

WORKFORCE DEVELOPMENT BOARD OF NORTH MISSOURI

REQUEST FOR PROPOSALS

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ONE-STOP OPERATOR

FOR THE PERIOD OF JULY 1, 2024 – JUNE 30, 2025

**Workforce Development
Board of North Missouri / NCMC
912 Main Street
Trenton MO 64683
(660) 359-3622
Relay 711**

*The Workforce Development Board of North Missouri is an Equal Opportunity Employer/Program.
Auxiliary aids and services are available upon request to persons with disabilities.*

RFP Release Date
April 8, 2024

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Request for Proposals Timeline

RFP #24-01

Workforce Innovation and Opportunity Act (WIOA) One-Stop Operator

EVENT	DATE
RFPs Released	April 8, 2024
RFP Q & A on WDB Website (www.wdbnorthmo.org)	April 15, 2024 through April 19, 2024 at 4:00 PM*
Optional Letter of Intent to Bid Due	April 29, 2024 at 9:00 AM
Proposals Due	May 13, 2024 at 10:00 AM
Public Opening of Proposal(s) Received	May 13, 2024 at 10:15 AM at the WDB Office
Bid(s) Awarded	June 4, 2024 at WDB Meeting
Award/Non-award Notification Sent to Proposers	June 5, 2024
New Contract Established/Service Delivery Begins	July 01, 2024

*All times noted above are CDT

Workforce Development
Board of North Missouri / NCMC
912 Main Street
Trenton MO 64683
(660) 359-3622

Section I: Background and General Information

The Workforce Development Board of North Missouri (WDB) is soliciting proposals from qualified sources with the expertise and capacity to provide One-Stop Operator services in the Workforce Development Board of North Missouri 34-county region. The WDB service delivery area counties include Adair, Andrew, Atchison, Buchanan, Caldwell, Clark, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Knox, Lewis, Lincoln, Linn, Livingston, Macon, Marion, Mercer, Monroe, Montgomery, Nodaway, Pike, Putnam, Ralls, Randolph, Schuyler, Scotland, Shelby, Sullivan, Warren, and Worth. The One-Stop Operator will coordinate service delivery in the Comprehensive Job Centers and any Affiliate Centers approved by the Workforce Development Board of North Missouri.

The WDB intends to award a single contract for the identified services in this Request for Proposals. If the proposer chooses to operate as a consortium, a lead agency would be awarded the single contract.

It is the Respondent's responsibility to be familiar with all laws, statutes, rules, regulations, policies, scopes of work, and procedures that apply to the above-referenced services. Further, proposals shall sufficiently articulate the Respondent's plan of action to deliver the solicited services, demonstrate a successful performance track record of delivering the solicited (or comparable) services, and include past performance history with their proposal.

Resources for U. S. Department of Labor (USDOL), and Missouri Office of Workforce Development (OWD) guidance can be found at the following links:

Department of Labor Employment and Training Administration Training and Employment Guidance Letters (TEGLs) <https://wdr.doleta.gov/directives/>;

Missouri Office of Workforce Development Issuances may be found at: <https://jobs.mo.gov/OWDissuances>;

Respondents should read the entire document completely to provide a comprehensive response to all items presented.

A. Method of Solicitation

This Request for Proposals is a competitive solicitation method being used by the Workforce Development Board of North Missouri to maximize the likelihood of selecting a high-performing, extremely competent One-Stop Operator for the workforce development system in the 34-county region.

Notice of this RFP will be distributed to organizations on the WDB Bidder's List and will be published on our website (www.wdbnorthmo.org) by going the "Notices" tab and selecting the request for proposals link under public notices.

B. Entities Eligible to Bid

Entities that are eligible to submit a response to this request for proposals include:

- A single entity or multiple entities working together to form a consortium entity. If the consortium of entities is comprised of One-Stop partners, it must include a minimum of three (3) unique One-Stop partners as described in 20 CFR 678.400.
- Educational institutions such as institutions of higher education, nontraditional public secondary schools such as night schools, and area career and technical education schools (please note that elementary and other secondary schools are not eligible to become the One-Stop Operator).
- Community-based organizations, non-profit entities, or workforce intermediaries.
- Private for-profit entities.
- Government agencies or governmental units such as local or county governments, school districts, or state agencies.
- Indian tribes, and tribal organizations.
- Any interested organization that can carry out the duties of the One-Stop Operator, including nontraditional entities such as a chamber of commerce, an economic development corporation, or a labor organization.

- A provider of other WIOA services so long as there is a firewall in place to assure conflicts of interest are avoided (see Missouri Office of Workforce Development *Issuance 15-2019*)

No entity may compete for funds if: 1) the entity has been debarred or suspended or otherwise determined to be ineligible to receive Federal funds by the action of any governmental agency; 2) the entity's previous contact(s) with the Northwest Workforce Development Board or Northeast Missouri Workforce Development Board has been terminated for cause in the past six (6) years; 3) the entity has not complied with an official order to repay disallowed costs incurred during its contract; 4) the individual or entity or its parent organization has filed for bankruptcy during the past five (5) years; 5) the individual or entity has been convicted of a public entity crime pursuant to statutes; or 6) the individual or entity developed or drafted work requirements for this RFP.

C. Contract Term and Amount

The expected contract term under this solicitation will be from July 01, 2024, through June 30, 2025, 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 up to one (1) additional one-year period with Board approval as follows:

- Optional Renewal One – July 1, 2025 to June 30, 2026

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

Funding under this RFP is not expected to exceed \$25,000 for this 12-month period.

