



WIOA
Workforce Innovation and Opportunity Act

ONE-STOP OPERATOR
Request for Proposal

Base Year: July 1, 2017 – June 30, 2018
Renewal Option Year One: July 1, 2018 – June 30, 2019
Renewal Option Year Two: July 1, 2019 – June 30, 2020
Renewal Option Year Three: July 1, 2020 – June 30, 2021

SERVING THE COUNTIES OF:
Adair, Casey, Clinton, Cumberland, Green, Laurel, McCreary
Pulaski, Rockcastle, Russell, Taylor, Wayne and Whitley

Date Issued: May 1, 2017
Submission Deadline: June 1, 2017

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ONE-STOP OPERATOR REQUEST FOR PROPOSAL

GENERAL OVERVIEW

The Cumberland Workforce Development Board (CWDB) and Lake Cumberland Area Development District (LCADD), fiscal agent for the CWDB, are soliciting Request for Proposals from qualified organizations to operate and manage the One-Stop Kentucky Career Centers (KCC) in accordance with the Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128) in our six locations: Somerset, Monticello, Albany, Campbellsville, Russell Springs and Corbin.

The Cumberland region consists of thirteen counties: Adair, Casey, Clinton, Cumberland, Green, Laurel, McCreary, Pulaski, Rockcastle, Russell, Taylor, Wayne and Whitley. The Kentucky Career Center (KCC) – Cumberland is the One-Stop Center for adult, dislocated worker, and business customers needing assistance with workforce issues. The CWDB, operating under the WIOA of 2014, is responsible for oversight of services provided through the KCC.

The contract for the career center One-Stop Operator (OSO) will manage day-to-day activities of the centers, as well as be the liaison between the Career Centers and Workforce Development Director and the CWDB regarding center activities. The Operator position will be primarily located at the comprehensive KCC in Somerset which serves as the hub center for the Cumberland Workforce Development Area (CWDA). However, regular travel to each center in the Cumberland local area is required. The Career Center OSO contract period will be from **July 1, 2017 through June 30, 2018**. There will be an option to renew the contract annually through 2021. Renewal will be based on performance, monitoring results and availability of funds. Contracts resulting from this Request for Proposal (RFP) shall be cost reimbursement via a line-item budget.

The bidder assures that it will not subcontract financial and/or programmatic functions to other entities if awarded a contract to be the OSO for the CWDB.

PURPOSE

The purpose of the RFP is to select an OSO to manage and provide oversight for services and activities provided through the KCC.

The overarching objectives of all Cumberland programs are to prepare and place the region's workers in jobs that provide a self-sufficient wage and to build the region's economy by ensuring that employers – whether existing or new – are able to hire qualified workers that help their businesses succeed

BACKGROUND

WIOA provides for a customer centered workforce system that is accessible to all job seekers and businesses. The Cumberland workforce system partners are responsible to collaborate and coordinate services in order to provide a holistic, seamless delivery of services necessary to assist customers with workforce issues.

WIOA authorizes three types of services for adult and dislocated worker customers: Basic career services, individualized career services, and follow-up services. These services are provided by multiple

partner agencies. Although the OSO will not directly provide the following services, it is necessary for the OSO to be aware of services provided through the KCC.

Basic Career Services are universal and accessible for all individuals and consist of the following types of activities:

- Eligibility determinations;
- Outreach and basic intake;
- Initial skill assessments;
- Labor exchange services;
- Provision of information on program and services, including support services;
- Labor market information including information on high-demand sectors/occupations, job vacancies and skill requirements for specific occupations;
- Referrals to entities in order to ensure customer needs are met;
- Provision of performance information and program costs on eligible providers of education, training, and workforce services;
- Information on local areas accountability measures and performance; and
- Provision of information and meaningful assistance to individuals filing a claim for unemployment compensation. Direct assistance with unemployment compensation is available only through career centers where Office of Employment and Training (OET) staff are located.

Individualized Career Services are available based on the needs of the individual customer to retain or obtain employment and requires eligibility specific to the program providing the service. These include:

- Comprehensive and specialized assessments;
- Developing an individual employment plan;
- Career/Job readiness group and/or individual counseling;
- Career planning;
- Short term pre-vocational services including the development of soft skills and job preparation;
- Internships and/or work experiences;
- Workforce preparation activities;
- Financial literacy services;
- Out of area job search and relocation assistance; and
- English language acquisition.

Under specific partner agencies, career planning identified on the Individual Employment Plan (IEP) may consist of funding for training services. This service requires enrollment through specific program eligibility, and must be indicated on the IEP. This service is available for individuals, who after completion of an assessment and career planning, is determined:

- Unlikely or unable to obtain or retain employment;
- In need of training services to obtain or retain employment;
- Has the skills and qualifications to successfully participate in the selected program of training services;
- Is unable to obtain grant assistance from other sources to pay the costs of such training;
- Is a member of a worker group covered under a petition filed for Trade Adjustment Assistance (TAA) and is awaiting a determination. If the petition is denied, the worker will continue training under WIOA;

- Is determined eligible in accordance with the State and local priority system in effect for adults under WIOA sec. 134 (c)(3)(E) if training services are provided through the adult funding stream; and
- Selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate.

