

Thomas P. Miller and Associates

Serving as Independent Procurement Entity For:



*Serving the counties of:*

*Calhoun, Clay, Jackson, Mason, Pleasants, Ritchie, Roane, Wirt, and  
Wood*

**REQUEST FOR PROPOSAL FOR  
WORKFORCE INNOVATION & OPPORTUNITY ACT:**

**American Job Center – One-Stop Operator  
And/or  
One-Stop Case Management**

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Release Date: February 8, 2021

Proposals Due: March 8, 2021

Funding Period: July 1, 2021 – June 30, 2022



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## Section I: Program Description & Background

### 1.1 The Workforce Innovation and Opportunity Act

The WDB-MOV's One Stop System services and programs are funded through Workforce Innovation and Opportunity Act (WIOA). Therefore, each Proposer must be familiar with state and federal requirements of this program and the WDB-MOV's strategic plan.

The Workforce Innovation and Opportunity Act provides workforce development activities through statewide and local workforce development systems. Those systems should increase employment, retention, earnings, and occupational skill attainment by participants and as a result, improve the quality of the workforce. WIOA requires the creation of a One Stop System through which job seekers and businesses will access One Stop System Services.

The WDB-MOV reserves the right to designate and fund the type and mix of specialized services that ensure the creation and maintenance of a One Stop System that enhances the range and quality of workforce services to be made available in its constituent counties

### 1.2 Workforce Development Board Mid-Ohio Valley

The Workforce Development Board Mid-Ohio Valley (WDB-MOV) is a private non-profit corporation designated as the administrative entity, planner, and grant recipient of the Workforce Innovation and Opportunity Act (WIOA) funds for the nine-county region encompassing the West Virginia Counties of Calhoun, Clay, Jackson, Mason, Pleasants, Ritchie, Roane, Wirt, and Wood.

**Vision:** To have a quality, skilled workforce that advanced the economic development of the region by meeting the needs of employers and job seekers.

**Mission:** Using all available resources provides leadership and oversight to ensure that efficient and effective workforce services are accessible to employers, current employees, job seekers, and other citizens in the region.

More information about the following can be located on their respective websites:

- WDB-MOV: <https://wdbmov.com/>
- WorkForce West Virginia: <https://workforcewv.org/>
- U.S. Department of Labor (WIOA): <https://www.doleta.gov/wioa/>

### 1.3 Thomas P. Miller & Associates, LLC

Thomas P. Miller & Associates, LLC (TPMA) has been contracted by the WDB-MOV to lead the procurement process for selecting a One-Stop Operator and One-Stop Case Management Provider. TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 30 years of experience in workforce development activities, including providing assistance to workforce boards in strategic planning exercises. Through analysis, alignment, and action, TPMA applies our mission statement of empowering organizations and communities through strategic partnerships and informed solutions that create positive, sustainable change to every project assigned. For more information of TPMA's experience and expertise, please visit us at <http://www.tpma-inc.com>.

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



Management Provider.<sup>1</sup> TPMA will review all submitted proposals and evaluate them on a scale coordinated and agreed upon by the WDB-MOV, with guidance from WorkForce WV. Based on its evaluation, TPMA will submit its selection, along with a description of the selection process and scoring justification, to the Board for approval. Note: WDB-MOV does not intend to bid on either component.

## 1.4 RFP Components

### Component #1: One-Stop Operator

The One-Stop Operator shall perform the following functions and responsibilities with guidance from the WDB-MOV:

1. Coordinate WIOA service delivery across required WIOA One-Stop Partners and service providers.
2. Convene meetings to support implementation of the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement between WIOA One-Stop Partners.
3. Facilitate the development and implementation of service integration plans at One-Stop centers to share necessary data, reduce duplication of services, and leverage program resources to the mutual benefit of Partner programs and their shared customers, resulting in efficient, effective, and seamless service delivery.
4. Coordinate operations at One-Stop centers. Facilitate cross training of frontline staff of WIOA One-Stop Partners to ensure that the staff of each Partner program learns the key program goals and eligibility criteria of other Partner programs. Develop a comprehensive cross-training plan in collaboration with the Partners.
5. Implement a comprehensive customer service strategy to ensure quality service to shared job seekers.
6. Assist WIOA One-Stop Partners with community outreach and the promotion of program services.
7. Identify ways in which technology may be used to enhance One-Stop operations, and work with One-Stop Partners to develop and implement technological strategies to improve service delivery, customer service, service integration, and reporting.
8. Coordinate with the WDB-MOV and WIOA One-Stop Partners to complete One-Stop center certification processes. West Virginia's One-Stop certification policy requires an evidence-based system of effective service delivery, physical and programmatic accessibility, and pursuit of continuous improvement opportunities. The certification process ensures that local workforce development boards oversee the delivery of employment and training programs in their communities and support high levels of effectiveness and sustainability.
9. Remain informed on Federal and State One-Stop Operator policies and attend relevant webinars and in-person trainings hosted by the WDB-MOV, Workforce West Virginia, the U.S. Department of Labor, and other entities as relevant.
10. Coordinate and carryout Rapid Response services as outlined in WIOA and State policy.
11. Coordinate with One-Stop Partners to report on activities and performance and submit formal reports to the WDB-MOV on a schedule to be set by the WDB-MOV.