Note: This amount is provided as a planning figure based on funding projections 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 funding received by the WDB.

D. Contract Type

The WDB will provide payment under a cost-reimbursement contract that will be based on actual costs and performance delivery outcomes.

Section II: Overview

A. Sub-recipient Responsibilities

Each Respondent is advised the WDB will hold the Sub-recipient responsible and accountable for effectively and efficiently managing and delivering the services and activities described in this RFP.

The Sub-recipient must avoid conflicts of interest when possible and disclose and recuse from unavoidable conflicts of interest; must follow all policies and procedures of the Workforce Development Board of North Missouri regarding Conflict of Interest/ Code of Conduct, Grievance Procedures, and Equal Opportunity provisions; and must adhere to all Federal, State and local policies.

B. Management Capability

Respondents must clearly and completely describe their organizational and management capacity to ensure that services and/or outcomes to be provided are achieved during the contract. These include but are not limited to:

- Delivering high-quality, timely, complete, consistent, and contract-compliant services.
- Meeting or exceeding the contract objectives and performance expectations.
- Working effectively with WDB staff, other service providers, and community partners.

Under contract award, the Sub-recipient will be a primary point of contact that shall have optimum management and operations authority and be available to the WDB during normal WDB business hours.

C. Performance Expectations/Deliverables

The expected performance delivery outcomes for the One-Stop Operator include:

- An annual, comprehensive assessment of service delivery.
- Analysis of customer flow from a quality assurance perspective.
- Convening and reporting of bi-monthly (every other month) One-Stop System Team and Business Services meetings.
- Quarterly Job Center visits to track progress on activities.
- Quarterly reports to the WDB.
- Development /Renewal / Maintenance of the Memorandum of Understanding; and
- Development of a One-Stop System continuous improvement review processes.

Section III: PROPOSAL TERMS AND CONDITIONS

A. General Conditions

Applicants are fully responsible for all costs (directly or indirectly) associated with the development and submission of a proposal. Once submitted, all proposals and associated materials become the property of the WDB. This Request for Proposal is not in itself an offer for work, nor does it commit the Workforce Development Board to fund any proposal submitted. The Board reserves the right to accept, reject, or modify any or all proposals as a result of this RFP, or to negotiate with all qualified sources; or to cancel, modify or reissue this RFP in part or in its entirety.

This is a negotiated procurement utilizing the Competitive Request for Proposal method. As such, the award does not have to be made to the proposer submitting the lowest-priced proposal, but rather to the proposer, as determined by the RFP evaluation process, having the most responsive proposal satisfying the WDB requirements.

The specifications in this RFP may change based on the issuance of Federal or State regulations or policies. The Workforce Development Board of North Missouri will work with the successful bidder to implement any changes required by the State of Missouri or the U.S. Department of Labor. By submitting this proposal, the bidder agrees to work cooperatively with the WDB to comply with subsequent changes.

The WDB assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation and Opportunity Act of 2014; Title VI and VII of the Civil Rights Act of 1964, as amended; Sections 503 and 504 of the Rehabilitation Act of 1973, as amended; the Americans with Disabilities Act of 1990, as amended; the affirmative action provisions of the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended; the Equal Pay Act of 1963, as amended; the Age Discrimination Act of 1975, as amended; the Age Discrimination in Employment Act of 1967, as amended; Title IX of the Education Amendments of 1972, as amended; and the anti-discrimination provision of the Immigration and Nationality Act, as amended. This assurance applies to the WIOA Title I financially assisted program or activity, and to all agreements that the WDB makes to carry out the WIOA Title I financially assisted program or activity. This WIOA Title I funded program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities.

A submitted proposal may be withdrawn before the proposal's due date. A written request to withdraw the application must be submitted to the Workforce Development Board. If a proposer does not withdraw a proposal by the due date, the proposal becomes the property of the Workforce Development Board and may be subject to public disclosure.

Under the requirements of the Freedom of Information Act, the contents of proposals submitted in response to this RFP are subject to public release upon request, except those items specifically exempt from disclosure. Under no circumstances will a proposal or any part of a proposal be released before the contract award decision.

B. Appeals/Complaints

Applicants have the right to appeal any action or decision related to this RFP. Appeals/complaints will be handled in accordance with the Missouri Office of Workforce Development's Non-Discrimination Plan. All appeals/complaints must be made in writing and must fully identify any contested issues. Subjective interpretations by evaluators are not subject to protest or appeal.

Written appeals/complaints must be fully documented and filed with:
Workforce Development Board of North Missouri
912 Main Street
Trenton MO 64683

Section IV: ONE-STOP OPERATOR SCOPE OF WORK

A. One-Stop Operator Functions

The One-Stop Operator will be the Contracting entity that shall employ an individual to perform the One-Stop Operator duties below:

1. Coordinate service delivery of all Comprehensive Job Center required services, including services provided by entities that have voluntarily entered into a One-Stop Memorandum of Understanding (MOU) in accordance with WIOA.
2. Serve as a liaison between the WDB, WIOA service providers, and other system partners.
3. Confirm with WDB staff that MOUs or agreements are on file with the Board. The Sub-recipient is expected to ensure that the One-Stop partners adhere to MOUs, agreements, and reporting procedures.
4. Ensure that partners are aware of basic services offered by One-Stop partners and ensure that Job Center staff delivers the services promised to customers.
5. Continue to develop and enhance the workforce development system by focusing on a fully coordinated and integrated service delivery model that is market-driven and offers value-added services to regional job seekers and businesses.
6. Ensure effective referral processes are in place and followed by all partners.
7. Convene One-Stop System and Business Services Team meetings, setting agendas, recording minutes, and distributing action steps.
8. Be knowledgeable of the mission and performance standards of all partners and when necessary, identify cross-training needs.
9. Assure the delivery of services to individuals with limited English proficiency, disabilities, or other significant barriers.
10. Ensure One-Stop partners follow the policies of the Job Centers.
11. Abide by all Federal, State, and local policies.
12. Assist the WDB in meeting Job Center certification/recertification for effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement (see *OWD Issuance 06-2022: Missouri Job Center Certification Review*).