Follow-up services must be provided for participants enrolled in adult/dislocated worker programs for twelve months after their exit from the program, as appropriate. Follow-up services include:

- Career/employment counseling; and
- Referrals for additional assistance through partner agencies.

KENTUCKY CAREER CENTER AND PARTNERS

The CWDA had one comprehensive career center which is now an affiliate site due to the OET reorganization. At present the center in Somerset is being remodeled and will become the comprehensive center upon completion. It is expected that the OSO provider be a major part in achieving comprehensive status upon completion. The comprehensive center must provide access to services, programs, and activities of all required partners (identified below) through a physical presence in the center, representation through other partner agencies, and/or direct linkages to the organization providing the service. As required by the law, the physical presence of Title I is required in order for a center to qualify as comprehensive. All centers must be physically and programmatically accessible to individuals with disabilities.

The CWDA includes five affiliate career centers. Affiliate career centers make available one or more of the one-stop partners programs, services, and activities. An affiliate site does not need to provide access to every required one-stop partner program. However, affiliate career centers should supplement and enhance customer access to services.

KCC partners as identified in WIOA Section 121 (b)(1)(B) provide a holistic realm of services to meet the needs of the customer. Required partners include:

- Adult;
- Dislocated Workers;
- Youth;
- Job Corps;
- YouthBuild;
- Native American programs;
- Migrant and Seasonal Farm worker programs;
- Wagner-Peyser Act Employment Service Program;
- Adult Education and Family Literacy Act;
- Vocational Rehabilitation;
- Senior Community Service Employment Program;
- Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act;
- Trade Adjustment Assistance;
- Jobs for Veterans State Grants programs;
- Community Services Block Grant employment and training activities;

- Department of Housing and Urban Development employment and training activities;
- Programs authorized under State unemployment compensation laws;
- Programs authorized under the Second Chance Act of 2007; and
- Temporary Assistance for Needy Families (unless exempted by the Governor).

**SCOPE OF WORK AND OVERVIEW OF THE ROLES OF THE CONTRACTOR,
ONE-STOP OPERATOR AND CUMBERLANDS
WORKFORCE DEVELOPMENT BOARD**

Contractor

The Contractor will have a supervisory role in conjunction with the Cumberland Workforce Director when meeting the requirements in the contract and evaluating the progress of the OSO. Other responsibilities of the contractor include:

- In coordination with the Cumberland Workforce Development Director, hire and/or designate, supervise, and evaluate the responsibilities of the OSO position;
- Collect, review, and approve work schedules, travel, vacation and sick leave requests;
- Through continuous supervision of the OSO, ensure contract responsibilities are met;
- As directed by the CWDB, the contractor will coordinate a schedule with the Cumberland Workforce Program Director for contract monitoring and provide resolution to any identified issues and/or concerns;
- Complete monthly invoicing for reimbursement of costs and provide supporting documentation to substantiate costs incurred as requested by LCADD;
- In coordination with the Cumberland Workforce Development Director, provide (at a minimum) a six-month performance evaluation and from that point forward an annual evaluation of the individual selected to perform the job responsibilities identified in this contract; and
- Participate in technical assistance as requested by the contractor or identified as necessary through the Cumberland Workforce Development Director and/or the CWDB.

Role of the One-Stop Operator

Pursuant to 20 CFR Section 678.620(a), at a minimum, an OSO must coordinate service delivery of the required KCC partners and service providers. The role of the OSO in KCC offices is further defined through guidance provided in state, regional and local WIOA policies.

- Oversee management of KCC offices, service delivery and fulfill OSO functions as directed by the CWDB.
- Evaluate performance and implement required actions to meet performance standards. (Includes required applicable core program performance) *This does not include performance negotiations as this is specifically a local board requirement.*
- Evaluate various customer experiences (including, but not limited to, employers, jobseekers and partner staff).
- Ensure coordination of partner programs.
- Define and provide means to meet common operational needs (e.g., training, technical assistance, additional resources, etc.)
- Design the integration of systems and coordination of services for the site and partners.
- Manage fiscal responsibility for the system or site.
- Plan and report responsibilities.

- Write and maintain business plan.
- Market KCC services.
- Facilitate the sharing and maintenance of data, primarily the site, with emphasis on the state system.
- Integration of available services and coordination of programs for the site with all partners.

Position Responsibilities/Duties:

- Coordinate service delivery between multiple partner agencies and in a multi-center area;
- Oversee and evaluate general operations, such as Career Center hours and maintenance;
- Implement Federal, State, and Local Career Center regulations, guidance, and initiatives;
- Streamline services through common intake, referral procedures, team-based case management, and other initiatives as identified through Federal, State or local guidance;
- Evaluate quality and quantity of services provided;
- Develop, implement, and evaluate system and career center goals;
- Convene and facilitate regular partner meetings by preparing agendas, discussion materials, data, and other items as required;
- Assist with the development and implementation of the Memorandum of Understanding, Resource Sharing Agreements, and other KCC system agreements;
- Oversee KCC certification process for each center;
- Evaluate performance data for each KCC, and if necessary develop and implement methods for continuous improvement;
- Present reports to the Cumberland WDB and Committees as necessary;
- Request and assist in the development of electronic and hard copy outreach/promotional literature and activities;
- Establish regular communication modes with all partners and front line staff;
- Ensure that each center and services are accessible for all customers;
- Assist with coordination of partnerships among agencies to ensure a holistic array of services are available without duplication;
- Professionally represent the KCC at meetings, in the community, and with other agencies, and government officials;
- Educate the community about the KCC services;
- Assist in the coordination and implementation of staff development;
- Develop policies and procedures for the KCC system;
- Ensure the KCC has adequate resources to meet the needs of the customers;
- Ensure technology is utilized at its maximum potential in order to provide alternative avenues for service delivery;
- Serve on the One-Stop Committee; and
- Other responsibilities as assigned.

