Available Points)**

- Describe your ability to immediately begin providing the services beginning November 1, 2019. (5 points)
- Submit an organizational chart showing lines of responsibility and authority. (10 points)
- Provide resumes for key staff people. If staff will need to be hired or contracted, include a timeline for onboarding. (5 points)
- Include a job description and number of hours per week estimated for all staff positions. (5 points)

**ROPOSAL SUBMISSION**

*Timeline*

One Stop Operator RFP Timeline	
<b>September 9, 2019</b>	Release of RFP
<b>September 20, 2019</b>	Deadline to submit questions via email
<b>September 25, 2019</b>	Responses to submitted questions posted
<b>October 11, 2019</b>	Proposal deadline 12 pm
<b>November 1, 2019</b>	Contract year begins

**Questions**

To ensure a fair competitive process, all questions related to this RFP must be submitted electronically to [procurement@tcclesmd.org](mailto:procurement@tcclesmd.org). Written questions will be accepted through 4:00 pm on September 20, 2019. Written responses to questions will be posted on the website [lowershore.org](http://lowershore.org) no later than 4:00 pm September 25, 2019. It is the respondent’s responsibility to check the website on a regular basis for updates.

**Interested bidders are strictly prohibited from contacting members of the Lower Shore Workforce Development Board, members of the Board’s Steering Committee, and the staff of Lower Shore Workforce Alliance regarding this RFP.**

***Format***

Responding organizations should ensure that proposals are prepared in compliance with the following requirements:

A response is required for each section of the proposal unless otherwise noted. Please follow the proposal guidelines using the headings noted for each section.

Proposals should be prepared in a professional manner, providing a complete and detailed description as requested in this RFP. Emphasis should be placed on clarity of content and completeness.

Proposals should be prepared in Microsoft Word, 12-point font and double-spaced one side only, not bound, and with pages numbered.

All attachments identified in the RFP must be included. Required sections include:

- Proposal Coversheet (Attachment A)
- Project Narrative: narrative addressing each item listed in the “proposal requirements” subsection as well as items requested there
- Budget Summary (Attachment B)
- Conflict of Interest Disclosure (Attachment C)
- Copy of agency’s most recently completed independent audit; if no audit, provide an organizational budget
- Three letters of reference directly related to WIOA or to projects that are similar to the one listed in this RFP

**Proposals that do not provide adequate responses to all sections of the RFP may be disqualified from the review and selection process.**

The proposal must be signed by the agency official authorized to submit the proposal and enter into contract negotiations for the organization. Electronic or scanned signatures are acceptable.

Submit electronically to [procurement@tcclesmd.org](mailto:procurement@tcclesmd.org) with the subject line “One Stop Operator Proposal.”

***Deadline***

In order to be considered for the contract beginning on November 1, 2019, **proposals MUST be received by October 11, 2019 no later than 12 pm at the email address provided.** Proposals received after this deadline will not be considered.

**CONFLICT OF INTEREST**

All respondents must complete the attached *Conflict of Interest Affidavit and Disclosure*.

**TERM**

It is the intent of the WDB to award a single contract for the identified services. The expected contract term under this solicitation will be from November 1, 2019 through October 31, 2021, provided that 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 two additional one-year periods as follows:

- Optional Renewal One – November 1, 2021 to October 31, 2022
- Optional Renewal Two – November 1, 2022 to October 31, 2023

Note: the option to renew is not guaranteed.

**AVAILABILITY OF FUNDS**

Funding for contracts awarded as a result of this process shall be contingent upon continued federal authorization for program activities and is subject to amendment or termination due to lack of funds or authorization. Proposals submitted under this RFP may be considered for funding for the period beginning November 1, 2019 based on funding availability, program performance, and the agency's needs.

**DISPUTE RESOLUTION**

Any bidder dissatisfied with the determination of this RFP may appeal in writing within ten days of notification of non-award. The Chair of the WDB will adjudicate any disputes relating to the award of this contract. The Chair will determine if the proposals were evaluated in accordance with the Proposal Requirements and Evaluation criteria. Based on that investigation the WDB Chair will make a final decision on the merits of the dispute. The decision of the WDB Chair is final.

**HELPFUL LINKS**

Workforce Innovation and Opportunity Act	<a href="https://www.govinfo.gov/content/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf">https://www.govinfo.gov/content/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf</a>
WIOA Final Rules	<a href="https://www.doleta.gov/wioa/final-rules.cfm">https://www.doleta.gov/wioa/final-rules.cfm</a>
Training and Employment Guidance Letters	<a href="https://wdr.doleta.gov/directives/">https://wdr.doleta.gov/directives/</a>
Facebook Page	<a href="https://www.facebook.com/LowerShoreAJC/">https://www.facebook.com/LowerShoreAJC/</a>
Lower Shore American Job Center	<a href="https://www.lowershoreajc.org/">https://www.lowershoreajc.org/</a>
Lower Shore Workforce Alliance	<a href="http://lswa.org/">http://lswa.org/</a>

**ATTACHMENT A: ONE STOP OPERATOR PROPOSAL COVER SHEET**

**ORGANIZATION INFORMATION**

Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Location(s) of program operation: \_\_\_\_\_

Organization type:       Non-Profit                       Government                       Private For Profit

Number of Applicants:     Individual entity             Consortium of \_\_\_\_ entities

Total funding amount requested: \_\_\_\_\_ Per year

Is your organization licensed to conduct business in the State of Maryland?     Yes                       No

Licensing Agency: \_\_\_\_\_

Type of License: \_\_\_\_\_ License Number: \_\_\_\_\_

Is your organization suspended or debarred (see 29 CFR Part 98.510)?                       Yes                       No

**I hereby certify that to the best of my knowledge all information contained in this proposal is accurate and complete, that this is a valid proposal and that I am legally authorized to sign and to represent this organization.**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

<b>ATTACHMENT B: ONE STOP OPERATOR BUDGET SUMMARY</b> <b>ONE YEAR BUDGET NOT TO EXCEED \$60,000</b>			
<b>COST CATEGORY*</b>	<b>REQUESTED FUNDS</b>	<b>IN-KIND CONTRIBUTIONS</b>	<b>PROJECT TOTAL</b>
Staff salaries			
Staff fringes			
Staff travel			
Equipment			
Supplies			
Other:			
- Rent			
- Postage			
- Utilities			
<b>TOTAL</b>			

*\*INSERT OTHER COST CATEGORIES AS NECESSARY*

**ATTACHMENT C: ONE STOP OPERATOR CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE**

- A. "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the Workforce Development Board, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage. Activities are defined as board membership, employment or a vendor in any capacity. Relationships are defined as any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.
- B. "Person" has the meaning stated in COMAR 21.01.02.01B (64) and includes a bidder, offeror, Contractor, consultant, or subcontractor or sub consultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.
- C. The bidder or offeror warrants that, except as disclosed in D below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.
- D. The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explains in detail--attach sheets if necessary):

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- E. The bidder or offeror agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or offeror will immediately make a full disclosure in writing to the WDB Chair of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or offeror has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the Chair of any contrary action to be taken.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION AND BELIEF.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date