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



12. Attend meetings of the WDB-MOV as scheduled. As instructed by the WDB-MOV, report to the WDB on One-Stop performance, service integration efforts, and progress on implementation of the Memorandum of Understanding/Infrastructure Funding Agreement between One-Stop Partners.

### **Component #2: Adult & Dislocated Worker Case Management Provider**

The One-Stop Case Management staff will carry out the following activities:

1. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offering.
2. Integrated AJC's also ensure that:
  - a. Center staff are trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirement of each of the partner programs.
  - b. Center staff are cross trained, as appropriate, to increase staff capacity, expertise, and efficiency. This allows staff from differing programs to understand other partner programs' service, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.
  - c. Center staff are routinely trained so they are keenly aware as to how their work function supports and contributes to the overall vision of the WDB-MOV, as well as within the AJC network. This enhances their ability to ensure that a direct linkage to partner programs is seamlessly integrated within the center.

### **1.5 Eligible Applicants**

Per WIOA sec.121(d)(2), the types of entities that are eligible to become 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)
- Other interested organizations or entities capable of carrying out the duties of the One-Stop Operator, including local Chambers of Commerce, business organizations, or labor organizations

**Exception:** Elementary schools and secondary schools are not eligible to be selected as the One-Stop Operator.

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 an action of any governmental agency; (2) the entity's previous contracts with the WDB-MOV have been terminated for cause; (3) the entity has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services.



The Workforce Development Board Mid-Ohio Valley will afford full opportunity for minority and women-owned business enterprises to submit a show of interest in response to the invitation and will not discriminate against any firm or individual on the grounds or race, creed, color, sex, age, handicap status or national origin in the contract award.

**Additional Requirements:** The State and local boards shall ensure that in carrying out activities under this title, one-stop operators:

1. Disclose any potential conflicts of interest arising from the relationships of the operators with training service providers or other service providers. An entity serving as One-Stop Operator may also serve a different role within the One-Stop system and perform some or all of these functions when acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures.
  - a. Pursuant to 20 CFR 679.430, any entity selected or otherwise designated to perform more than one of the functions within the local One-Stop system must develop a written agreement with the local workforce development board and the CLEO to clarify how the entity will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, relevant Office of Management and Budget circulars, the State's conflict of interest policy, and the WDB-MOV conflict of interest policy.
2. Do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and
3. Comply with Federal regulation, and procurement policies, relating to the calculation and use of profits.
4. Respondents must comply with Section 504 of the Rehabilitation Act of 1973, the Federal Drug-Free Workplace Act of 1988, and the Americans with Disabilities Act to be eligible.

## 1.6 Project Timeline & Funding

The table below provides a timeline of activities for this procurement. In the event dates are changed, TPMA will provide notice through the procurement portal:

<https://www.tpma-inc.com/wdb-mov/>

Activity	Date
RFP Release	02/08/2021
Deadline for Bidder Questions	02/22/2021
Response to Bidder Questions Posted	02/26/2021
Proposal Deadline (email only)	03/08/2021
Interviews (if necessary)	Week of 03/15/2021
TPMA Recommendation to WDB-MOV	By 04/02/2021
Notice of Intent to Award to Proposers	05/28/2021
Contractual Start Date	07/01/2021



The anticipated funding amount for the twelve (12)-month budget for each component is:

Component	Funding
Component #1: One-Stop Operator	\$125,000.00
Component #2: One-Stop Case Management	\$500,000.00

The annual contract may be renewable up to three (3) times.

### 1.7 American Job Centers in Region 4 WDB-MOV

The WDB-MOV administers 1 Comprehensive and 2 satellite AJCs, with existing WIOA One-Stop Partners and service providers in place. The AJCs are at the following locations throughout the WDB-MOV Region 4:

- **Calhoun County:** Grantsville Affiliate Site (A/DW Program)
- **Calhoun County:** Calhoun High School Affiliate Site (Youth Program)
- **Clay County:** Valley Fork Elementary Affiliate Site
- **Jackson County:** Ripley American Job Center (Satellite office)
- **Mason County:** Pt. Pleasant American Job Center (Satellite Office)
- **Ritchie County:** Affiliate Site
- **Roane County:** Spencer Affiliate Site
- **Wood County:** St Joe’s Landing (Comprehensive Center)

The chart below includes service levels from July 1, 2019 – June 30, 2020. Respondents should propose staffing levels based on historical service levels.