Cumberlands Workforce Development Board

The CWDB is responsible for the solicitation of the RFP for the OSO, the selection of the OSO contractor, and the evaluation of the contract prior to the date of renewal.

- In coordination with the contractor, hire, supervise, and evaluate staff employed under this contract;
- Ensure monitoring of the OSO contract, identify any areas of concern and request corrective action if necessary;
- Review, process, and approve all invoicing and supporting documentation prior to payment;
- Provide technical assistance to the contractor upon request or at any time deemed necessary by the Cumberlands Workforce Development Director; and
- Train staff hired under this contract regarding the role/responsibilities for the position in which they were hired.

One-Stop Operator

This position requires an individual(s) who is responsible and self-directed. The individual(s) must ensure these centers are customer-centric and provide assistance efficiently, effectively and in conformation with all workforce development program guidelines. Travel to each center and to the main office location will be expected on a regular basis. Other travel for training and conferences may be required.

At a minimum this position will require a Bachelor Degree in Business Management, Administration, or related field.

This position will report to the Cumberlands Workforce Director and the CWDB.

The OSO shall not directly or indirectly affect the selection of participants of the career center programs, obligation of funds supporting participants of career center programs, and/or selection of training providers. The OSO will work with the direct and administrative staff to better meet the needs of the customers in the CWDA.

PERFORMANCE MEASUREMENT AND CONTINUOUS IMPROVEMENT

Under WIOA, the core partner agencies (Title I Adult/Dislocated Worker/Youth, Adult Education and Family Literacy, Wagner Peyser, and Vocational Rehabilitation) have the same performance measures.

Employment Rate;
Credential Rate;
Median Earnings; and
Effectiveness of Serving Employers.

Achievements of these measures are utilized to inform federal and state agencies and the general public about the effectiveness of the services provided in the KCC. Furthermore, the performance measures are factored into initial and periodic certification and re-certification of the local areas and one-stop designations.

To meet or exceed the WIOA performance measures, the OSO will ensure ongoing improvement of KCC services. Improvement should focus on but is not limited to program utilization, performance outcomes, customer satisfaction, and cost effectiveness.

Contract Performance Criteria:

1. Customer Satisfaction (both business and individual) reflects a rate of 90% or higher.
2. Any substantiated complaints or grievances are resolved within thirty days.
3. The comprehensive KCC includes services from all mandated partner agencies.
4. There are no findings based on program and/or financial monitoring that result in disallowed costs. All findings will require a corrective action plan.
5. The comprehensive career center is awarded certification status upon completion of remodeling.
6. Utilization of the KCC by business customers will increase by 5% in comparison to business customers served during the previous fiscal year.
7. Individuals using the KCC will increase by 5% in comparison to individual customers served during the previous fiscal year.
8. The center will maintain a professional image, and will receive 5 positive evaluations throughout the year from “secret shoppers”.

Requirements and Recommendations for Evaluation Criteria

- There must be at least one evaluation criterion that assesses the bidder’s financial capabilities.
- There must be at least one evaluation criterion that assesses the bidder’s past financial track record for federal and/or state grants that includes required information pertaining to any disallowed costs for the past three (3) years.
- There must be at least one evaluation criterion that assesses the bidder’s technical/programmatic capabilities.
- There must be at least one evaluation criterion that assesses the bidder’s service delivery experience.

(Note: it is not mandatory that bidders have WIOA experience, but it is recommended that the bidders have some experience with customer service and/or service delivery.)

ONE-STOP OPERATOR EVALUATION CRITERIA GUIDANCE

Upon receipt of OSO RFP responses, each CWDB or secured third party will be tasked with evaluating and scoring each received sealed bid. Kentucky strongly recommends that these criteria be included in the LWDB’s (or third party) evaluation procedures. Each local board evaluation committee retains the right to add, remove or adjust any criteria based on the needs of the local area. However, **the points shown in red** have been deemed the most significant to include:

Organization Overview/Experience

- Bidder submitted record of past performance with WIOA (or similar program).
- Bidder provided a clear and relevant mission/vision.
- Bidder provided a description and brief history of the organization.
- Bidder demonstrated unique expertise that distinguishes organization.

Financial/Fiscal Accountability

- Bidder has financial and administrative experience in managing multiple federal, state, and/or private funding sources.
- Bidder provided documents establishing financial history.
- Bidder is up-to-date on taxes (income, annual state and federal, payroll tax, etc.)
- Bidder provided evidence that acceptable accounting systems are in place.
- Bidder provided a proposed budget and narrative, which may include: personnel costs, operational expenses, direct expenses, and other estimated costs.
- Bidder's budget is adequate for the scope of work presented in the RFP.