Agencies or organizations submitting a proposal to be the One-Stop Operator should be familiar with the basic requirements outlined in the WIOA regulations and should provide necessary staff support to ensure that these requirements are met. The selected Respondent must fully comply with the requirements under the Workforce Innovation and Opportunity Act of 2014, as well as State and local guidelines as applicable to the Act.

B. Coordination of Job Center Programs and Services

The Workforce Development Board of North Missouri directs the work of the Missouri Job Centers in an area that covers 34 rural counties. The respondent must agree to coordinate services/training/activities through the required primary Comprehensive Job Center locations and at any proposed Affiliate Centers so participants in all 34 counties in the WDB region are served.

The Sub-recipient will provide coordinating management and engagement of mandatory partner agencies that have staff co-located within the Job Centers in the Workforce Region. Required core partners include WIOA Adult, Dislocated Worker, and Youth Programs, Adult Education and Family Literacy, Wagner-Peyser Employment Services, Vocational Rehabilitation, and Family Support Division (TANF). The Sub-recipient will be responsible for ensuring that no services to the customer are duplicated and that to the degree possible, multiple funding streams are used for the provision of workforce services. The Sub-recipient will maintain close working relationships with all mandatory partners to increase their involvement in, the utilization of, and provision of resources for Missouri Job Center customers.

C. General Information

1. Relationship Between the One-Stop Operator and the WIOA Title I Program Directors in Job Centers

The One-Stop Operator will work closely with Program Directors in the Comprehensive and Affiliate Job Centers in the Workforce Development Board region. The Program Directors are responsible for the management of the operation of the Job Centers including day-to-day supervision of service delivery. The One-Stop Operator's primary role is to coordinate the service delivery of required One-Stop partners and service providers across the 34-county region. The One-Stop Operator may choose to be located in a Job Center.

2. One-Stop Operator Hours

The duties described in this Request for Proposals may be accomplished by a One-Stop Operator staff member who will be employed less than full-time. The Sub-recipient will be responsible for establishing the number of hours the One-Stop Operator will work, the specific work schedule (days of the week/ hours of the day), and from what location that work will be performed. That information will be shared amongst all One-Stop System Team members and WDB staff.

3. Record Keeping/Reporting

The Sub-recipient will be responsible for accurate record-keeping practices. A process must be followed by the Sub-recipient to ensure that all information needed for reporting is accurately recorded and regularly updated. Record-keeping responsibilities include reports such as:

- Annual, comprehensive assessment of service delivery.
- Analysis of customer flow.
- Convening and reporting of bi-monthly (every other month) One-Stop System and Business Services Team meetings.
- Report of Job Center visits to track progress.
- Written, quarterly reports to the WDB.
- Process for One-Stop System continuous improvement reviews and the reviews themselves.

4. Local WIOA Policies and Procedures

The newly formed Workforce Development Board of North Missouri is in the process of creating a local policy and procedures guide for all service providers in the Workforce Region. This guide and the necessary WIOA forms will be available on the WDB website once approved by the Board. The One-Stop Operator is expected to follow the policies and procedures, participate in training related to program changes, and apply current policies as directed.

5. Monitoring Schedule

The Respondent shall agree to periodic on-site monitoring by the Office of Workforce Development and/or the WDB for program, fiscal, and Equal Opportunity compliance. The Sub-recipient shall respond in writing to monitoring reports and requests for corrective action plans within 30 working days after the date of the Letter of Notification from the WDB.

Section V: FINANCIAL STANDARDS AND REQUIREMENTS

A. Fiscal Standards

All proposed program costs must be reasonable, allowable, allocable, and necessary to achieve program goals, and in accordance with Federal, State, and local policy and the terms of the Workforce Development Board of North Missouri contracts. Any cost which does not meet all the above criteria can neither be approved for inclusion in the contract budget, nor reimbursement.

The Respondent's financial management system must comply with Federal and State accountability standards. All costs reimbursed by the Workforce Development Board of North Missouri will be subject to audit in accordance with the regulations issued in the Uniform Guidance required for State and local governments, as well as non-profit organizations, colleges, universities, and other eligible programs. For-profit entities may be subject to a program-specific audit. For all entities with Federal program expenditures of less than the federally recognized threshold of \$750,000, in-depth financial compliance monitoring will be conducted annually.

Costs will be reimbursed by the WDB to the Respondent(s) upon submission of the monthly expenditure report and cash request with full and proper documentation of the costs. Reimbursement will be made only for the line items and amounts included in the contract. A written request for modification must be made by the Respondent, and approved by the WDB, before any deviation from the contract budget may be incurred or reimbursed. Contract modifications will be subject to a cost-effectiveness review before approval.

The Workforce Development Board of North Missouri will not reimburse any costs for programs/services/activities before a proposal is approved and a contract is extended.