#### Average Service Levels:

07/01/19 – 06/30/20	Adult	Dislocated Worker	Youth	Total By AJC
Pleasants County	17	9	10	36
Ritchie County	15	6	6	27
Roane County	42	11	13	66
Clay County	14	3	19	36
Calhoun County	21	4	20	45
Wirt County	10	6	3	19
Jackson County	74	17	16	107
Mason County	66	5	38	109
Wood County	156	70	44	270
Other Counties	15	14	11	40
<b>Total by Grant</b>	<b>430</b>	<b>145</b>	<b>180</b>	<b>755</b>



## 1.8 Participant Data & Performance Outcomes

AJC Traffic Count: FY 2019-2020

'19 – '20	Calhoun (A/DW)	Clay Youth	Jackson	Mason	Ritchie	Roane	Pleasants	Wirt	Wood	Subtotal
19-Jul	16	7	175	27	4	39	1	23	1,025	<b>1,317</b>
19-Aug	17	10	180	30	3	48	6	13	1,010	<b>1,317</b>
19-Sep	11	14	148	13	5	40	4	12	928	<b>1,175</b>
19-Oct	15	13	181	23	8	34	11	17	1,018	<b>1,320</b>
19-Nov	16	15	142	26	3	37	5	10	883	<b>1,137</b>
19-Dec	9	12	148	19	10	51	7	7	966	<b>1,229</b>
20-Jan	20	17	185	25	9	40	12	11	1,148	<b>1,467</b>
20-Feb	10	16	129	16	7	44	11	11	878	<b>1,122</b>
20-Mar	17	8	139	17	8	32	7	4	873	<b>1,105</b>
20-Apr	3	4	56	4	1	21	0	0	229	<b>318</b>
20-May	1	1	30	1	0	6	0	1	141	<b>181</b>
20-Jun	2	0	45	4	0	10	0	3	114	<b>178</b>
<b>Total</b>	<b>137</b>	<b>117</b>	<b>1,558</b>	<b>205</b>	<b>58</b>	<b>402</b>	<b>64</b>	<b>112</b>	<b>9,213</b>	<b>11,866</b>
'19 – '20 Avg.	11.4	9.75	129.8	17.1	4.8	33.5	5.3	9.3	767.75	<b>109.85</b>

## 1.9 Federal and State Performance Measures

The Respondent to this RFP will be responsible to meet Performance as part of their contract goals based on negotiated rates with the State. PY 2020 (the most recent negotiated with the State/Federal) are included for your information.

### WDB-MOV Core Performance Measures PY 2020

Federal Performance Indicator	Adult	Dislocated Worker	Youth
Employment Rate 2 <sup>nd</sup> Quarter After Exit	70.00%	81.2%	63.3%
Employment Rate 4 <sup>th</sup> Quarter After Exit	70.00%	83.2%	69.7%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$6,500	\$9,719	\$3,182
Credential Attainment Within 4 Quarters After Exit	80.00%	83.0%	73.3%
Measurable Skills Gains	30.00%	35.0%	34.4%





## Section 2: Scope of Work

Interested bidders should organize their proposal as the following Scope of Work is outlined. This will ensure all elements of the Scope of Work are addressed and easily identified in the proposal.

### 2.1 Component #1: One-Stop Operator

#### Experience & Capacity (10 points)

1. Briefly describe your organization's history, including the number of years in operation, past services provided, and customers and geographies served.
2. Explain how your organization's vision, mission, and objectives align with this funding opportunity.
3. Describe your organization's governance and management structure, vision and mission, objectives, and major programs and/or services.
4. If submitting a response as a consortium, explain your rationale for the WDB-MOV model and how collaboration will be managed. Identify the lead consortium partner and describe the roles and responsibilities of each partner. Attach a detailed MOU between all consortium partners.
5. If subcontractors are included in the proposal, explain your rationale for their inclusion and describe the roles and responsibilities of each subcontractor. Attach a detailed MOU with each subcontractor included in the proposal.

#### Qualifications (15 points)

6. Describe your organization's project management experience within the past three (3) years. Describe the nature and scope of the work performed and quantify the scale of work in terms of contract amount and number of personnel and/or participating entities.
7. Describe your organization's relationship management experience within the past (3) years, including experience with:
  - a. Developing and facilitating complex partner relationships
  - b. Facilitating collaboration across multiple partners
  - c. Negotiating
  - d. Resolving conflicts and mediating between partners.
8. Describe your experience developing and implementing continuous improvement processes within the past three (3) years.
  - a. Describe the nature and scope of the processes implemented and quantify the work in terms of contract amount, complexity, and scale of processes, and/or other relevant parameters. Describe methodologies and technologies used.
9. Describe your organization's relevant industry experience within the past three (3) years, including experience with:
  - a. Operating workforce development programs
  - b. Operating social service programs
  - c. Working with WIOA One-Stop Partners
  - d. Contracting with governmental or quasi-governmental agencies.
10. Describe your organization's experience working in the surrounding region within the past three (3) years. Explain your understanding of the social and economic challenges facing the region and describe how your organization has provided or tailored services to address these challenges.