Capacity

- Bidder demonstrated capacity to adapt and expand in cases of future service changes and growth.
- Bidder provided a functional or proposed organizational chart that is deemed satisfactory to meet KCC needs.
- Bidder provided a workflow/logistical model.
- Bidder provided a reasonable plan for staffing.
- Bidder described resources the entity can bring to the workforce system.

Partnerships and Community

- Bidder demonstrated experience with oversight of multi-organizational staff.
- Bidder demonstrated a plan for partner integration within the entity.
- Bidder described strategies for outreach and enrollment.
- Bidder provided a plan/method for community and business outreach.
- Bidder provided a plan or demonstrated expertise in working with both rural and urban populations simultaneously (if applicable to local area).
- Bidder explained how the organization will measure customer satisfaction.

Programs/Program Outcomes

- Bidder provided a proposed program design model.
- Proposed outcomes are relevant to the mission and objectives of KCC partner programs.
- Bidder has detailed a service delivery model that correlates to the proposed outcomes.
- Narrative clearly demonstrates how program activities will lead to the proposed outcomes.

Technology, Data and Reporting

- Bidder described existing data and reporting system process.
- Bidder described how performance goals on a recurring basis will be tracked and evaluated.
- Bidder described technological needs in order to assume operation.
- Bidder demonstrated an ability to ensure and maintain data integrity.

The types of entities that may be a One-Stop Operator include, but are not limited to:

- An Institution of Higher Education
- An Employment Service State Agency established under Wagner-Peyser
- A community based, non-profit organization, or workforce intermediary
- A private-for-profit entity
- A government agency; (i.e. municipality)
- A Local Board, with approval from the Chief Local Elected Official(s) and the Governor
- Other interested organizations or entities capable of carrying out the duties of the OSO, including Local Chambers of Commerce, business organizations, or labor organizations
- Nontraditional public secondary schools, night schools, adult education schools, career and technical education schools.

Note: Elementary and secondary schools are not eligible to be selected as the OSO.

PROPOSAL GUIDELINES AND INSTRUCTIONS

General Guidelines:

The CWDB will award contracts for the OSO for a base period of **July 1, 2017 – June 30, 2018** with a three-year renewal option, pending performance, monitoring results and availability of funds. Prior to renewal of the contract, a projected annual budget will be submitted for approval. The projected budget will be reviewed by the CWDB annually to determine if increases or decreases are necessary to fulfill the role of the OSO.

Project Narrative:

It is the responsibility of the bidder to:

1. Provide a fair representation of the services offered;
2. Answer each question completely and detail program design;
3. Include attachments, as requested, to describe the services and outcomes.

Designs should be unique to the area and population. Any proposal, which uses or duplicates ideas or design from another applicant, either current or past, must include a signed release from the original administrative official.

Proposals, which are not timely, within the monetary limitations, are incomplete, do not follow the outline and the requested program design, and/or do not include programs consistent with the intent of the WIOA, will not be considered for funding. Proposals should only contain a description of activities and services that can be carried out by the bidder if awarded a contract. All bidders, if funded, will be expected and will be monitored to ensure all activities described in the proposal are carried out.

Project Budget:

A detailed line-item budget must be submitted with each proposal. It must include costs necessary to operate the program. Each staff person for whom funding is requested shall have a separate job description included as an attachment to this proposal. Staff may perform more than one job

responsibility, but shall not exceed 37.5 hours per week, with all combined funding sources. The budget shall be completed in sufficient detail to clearly identify the costs for which WIOA funds are requested.

Administrative Budget Narrative:

A budget narrative is requested to support the line-item funding requests. It is the responsibility of the bidder to provide a detailed line-item budget and answer all questions in the budget narrative as outlined. Plans and/or actual offsetting money or in-kind services should be clearly listed in the Budget Narrative, and **not throughout the budget**. The following items are required to be provided with this RFP.

- Two (2) years of audited financial history must be provided to be considered;
- Bidders shall provide the status of any disallowed costs by any State and/or Federal agency within the past (3) three years; and
- Bidders must provide the name of the agency, the amount of disallowed costs that are in dispute, the bidder's position as to the disputed disallowed costs, and the current status of any review process, dispute process and/or corrective action plan that is in place related to the disputed disallowed costs.

Questions Regarding the Proposal

Questions concerning this proposal prior to the bidders meeting may be submitted in writing to the Cumberland Interim Workforce Director. At the time of the bidders meeting, staff will review the proposal instructions, the intent of the Act and regulatory requirements, and any questions received. Questions arising after the bidders meeting shall be submitted to the Cumberland Interim Workforce Director in writing and a response will be disseminated to all interested parties who have provided the CWDB with a valid e-mail address. All questions must be received by April 26, 2017 at 4:00 pm EST.