Program income is defined as income received by a Respondent directly generated by contract or subcontract-supported activity or earned only as a result of the contract or subcontract. The receipt of program income must be accounted for in the subcontracting agency's financial reporting system. Program income must be committed to the particular funding title under which it was earned and expended within the life of the contract unless otherwise notified. Respondents who anticipate generating program income must identify the amount and nature in their program proposal.

B. Respective Functions

All payroll functions for the One-Stop Operator will be the responsibility of the Respondent in compliance with rules, regulations, and instructions issued by the U.S. Department of Labor, State of Missouri Department of Labor - Wage and Hour Division; State of Missouri Office of Workforce Development; and the Workforce Development Board of North Missouri. Therefore, the Respondent(s) shall assume all legal and financial responsibility for taxes, FICA, E-verify, employee fringe benefits, workers' compensation, employee insurance, minimum wage requirements, overtime, etc., and agrees to indemnify, save, and hold the State of Missouri, North Central Missouri College, and the Workforce Development Board of North Missouri, its officers, agents, and employees, harmless from and against, all loss; cost for attorney fees; and damage of any kind related to such matters.

The Workforce Development Board of North Missouri will be responsible for administrative functions and program oversight of the contract. This will include management information access, subcontract monitoring, and the review of continuous improvement processes.

The Respondent must have the management capacity to administer a complicated Federal grant program. Upon

approval of any program or activity for funding, the agency or organization operating such program(s) will be subject to an extensive set of reporting requirements as developed by the WDB, the U.S. Department of Labor, and/or the State of Missouri. These reports will be required as necessary to carry out monitoring and continuous improvement evaluation of programs as mandated by the WIOA regulations. Detailed reports will be expected at least quarterly.

C. Budget

The budget should include staffing and other costs related to services provided by the One-Stop Operator. All budgeted costs are subject to negotiation and funding availability. All costs will be reviewed to determine if they are reasonable, allowable, allocable, and necessary.

D. Accounting Standards

The Respondent must assure to maintain an accounting system that meets all current generally accepted accounting principles (GAAP) applicable to the agency.

E. Allowable Costs

1. The Respondent shall assure that applicable Uniform Guidance, 2 CFR, parts 200 and 2900 for cost principles shall be followed unless otherwise indicated by the WIOA, U.S. Department of Labor, Missouri Office of Workforce Development, or local WDB policies and guidelines.
2. In-Kind Services: If applicable, attach a description of services, materials, equipment, etc., to be provided to the program by your organization at no charge to the Workforce Development Board of North Missouri and include the approximate dollar value of each.

F. Audit

The Respondent will assure to complete an annual audit under the Uniform Guidance, 2 CFR Parts 200 and 2900 or another applicable circular, or a program-specific audit conducted by an independent auditor.

G. Records Retention

The Respondent shall agree to retain records pertinent to all grants and agreements, including financial, statistical, property, and supporting documentation for a minimum of three (3) years beyond the final date of receipt of funds for the program year; the acceptance of the audited financial statements by the Missouri Office of Workforce Development; and the resolution of any litigation, audit, or claim; and until written notification by the WDB that the records can be destroyed. Records for non-expendable property shall be retained for a period of three (3) years after the final disposition of the property. Records shall be retained in such a method that will preserve their integrity and admissibility as evidence in any audit or other proceeding. The burden of production and authentication of records shall be on the custodian of the records.

H. Duplication of Funding

The respondent will ensure that no duplication of funding or services (services provided with these funds or through other funding sources) will occur.

I. Use of Funds

The Respondent must ensure that no funds will be used to assist, promote, or deter union or organization of such.

J. Conflict of Interest

The Respondent must agree to comply with the conflict of interest provisions of WIOA and the Conflict of Interest/Code of Conduct Policy of the WDB when administering any contract agreements.

K. Nepotism

The Respondent must ensure compliance with regard to nepotism.

L. Confidentiality

The Respondent must ensure compliance with confidentiality requirements.

M. Compliance with Laws

The Respondent must ensure compliance with the Workforce Innovation and Opportunity Act (WIOA), WIOA regulations, US Department of Labor and Missouri Office of Workforce Development guidance, and all other applicable State and Federal laws when expending funds or conducting program activities.

N. Supplanting of Funds

The Respondent must ensure that WDB programs do not supplant any Federal, State, or local program funds which would otherwise be available in the area.

O. Fraud and Abuse

The Respondent must ensure that active procedures are in place to guard against fraud and abuse.

P. E-Verify

The Respondent must ensure compliance with the Employment Eligibility Verification Program (E-Verify), Section 285.530.2, RSMo, which requires as a condition for the award of any contract or grant in excess of \$5,000 (five thousand dollars) by the State to a business entity, the business entity shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a Federal work authorization program with respect to the employees working in connection with the contracted services. Every such business entity shall also sign an affidavit that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. For more information and to enroll your organization in the program online, visit the Employment Eligibility Verification Program (E-Verify) website at: <http://www.uscis.gov>.

Section VI: PROPOSAL GUIDELINES AND SUBMISSION INSTRUCTIONS

A. Proposal Due Date

Proposals must be received no later than 10:00 A.M. Central Daylight Time on May 13, 2024.