Written questions shall be submitted (fax and e-mail acceptable) to:

Melody Haynes, Interim Workforce Director
Lake Cumberland Area Development District
2384 Lakeway Drive: P.O. Box 1570
Russell Springs, KY 42642
Phone: (270) 866-4200 Fax: (270) 866-2044
E-Mail: melody@lcadd.com

Submission of Proposals:

One electronic, five copies and one original proposal shall be delivered by mail, courier, or in person, to: Lake Cumberland Area Development District, Attention: Melody Haynes Interim Director of Workforce Development, 2384 Lakeway Drive, P.O. Box 1570, Russell Springs, KY 42642

Proposals submitted for consideration shall be received no later than 4:00 p.m. EST May 1, 2017. Faxed or e-mailed proposals will not be accepted. It is the responsibility of the bidder to ensure that the proposal is delivered to LCADD by the date and time specified regardless of delivery method.

“WIOA One-Stop Operator” should be written on the outside of the sealed envelope. Upon receipt of applications at the LCADD, the date and time are stamped and routed to the proper staff for review.

Applications received after the designated due date and time, will be considered as unsolicited proposals and will not be reviewed.

Evaluation of Proposals:

A review of all timely proposals will be completed by CWDB members to determine which applicants have submitted a responsible bid. Applicants submitting non-responsible proposals will be notified in writing that the proposal was not reviewed nor considered for funding during the initial funding cycle.

Funding of proposals is contingent upon the availability of WIOA funds, authorization of program activities, and federal or state legislative actions, and satisfactory negotiation of the proposed project and budget. In addition, proposals will be evaluated on the ability to meet the program design at a reasonable cost, a satisfactory record of past performance in serving the participants, the ability to confidentially maintain records, as well as fiscal accountability. Past performance from current contractors who choose to reapply will also be evaluated. All proposals that result in funding must have the ability to enter into a fully executed contract by **June 30, 2017**.

All bidders are encouraged to access the www.doleta.gov website to obtain a copy of the Workforce Innovation and Opportunity Act. Bidders may also request information from LCADD concerning the WIOA and the policies of the CWDB.

Any proposals that do not provide the required documentation to fulfill the requirements of this RFP will not be considered.

An entity that applies to be a OSO for the CWDB must disclose in the application any actual and/or perceived conflict(s) of interest that could arise from being awarded the OSO contract. A conflict of interest exists when an entity, individual, or immediate family members of an individual associated with the contract either directly or indirectly benefits from the relationship developed through the OSO contract.

Right to Reject

The CWDB reserves the right to accept or reject any or all proposals at any time during the bidding and review process. The Board also reserves the right to waive any formalities in bids where acceptance, rejection, or waiver is considered in the best interest of the CWDB. In the event proposals are rejected due to programming changes, Law and Regulatory changes, or budget constraints, bidders will be notified in writing. It is anticipated that if proposals are rejected due to programming or Law and Regulatory changes, modified proposals will be reissued for response.

Appeals

If a proposal is denied, a written appeal regarding the non-award of funds may be submitted within 10 calendar days of the date of the non-award notice. The appeal may include a request for reconsideration of funding. The written appeal shall be submitted to: Interim Director of Workforce Development, Lake Cumberland Area Development District, P.O. Box 1570, Russell Springs, KY 42642. After consideration by the Interim Director, the written notice may be submitted to the CWDB, or designated committee of the Board for consideration. Further requests for appeals shall follow the Cumberland's grievance procedures available at LCADD. Bidding organizations may request a copy of the grievance procedures at any time.

Disclaimer

In the event policy, procedure, program design, law or regulatory changes occur, bidding organizations may be requested to modify program design or the delivery of services. Should a request for a change in program design or services occur, staff of the CWDA will be available to assist bidding organizations or service providers with the interpretation and suggestions for changes in design.

Contract Award

Contracts shall be awarded on the basis of the best interest of the program in terms of price, content, and other factors as identified in this RFP.

All contracts will be written as cost reimbursement contracts with backup documentation to support expenditures required.

All entities awarded contracts under the RFP will be required to attend training on WIOA Law and Regulations, specific contract requirements, and other items as determined necessary.

TIME FRAMES

TIMELINE

1. **May 1, 2017** —> RFP issued
2. **May 26, 2017** —> Deadline for written questions by 4:00 P.M. EST
3. **June 1, 2017** —> (4:00 P.M. CDT) RFP due to Lake Cumberland ADD
4. **June 2017** —> Workforce Development Board members will convene to review proposals
5. **June 2017** —> Contract negotiations and finalizations
6. **June 20, 2017** —> Workforce Development Board - consideration of funding proposals
7. **July 1, 2017** —> Contract activities begin.

RETURN THIS SECTION WITH PROPOSAL:

- *Cover Sheet*
- *Program Summary*
- *Proposal Narrative*
- *Assurances*
- *Administrative Budget Narrative*
- *Line-Item Budget*

**CUMBERLANDS WORKFORCE DEVELOPMENT BOARD
 WORKFORCE INNOVATION AND OPPORTUNITY ACT, TITLE I
 ONE STOP OPERATOR REQUEST FOR PROPOSAL
 Program Operation: July 1, 2017 – June 30, 2018**

PROGRAM SUMMARY

<u>Applicant Name & Address</u>	<u>Contact Person</u>
_____	_____
_____	_____
_____	_____
Phone: _____	Phone: _____
State ID #: _____	Fax: _____
IRS ID #: _____	E-Mail: _____
DUNS #: _____	

Type of Agency: Private Non-Profit
 Private For-Profit
 Public Non-Profit
 Other _____

Place of Operation: _____

Total Funds Requested: \$ _____ **(cannot exceed \$75,000.00)**

Which type of audit is applicable to your organization? A-133
 NA
 Other _____

What procurement system has your agency adopted?

- KY Model Procurement Code
- Agency Procurement System
- Federal Procurement Requirements

Do you have a current affirmative action/EEO Plan? Yes No

If no, explain: _____

Brief Summary of Application:

Authorized Official Signature

Date

PROPOSAL NARRATIVE

General Proposal Information: Please respond to each statement following the format and order as presented below.

Experience:

1. Describe your organizations past experience in working with grant funded programs; specifically include experience with Department of Labor programs.
2. If your organization has previously delivered workforce services or provided oversight of workforce services, please provide performance data for the most recent year and a recent program monitoring report.
3. Please describe experience your organization has with customer service, handling complaints, and resolving customer concerns.
4. Discuss your organization's experience in providing services to a diverse population.
5. Demonstrate your organization's experience in assessing organizational structure and developing policies/procedures to enhance outcomes.
6. Describe your organization's experience in setting and achieving performance requirements.
7. Describe your organization's experience in writing and implementing contractual agreements.

Program Operations:

8. How does your organization's mission/vision align with the WIOA and the vision of the CWDB?
9. Discuss a proposed plan to ensure all partner agencies are collaborating and cooperating in the implementation of career center services.
10. How is outreach conducted in your organization?
11. Discuss how your organization proposes to integrate and coordinate services and programs administered by multi-agency workforce partners who are A) physically located in the Center, or B) services are electronically available at the center.
12. Describe how your organization envisions its role and relationship with the local Cumberland Workforce Development Interim Director and the CWDB.
13. Describe how your organization envisions the role of the OSO in an integrated system.
14. Describe your understanding of occupational sectors and career pathways as they relate to Kentucky and specifically to the CWDA.
15. What method will be used to inform the community of resources available through the Career Center?

Performance:

16. Describe a plan to ensure customer (individuals and business customers) satisfaction is achieved. In your plan, describe what measures will be used to identify customer satisfaction.
17. Explain in detail your method of tracking and reporting data.

Service Delivery Awareness and Capabilities:

18. Please describe your organization’s familiarity and/or involvement with the services provided by each required Career Center partner.
19. Please provide your knowledge of the local area resources and your entity’s participation in activities in the local workforce area. If you are not familiar with the local area, please describe your plan to gain awareness and involvement.

Budget:

20. Please provide a detailed description on the process your organization utilizes to ensure fiscal integrity.

PROPOSAL EVALUATION CRITERIA

In response to this RFP, each proposal, which meets the minimum requirements, will be evaluated and scored based on criteria in the following categories:

<u>Evaluation Category</u>	<u>Points</u>
Experience	25
General Program Operations	20
Service Delivery Awareness and Capabilities	20
Performance	20
Budget	15

PROVIDER/ORGANIZATION NAME

Copies of referenced CFRs, OMBs, Executive Orders, Titles, etc. are available upon request.

ASSURANCES

1. The applicant assures that it will establish, in accordance with Section 184 of the Workforce Innovation and Opportunity Act (WIOA), fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds received through the allotments made under Sections 127 and 132.
2. The applicant assures that it will comply with the confidentiality requirements of Section 116 (g)(i)(3) of WIOA.
3. The applicant assures that no funds received under the WIOA will be used to assist, promote, or deter union organizing.
4. The applicant assures that it will comply with the nondiscrimination provisions of Section 188 of WIOA, including an assurance that a Method of Administration has been developed and implemented.
5. The applicant assures that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of Section 188 of WIOA.
6. The applicant assures that veterans will be afforded employment and training activities authorized in Section 134 of the WIOA, to the extent practicable.
7. The applicant assures that it will comply with the following federal guidelines applicable to them:

20 CFR parts 603,651,652,653,654,658,675,679,680,681,682,683,684,685,686,
687 & 688 as proposed WIOA Title 1

29 CFR part 97 Uniform Administrative Requirements for State and
Local Governments (as amended)

2 CFR 200 & 2900 Audit Requirements

29 CFR part 182 Drug Free Workplace Act of 1988

Public Law 101-336 Americans with Disabilities Act
8. The applicant assures that funds will be spent in accordance with the WIOA legislation, regulations, written Department of Labor guidance and all other applicable federal and state laws.

**Certification Regarding
Debarment, Suspension and Other Responsibility Matters
Primary Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.115 & 200,

1. The prospective primary participant, (i.e. grantee) certifies to the best of its knowledge and belief, that it and its principals:
2. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
3. Have not within a three-year period preceding this proposal been convicted 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 or contract under a public transaction; violation of federal or state antitrust statues or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
4. Are not presently indicted 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
5. Have not within a three-year period preceding this application/proposal had one or more public transactions (federal, state or local) terminated for cause or default.
6. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

**Sworn Statement Regarding Campaign Finance Laws
Pursuant to KRS 45A.395
Of the Kentucky Model Procurement Code**

The undersigned hereby swears or affirms under penalty of perjury, that neither he/she nor the Corporation which he/she represents, has knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky, and that the award of a contract to him/her or the company he/she represents will not violate any provision of the campaign finance laws of the Commonwealth of Kentucky.