B. Submission Requirements

1. All Proposals should be received in sealed packages that are marked:
“ONE-STOP OPERATOR PROPOSAL ENCLOSED – RFP #24-01”
2. One (1) copy of the completed proposal in a 3-ring binder to include the original signature page and all attachments as well as one complete proposal package on a thumb drive submitted to:
**Workforce Development Board of North Missouri
912 Main Street, Trenton MO 64683**
3. The top page of the proposal package must include the completed Proposal Package Submission Sheet.
4. Proposals are limited to 10 pages. **NOTE: Attachments and required forms are not included in this page count.**
5. Proposals must be printed single-sided on 8.5” x 11” paper with 1” margins on each side using an 11-point Calibri font.
6. Each page must be sequentially numbered at the bottom of the page; attachments must also include page numbers. Do not page-number the Proposal Package Submission Sheet (Attachment A), the Certification/Signature Page (Attachment B), or the Proposal Cover Pages (Attachment C).

7. The proposal must be manually signed in blue ink by an official authorized to represent and bind the proposing agency.
8. Proposals must follow the “Proposal Response Format” (see next section). Type the question then your response.
9. **Proposals that do not have all required attachments and do not follow length guidelines will be considered non-responsive.**
10. The respondent must demonstrate a general understanding of the service delivery system; the services solicited by this RFP and the ability to effectively and efficiently manage and deliver those requested services.
11. Giving incomplete or erroneous information or withholding important information could result in disqualification or later, contract termination.
12. Before submitting a proposal, the respondent must review the Office of Workforce Development’s WIOA Equal Opportunity Training/Orientation training available at the following link:
www.wdbnorthmo.org/2024-eo

ALL PROPOSALS IN THEIR ENTIRETY MUST BE RECEIVED AT THE WORKFORCE DEVELOPMENT BOARD OF NORTH MISSOURI OFFICE BY THE DEADLINE. FAILURE TO MEET THIS DEADLINE WILL RESULT IN THE REJECTION OF THE PROPOSAL.

HAND-DELIVERED PROPOSALS WILL BE DATE/TIME-STAMPED AT THE EXACT TIME OF RECEIPT. PROPOSALS MAILED OR COURIER DELIVERED MUST BE RECEIVED AT THE WORKFORCE DEVELOPMENT BOARD OF NORTH MISSOURI OFFICE ON OR BEFORE 10:00 AM CDT ON MAY 13, 2024, AND WILL BE DATE/TIME-STAMPED AT THE TIME OF RECEIPT. FAXED OR E-MAILED PROPOSALS WILL NOT BE ACCEPTED.

A public opening will be held at 10:15 A.M. CDT on May 13, 2024, at the WDB Office, 912 Main Street, Trenton, MO, 64683.

Technical questions/inquiries must be sent via the WDB website (www.wdbnorthmo.org) in the “Request for Proposals” link found in the “Notices” tab; those questions and the answers will be addressed by WDB staff and posted for all prospective bidders to view.

The question and answer link on the WDB website will be available from April 15, 2024 through April 19, 2024 at 4:00 P.M. CDT. Response to questions will be posted within one (1) business day. No questions/inquiries will be accepted before or after that time period.

Proposals submitted are reviewed by eligible members of the Workforce Development Board of North Missouri, and CLEOs as appropriate. Proposals will be scored based on criteria outlined in the Evaluation and Selection Form (Attachment E). Successful Respondent(s) will proceed to the negotiation process with the approval of the WDB. Upon completion of successful negotiations, the Workforce Development Board of North Missouri will enter into a contract with the Respondent(s) for services based on the response, negotiations, and funding availability, subject to approval by the WDB.

Selection of Service Providers will be in accordance with Section 123 of the Workforce Innovation and Opportunity Act and Uniform Guidance 2 CFR parts 200 and 2900 and the Missouri Combined State Plan.

A. PROPOSAL FORMAT

All proposals must be assembled in the following response format:

Attachment A: Proposal Package Submission Sheet

Attachment B: Certification/Signature Page

Attachment C: Proposal Cover Pages (Including all requested documentation)

Table of Contents

Proposal Narrative (Outlined Below)

Attachment D-1: Worksheet for All Staff

Attachment D-2: Budget Summary

B. NARRATIVE REQUIREMENTS - NOTE: Include the section headings and the questions with your narrative.

a. **Organizational Experience and Capacity**

1. Describe your organization's experience in providing services as a One-Stop Operator as outlined in this RFP.
2. Describe your organization's experience conducting self-monitoring. Whose responsibility will it be to ensure contract compliance and to conduct self-monitoring? Include an explanation of corrective action as issues are identified during self-monitoring.
3. Describe your organization's experience coordinating supervision with OWD and partner staff in the Job Center. Describe how issues are resolved and what degree of success you have achieved during resolution.
4. Describe your organization's financial and administrative experience and capabilities. Include in that description experience in managing and accounting for multiple Federal, State, and local funding sources.
5. Describe your organization's funding structure; include all funding sources with which you operate and what percentage of your total funding is used for infrastructure (fixed costs non staffing) costs.

b. **Ability to Achieve Performance Outcomes/Deliverables**

1. Describe your organization's approach to the comprehensive assessment of service delivery.
2. How will your organization's One-Stop Operator develop an analysis of One-Stop System customer flow?
3. Describe which of the core One-Stop Partners your organization has worked with and explain the working relationship.
4. How will your organization develop a process and approach for assuring One-Stop System continuous improvement? Include an action plan with a timeline.
5. Describe the process the One-Stop Operator will employ to ensure partners who have entered into the Memorandum of Understanding are fulfilling their obligations and complying with WIOA.

c. Staffing

1. If proposing to provide One-Stop Operator services via a consortium of three (3) or more unique mandated partners, how will the lead agency be determined? How will that lead agency manage the work of the other consortium members so the performance outcomes/deliverables are achieved?
2. If your organization is a provider of WIOA Title I services, how will a firewall be established to assure conflicts of interest are avoided? If the proposed One-Stop Operator is a WIOA Title I Program Director, how will the duties of each be performed without compromise?