**Certification Regarding Lobbying
Certification for Contracts, Grants, Loans and Cooperative Agreements**

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 any 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 federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, Member of Congress, an officer or employee of Congress, or any employee 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, loans and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is 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.

CFR Part 34

Nondiscrimination and Equal Opportunity Certification

As a condition to the award of financial assistance under WIOA from the Department of Labor, the grant applicant assures, with respect to operation of the WIOA-funded program or activity and all agreements or arrangements to carry out the WIOA-funded program or activity, that it will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014, including the Nontraditional Employment for Women Act of 1973, as amended; the Age Discrimination in Employment Act of 2012, title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34 and adhered to the provisions of paragraphs (1) through (7) of Section 202 of Executive Order No. 11246 unless exempted by rules, regulation, or orders of the Secretary of Labor, issued pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, entitled "Equal Employment Opportunity," as amended by Executive Order 11375 of October 13, 1967, and Executive Order 13672 of July 21, 2014, and as supplemented in Department of Labor regulations (41 C.F.R. chapter 60) as amended, so that such provisions will be binding upon each subcontract or vendor. The stated parties will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

Certification Regarding WIOA Marketing and Media Releases

All contractors and subcontractors must assure and covenant that they will comply with the following requirements regarding marketing and media releases:

1. All media releases and publicity concerning any program funded by Cumberland Workforce Development Board, WIOA Title I Programs must clearly identify that such project is funded by the U.S. Department of Labor through the Cumberland Workforce Development Board, administered by the Lake Cumberland Area Development District, Inc. with Workforce

Innovation and Opportunity Act Title 1 monies; an Equal Opportunity Employer/Program and auxiliary aids and services are available upon request to individuals with disabilities;

2. The stated parties attest to and agree to comply with WIOA and the policies of the Cabinet regarding all WIOA Outreach/Media Releases. The stated parties shall utilize the appropriate KCC branding logo. The brand shall be displayed according to the KCC Brand Guidelines on all communications and publications including, but not limited to, external and internal communications, printed materials, signs, stationery, websites, promotional materials, posters, brochures, and pamphlets. All media releases must be submitted to the OET prior to release. Initial submission should be made to Lake Cumberland Area Development District, Inc. P.O. Box 1570, Russell Springs, Kentucky 42642.

Concurrence of Collective Bargaining Agent

Is the occupation(s) in which employment and training is to be offered subject to a bargaining agreement?
Yes ___ No ___

If “Yes”, a letter from the appropriate union representative should accompany this agreement or be on file with the ADD.

I certify that the entity completing this application will adhere to the Assurances; Certification Regarding Debarment, Suspension and Other Responsibility Matters Primary Covered Transactions; Certification Regarding Lobbying Certification for Contracts, Grants, Loans and Cooperative Agreements; 29CFR Part 34 and Executive order No. 11246, Section 202. Nondiscrimination and Equal Opportunity Certification, Certification Regarding WIA Marketing and Media Releases and Concurrence of Collective Bargaining Agent.

Name and Title of Authorized Representative

Signature

CUMBERLANDS WORKFORCE DEVELOPMENT AREA

Certification of Current Cost or Pricing Data:

As an authorized representative/signature official of said organization, I certify that, to the best of my knowledge and belief, the cost of pricing data submitted, either actually or by specific identification in writing, are accurate, complete, and current as of the date of submission of this proposal. This certification includes the cost or pricing data supporting any advance agreements and forward pricing agreements between the offered and the Cumberland Workforce Development Area are part of the proposal.

This application for program implementation is accurate and prices contained herein will not increase for a period of at least 90 days from the contract initiation unless initiated by the Cumberland WDB.

Authorized Representative

Date

Authorized Representative/Typed

Date

Title

ADMINISTRATIVE BUDGET NARRATIVE

In addition to the completion of the detailed budget form, please address each of the following in the below format:

1. Provide the official name of the organization applying for WIOA funds.
2. Identify the individual(s) responsible for maintenance and management of records (fiscal and programmatic).
3. Identify the EEO officer of the organization.
4. List in-kind services and amount of in-kind services to be provided by the organization for the proposed service, if applicable.
5. For audit purposes, specify the total amount of federal funding received by the bidding organization.
6. Describe how shared/indirect costs are determined, if applicable.
7. How will payroll be calculated (hourly/salary) and how often will staff be paid?

III. POSITION INFORMATION:

1. Is this position full-time, or part-time?
2. If person(s) is a full time employee and not funded 100 percent by WIOA, what other job duties will be assigned?

This position is a regular 37.5 hour per week. Normal operation hours are 8:00 – 4:00. However, the operator must be flexible in hours and days of work based on the needs of the local area and the customers served.

**Cumberland Workforce Development Board
WIOA One-Stop Operator
Detailed Program Budget Proposal**

A. STAFF COSTS:

Salaries:

Position	Salary/Hourly	X	Month/Weeks	X	% WIOA	=	\$	
_____	\$ _____	X	_____	X	_____	=	\$ _____	
_____	\$ _____	X	_____	X	_____	=	\$ _____	
_____	\$ _____	X	_____	X	_____	=	\$ _____	
<i>Staff Salaries Subtotal</i>							=	\$ _____

Fringe Benefits

FICA @ 7.65% (.0765) X	\$ _____ (Total Wages)	=	\$ _____
Retirement	_____		\$ _____
Health Insurance	_____		\$ _____
Life Insurance	_____		\$ _____
Worker's Compensation	_____		\$ _____
Medicare	_____		\$ _____
Unemployment	_____		\$ _____
Other	_____		\$ _____
<i>Salary/Fringe Benefits Subtotal</i>			\$ _____

Staff Travel Costs (.40/mile limit for staff)

(Buses/vans must be the most economical means of transportation)

Total Miles _____ X .40 _____ (Rate Per Mile) = \$ _____

(Travel will be reimbursed based on State per diem guidelines.)

Other Travel Costs: Trainings, conferences, etc.

Type _____ Amount _____ \$ _____

(Conferences and trainings must be pre-approved by the Cumberland Workforce Director.)

STAFF COST TOTAL \$ _____

C. MATERIALS/SUPPLIES:

General Office Materials/Supplies/Equipment

Item	Quantity	Purchase Price	or	Rental Price	=	Cost
_____	_____	_____	or	_____	=	\$ _____
_____	_____	_____	or	_____	=	\$ _____
_____	_____	_____	or	_____	=	\$ _____
_____	_____	_____	or	_____	=	\$ _____

(Include itemized list of all anticipated purchased materials and supplies along with percent (%) of WIOA usage.)

General Office Materials/Supplies Subtotal \$ _____

D. INDIRECT COSTS:

Indirect costs: (include cost allocation plan or summary explaining rate)

Rate%		of	_____	=		Cost
_____						\$ _____
			(direct salaries, program operations, etc.)			
			INDIRECT COSTS TOTAL			\$ _____

G. OTHER COSTS

Other Costs: Itemize and Describe

	Cost
_____	\$ _____
_____	\$ _____
_____	\$ _____
OTHER COSTS TOTAL	\$ _____

TOTAL REQUEST \$ _____

Restrictions on Amounts Requested: Total funds request is not to exceed \$75,000.00. All funding is contingent upon the availability of federal funding, authorization of program activities, and federal and state legislative actions.

This budget is a projection of specific needs and will be used to assist in negotiations and development of a line-item budget for an approved contract.

The budget will be negotiated for one year at a time.

ATTACHMENTS REQUIRED

Please attach the following items as supplements to the questions as identified above.

Attachment 1: Organizational Chart

The chart should include and clearly display the staff with dedicated functions as identified in this contract.

Attachment 2: Itemized Supply List

Provide a detailed description of supplies, materials, and instructional aides to be purchased. The total of these items **should** be reflected in the budget worksheet under C: Materials/Supplies/General Office Materials and Supplies.

Attachment 3: Disclosure Form:

An entity that applies to be an OSO in the CWDA must disclose in its application any potential conflicts of interest that could arise from any relationship(s) with training service provider(s), agencies, or other service providers. A conflict of interest exists when an entity, individual, or immediate family members of an individual associated with the contract either directly or indirectly benefits from the relationship developed through the OSO contract.

Attachment 4: Financial History:

Audit: Attach the last two years of audited financial history (examples: An independent CPA review, tax records or another recognized review of accounting process.)

Bidders shall provide the status of any costs that have been disallowed by any state and/or federal agency within the past three (3) years. Bidder must provide the name of the agency, the amount of disallowed costs that are in dispute, the bidder's position as to the disputed disallowed costs, and the current status of any review process, dispute process and/or corrective action plan that is in place related to the disputed disallowed costs.

Due to limited funding, purchases that exceed \$500.00 requires pre-approval by the Cumberland Workforce Development Director.

RESOURCE INFORMATION

These attachments are for informational purposes to assist with proposal completion.

Reference page

Policy and procedures

REFERENCES

WIOA Overview:

<http://www.doleta.gov/WIOA/Overview.cfm>

Workforce Innovation and Opportunity Act (WIOA): <http://www.doleta.gov/WIOA/docs/BILLS-113hr803enr.pdf>

WIOA Final Rule:

Workforce Innovation and Opportunity ACT; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Notice of Proposed Rulemaking
<http://www.gpo.gov/fdsys/pkg/FR-2015-04-16/pdf/2015-05528.pdf>

WIOA Fact Sheet: One-Stop Career Centers:

http://www.doleta.gov/WIOA/Docs/WIOA_OneStop_FactSheet.pdf

Kentucky Career Center (KCC) Website:

<http://kcc.ky.gov/>

KCC Partner for Success:

<http://www.kwib.ky.gov/partnersuccess.htm>

Kentucky Workforce Development Board – WORKSmart Kentucky Strategic Plan:

<http://www.kwib.ky.gov/documents/WORKSmart2013.pdf>

TENCO Website:

<http://tencocareercenter.com/>