NOTE: Read Missouri Office of Workforce Development *Issuance 15-2019* regarding using the same provider for multiple roles and explain how your organization will carry out its responsibilities while demonstrating compliance with WIOA and OWD.

3. How frequently does your organization conduct performance appraisals of staff and what instrument is used for performance appraisals?
4. The One-Stop Operator duties described in the Request for Proposals will require no more than .5 full-time equivalent staff members. Describe how the One-Stop Operator staff member will be selected and assigned to this contract and how many hours per week that staff person will devote to achieve the stated outcomes /deliverables.

Section VIII: ATTACHMENTS

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Proposal Package Submission Sheet (To be placed on the top of the proposal package)

Date Issued: 4/8/2024

Request for Proposals for
Workforce Innovation and Opportunity Act (WIOA)
One-Stop Operator Services

SUBMITTING AGENCY PLEASE FILL IN THE INFORMATION BELOW

A. Agency Name

B. Address

C. Contact Person, Title, and Phone

D. Name and Title of Organization's Authorized Signatory

E. Federal / Employer I.D. Number

F. Type of Organization:

_____ Private Non-Profit

_____ Public Non-Profit

_____ Private for Profit

_____ CBO

_____ School District

_____ Other

G. Single Entity or Consortium:

_____ Single

_____ Consortium

If consortium, list partners:

H. Proposed total funds requested:

\$ _____

FOR WORKFORCE DEVELOPMENT BOARD OF NORTH MISSOURI USE ONLY

Date Received: _____ Time Received: _____

Received by: _____

Certification/Signature Page

I hereby certify the following:

1. I have read and agree to abide by the WDB Assurances including E-Verify requirements and Complaint and Grievance Procedures (found at www.wdbnorthmo.org/24-01).
2. I agree to abide by all WDB Administrative and Program Procedures.
3. I have reviewed the Office of Workforce Development's WIOA Equal Opportunity Training (found at www.wdbnorthmo.org/2024-eo).
4. I agree to abide by all WDB Administrative and Program Procedures.
5. I possess the legal authority to represent _____.
6. All information presented in this response is true and correct and shall be open to verification by the Workforce Development Board of North Missouri
7. All projected costs are reasonable and necessary for the proposed program, activity, and/or service. Workforce Innovation and Opportunity Act funds requested will not duplicate other funds already available, or which will be available, to pay any projected costs.
8. Should this proposal be approved, _____ agrees to abide by the Workforce Innovation and Opportunity Act, Department of Labor 20 CFR Part 652, and State and local guidelines as applicable to the Act.

SIGNATURE OF CHIEF EXECUTIVE OFFICER OR DESIGNEE

Signature _____
(Please sign in blue ink)

Printed Name _____

Title _____

Date _____

Proposal Cover Pages

Organization Information

1. Is your organization incorporated as: non-profit or for-profit?

A copy of the Respondent's designation (as a private, non-profit, for-profit, public corporation, etc.) as granted by the U.S. Internal Revenue Service **must be attached.**

Page number of required IRS designation letter attachment _____

2. Type of Business Organization:

- | | |
|--|---|
| <input type="checkbox"/> Sole Proprietorship | <input type="checkbox"/> Tax Supported |
| <input type="checkbox"/> Partnership | <input type="checkbox"/> Public Agency |
| <input type="checkbox"/> Corporation | <input type="checkbox"/> Unit or Consortium of General or Specialized Governments |

3. Is your organization established in accordance with State statutes and authorized to conduct business in the State of Missouri?

- Yes No

A copy of the Respondent's most recent State incorporation letter **must be attached.**

Page number of required State incorporation letter attachment _____

4. If your organization is a corporation, do you have a current (valid within one calendar year) Certificate of Good Standing on file with the Missouri Secretary of State's Office?

- Yes No N/A

Include a copy of your agency's current Certificate of Good Standing if you are a corporation.

Page number of required Certificate of Good Standing attachment _____

If you are not a corporation, please explain your status below:

5. The Respondent must be able to assure equal employment opportunities to all persons in all aspects of employment regardless of race, color, religion, sex, national origin, age, disability, or political affiliation or belief. Assurance of equal employment opportunities includes a written Affirmative Action Plan, if 50 or more employees, or a written Policy Statement, if under 50 employees, as required by the Federal and/or State law.

- Under** 50 employees
 Written Affirmative Action Policy Statement on file
- Over** 50 employees
 Affirmative Action Plan on file

OR

- Over** 50 employees, not required by Federal or State law to have an Affirmative Action Plan on file. Please explain the exemption below:

I understand that this Plan or Policy Statement may be subject to review before the award of a contract.

6. The Respondent must assure compliance with the Americans with Disabilities Act of 1990 (ADA) and any amendments thereto, by the effectiveness dates outlined within the Act. Include a detailed description of your ADA compliance efforts and an assurance statement that you are currently in compliance and will comply with any future ADA requirements.

Page number of your ADA compliance efforts and assurance statement _____

7. The Respondent must submit a copy of your most recent Audited Financial Statements and/or Balance Sheet, management letter, and any audit findings with your proposal (unless one has been provided to the WDB within the last 12 months).

Submitted with the response: Yes No Not Applicable

Page number of most recent audit (if applicable) _____

8. Has your agency had any Federal or State contracts (i.e. Workforce Innovation & Opportunity Act, *Temporary Assistance for Needy Families*, *Housing*, *Head Start*, *Youth Build*, or other) that were either not renewed or terminated since July 1, 2015, in full or in part?

Contracts not renewed: Yes No _____ Year of contract not renewed

Contracts terminated: Yes No _____ Year of contract terminated

If your organization had had a contract not renewed or terminated, provide a brief explanation below of changes proposed to overcome deficiencies or problems identified for contracts terminated or not renewed:

9. The Respondent must be able to obtain and submit documentation of insurance coverage including director and officer liability insurance; general liability insurance; bonding at a minimum of \$100,000 per individual; insurance for personal injury; insurance for theft, fire, and other damage; and worker's compensation statute before the award of the contract. Include documentation of coverage identifying the respective, required coverage listed above (declaration of insurance prepared by the insurance agency) and amounts for each.

Documentation Submitted? Yes No

Page number of declaration of insurance _____

If your agency does not have this coverage at the time of the response, please include the name of the agency from whom your organization would secure coverage. Include an assurance of coverage with amounts before the award of a contract.

10. Indicate the agency's experience over the past four (4) years (2019-2022) in reference to the following items:

a. Were grievances or complaints filed against the organization (not including discrimination)?

Yes No

b. Were lawsuits or judgments filed?

Yes No

c. Were there investigations of fraud, abuse, conflict of interest, political activities, nepotism, or any criminal activities?

Yes No

d. Was there a default or breach of any contract?

Yes No

e. Was bankruptcy or receivership by this organization or a parent organization declared?

Yes No

f. Were there any discrimination complaints or rulings against the agency?

Yes No

If any one of the above occurred, information must be provided which should include at a minimum:

- Date of initiation
- Party or parties involved with specific reference to Federal funds
- Brief description of the circumstances
- Final disposition and date
- A brief explanation if action is still pending

The information above must be included as an addendum and may be submitted as a table if desired. Provision of false information, omission of relevant information, and/or failure to include the above information may be grounds for not awarding a contract or canceling a contract if awarded.

Information Provided? Yes No Not Applicable

Page number of above-noted items (if applicable) _____

WORKSHEET FOR ONE-STOP OPERATOR STAFF WAGES

SINGLE ENTITY* **CONSORTIUM***

*** Be sure to check the appropriate box above**

Note: If proposing as a Consortium, identify the lead agency on this sheet and attach a listing of Consortium entities and contacts. This budget sheet should include wages for all Consortium members funded through this proposal.

Staff Name / Position	Annual Salary	Annual Fringe	% of staff salary/fringe supported through this proposal	% of staff salary/fringe supported through other funds	In-Kind Contributions
1	\$	\$	%	%	\$
2	\$	\$	%	%	\$
3	\$	\$	%	%	\$
4	\$	\$	%	%	\$
5	\$	\$	%	%	\$
6	\$	\$	%	%	\$
TOTAL	\$	\$	%	%	\$

EXPLANATION OF WORKSHEET FOR STAFF WAGES

This attachment is designed to give specific information about the Respondent’s staff necessary to operate WIOA Programs.

Salaries and wages paid to employees of the contract for work, including overtime, are to be considered when computing staff wages. Also include payment for time not worked, including sick leave, vacation, holidays, and other paid absences (jury duty, military duty, etc.).

1. STAFF POSITION – Enter the name/title of each staff position whose salary will be paid out of this contract.
2. ANNUAL SALARY – Enter the total amount of salary earned from all sources for the position indicated regardless of the percentage of salary paid out of the contract.
3. ANNUAL FRINGE – Enter the total amount of fringe benefits from all sources for the position indicated regardless of the percentage of fringe paid out of the contract
4. PERCENT OF STAFF SALARY/FRINGE THROUGH THIS PROPOSAL – Enter the percentage of salary/fringe for each staff position from WIOA funds.
5. PERCENT OF STAFF SALARY/FRINGE THROUGH OTHER FUNDS – Enter the percentage of salary/fringe for each staff position supported by other funds.
6. IN-KIND CONTRIBUTIONS – Enter the total non-WIOA contributions from other sources for each staff position, if any.

**BUDGET SUMMARY
PY 2024 WIOA ONE-STOP OPERATOR COSTS**

SINGLE ENTITY*

CONSORTIUM*

*** Be sure to check the appropriate box above.**

Line Item	Total Cost	Funds Requested Through this Proposal	In-kind Contributions
Staff Wages *	\$	\$	\$
Staff Fringe * (_____%)	\$	\$	\$
Staff Travel (lodging, meals, mileage)	\$	\$	\$
Staff Professional Development	\$	\$	\$
Facility Costs (rent, utilities, phone, copier, supplies, etc.) for Comprehensive Job Center identified in this RFP.	(Paid by WDB)		
Affiliate Center Costs:			
Facility Costs (rent, utilities, maint., etc.)	\$	\$	\$
One-Stop Meeting Costs (supplies, copies)	\$	\$	\$
Other One-Stop Opt. Costs: (Please explain) _____	\$	\$	\$
✦ Indirect Cost Rate/DeMinimus ____% (please indicate ICR or DeMinimus)	\$	\$	\$
Cognizant Agency _____			
✦ Program Oversight/Administration (limited to 5% of total contract)	\$	\$	\$
✦ Profit % _____ (for-profit organizations only)	\$	\$	\$
TOTAL COSTS	\$	\$	\$

* Complete the staff wages worksheet (**Attachment D-1**) before completing this line item

✦ Only one source of program operating costs is allowable. For example: If the indirect cost rate is selected, program oversight and profit % may not be requested.

Evaluation and Selection Form

MANDATORY ITEMS (Proposals that do not have all required attachments will be considered non-responsive.)

Proposal Package Submission Sheet (Attachment A)

Certification/Signature Page (Attachment B)

Proposal Cover Pages Completed (Attachment C)

ALL MANDATORY ITEMS PRESENT

YES

NO

A. ORGANIZATIONAL EXPERIENCE AND CAPACITY *(Each criteria item up to 5 points available)*

1. Experience of the organization serving as a One-Stop Operator. _____
2. The process for organizational self-monitoring for performance and compliance is detailed and appropriate. _____
3. Experience of the organization in coordinating service delivery with multiple partners. _____
4. Experience and capability of the organization's financial systems to administer multiple funding sources. _____
5. Organization's financial structure demonstrates diversity and ensures only a portion of the organization's infrastructure costs are to be covered by WIOA. _____

Total Section Score Available 25

Score Given _____

B. ABILITY TO ACHIEVE PERFORMANCE OUTCOMES *(Each criteria item up to 5 points available)*

1. The Organization's approach to comprehensive assessment of service delivery is detailed and sound. _____
2. The description of the organization's approach to One-Stop Operator customer flow analysis is detailed and appropriate. _____
3. Bidder has relationships with core One-Stop Partners and explained the working relationship thoroughly. _____
4. A process and approach for assuring continuous improvement include an action plan with a timeline. _____
5. A thorough process to ensure MOU partners are fulfilling their obligations and complying with WIOA is described. _____

Total Section Score Available 25

Score Given: _____

C. STAFFING (Each criteria item up to 5 points available)

1. If the proposer is a provider of WIOA Title I services, was a description of the firewall provided to assure conflicts of interest are avoided? If the proposer organization employs a WIOA Program Director, how were the duties of each described to ensure performance without compromise? Did the proposer explain how their organization would carry out its One-Stop Operator responsibilities while demonstrating compliance with WIOA? _____
2. The frequency of staff appraisals and the instrument used to conduct performance appraisals is satisfactory. _____
3. The process to select the One-Stop Operator staff member assigned to this contract and the number of hours per week that the staff person will devote to achieve the stated outcomes /deliverables are appropriate. If the proposal is for a consortium, is the lead agency identified, and how with the lead agency will manage the work of the other consortium members? _____

Total Section Score Available 15

Score Given _____

D. FISCAL / BUDGET (Each criteria item up to 5 points available)

1. Organizational evidence of operating resources, staffing, equipment, and supplies to meet goals and objectives. _____
2. Budget worksheets (Attachment D-1 and D-2) completed correctly and if proposing One-Stop Operator services via a consortium the funding split between the consortium partners appears fair. _____
3. The audit report demonstrates organization has the capacity to operate the programs without fiscal concerns. _____

Total Section Score Available 15

Score Given _____

E. BONUS (5 Bonus points if the answer is yes)

Letter of Intent to Bid Submitted Yes No

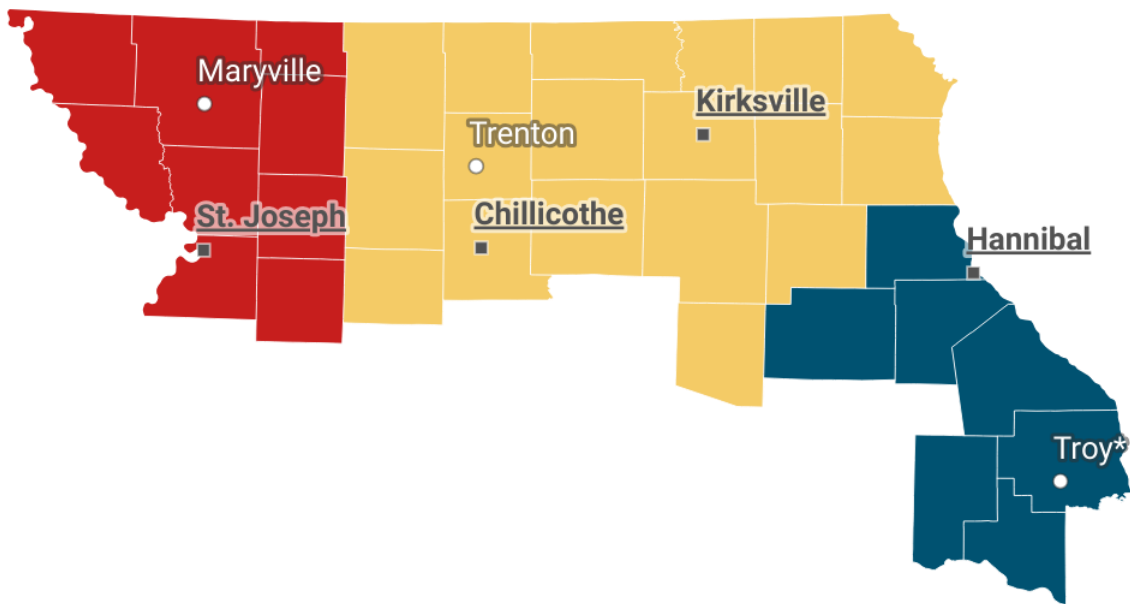
Total Score Available 55 points + 5 BONUS points

Total Score Given _____

Proposal From: _____

Evaluator Number: _____ **Date Evaluation Completed:** _____

Workforce Development Board of North Missouri Region Map



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