11. Attach three (3) letters of reference that attest to your organization's experience

#### Staffing Plan (15 points)

12. Specify the annual percent FTE budgeted for each staff (specify title) who will perform the work of the One-Stop Operator.
13. Provide a detailed explanation of the role each staff will play in executing the proposed program design.
14. Describe the management and reporting structure that will govern the work of the proposed staff.
15. Describe how your organization will evaluate individual staff performance on executing the proposed program design for One-Stop Operator services.
  - a. Describe your practices for staff performance review and improvement, including any specific evaluation criteria or tools that may be used.
16. Provide the name and title of each individual staff who will perform the services of the One-Stop Operator. Describe the relevant education and training, professional experience, skills, and other characteristics that qualify each to perform the proposed role.
  - a. Attach a current resume (with up-to-date information on current title and functions) for each proposed staff.
  - b. Attach a job description for each proposed staff position that has not yet been hired.
17. Describe your organization's professional development policies and practices.
  - a. How will your organization develop proposed staff to ensure that they maintain current knowledge and skills required for the scope of work?
  - b. What development activities and resources does your organization provide internally to staff?
  - c. What external development activities and resources do you make available to staff?
  - d. Describe how managers and supervisors support staff development.

#### Project Design (35 points)

18. Describe the strategies, methods, and specific activities your organization will undertake to successfully perform each of the following functions and responsibilities of the One-Stop Operator:
  - a. Coordinate WIOA service delivery across required WIOA One-Stop Partners and service providers.
  - b. Convene meetings to support implementation of the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement between WIOA One-Stop Partners.
  - c. Facilitate the development and implementation of service integration plans at One-Stop centers to share necessary data, reduce duplication of services, and leverage program resources to the mutual benefit of Partner programs and their shared customers, resulting in efficient, effective, and seamless service delivery.
  - d. Coordinate operations at One-Stop centers. Facilitate cross training of frontline staff of WIOA One-Stop Partners to ensure that the staff of each Partner program learns the key program goals and eligibility criteria of other Partner programs. Develop a comprehensive cross-training plan in collaboration with the Partners.
  - e. Implement a comprehensive customer service strategy to ensure quality service to shared job seekers.



- f. Assist WIOA One-Stop Partners with community outreach and the promotion of program services.
  - g. Identify ways in which technology may be used to enhance One-Stop operations, and work with One-Stop Partners to develop and implement technological strategies to improve service delivery, customer service, service integration, and reporting.
  - h. Coordinate with the WDB-MOV and WIOA One-Stop Partners to complete One-Stop center certification processes. West Virginia's One-Stop certification policy requires an evidence-based system of effective service delivery, physical and programmatic accessibility, and pursuit of continuous improvement opportunities. The certification process ensures that local workforce development boards oversee the delivery of employment and training programs in their communities and support high levels of effectiveness and sustainability.
  - i. Remain informed on Federal and State One-Stop Operator policies and attend relevant webinars and in-person trainings hosted by the WDB-MOV, Workforce West Virginia, the U.S. Department of Labor, and other entities as relevant.
  - j. Coordinate and carryout Rapid Response services as outlined in WIOA and State policy.
  - k. Coordinate with One-Stop Partners to report on activities and performance and submit formal reports to the WDB-MOV on a schedule to be set by the WDB-MOV.
  - l. Attend meetings of the WDB-MOV as scheduled. As instructed by the WDB-MOV, report to the WDB on One-Stop performance, service integration efforts, and progress on implementation of the Memorandum of Understanding/Infrastructure Funding Agreement between One-Stop Partners.
- 19.** How do your proposed strategies and methods address impediments to coordination and collaboration, such as organizational idiosyncrasies and incompatible interests?
- 20.** Describe the work your organization will undertake during the first 90 days of the contract period to learn current circumstances and effectively plan workstreams and timelines for the remaining contract period.
- 21.** If your organization is a current provider of program services under WIOA Title I-B or Title II at a One-Stop center (or its satellite site) within the WDB-MOV's system, describe your proposed policies and procedures for ensuring neutral treatment of all One-Stop Partners and other relevant partners when performing the functions and responsibilities of the One-Stop Operator.
- 22.** Per TEGL 7-20, ETA envisions that giving priority of service to (1) recipients of public assistance, (2) individuals who are basic skills deficient, or (3) those identified as being low-income, means ensuring that at least 75 percent of a state's participants receiving individualized career and training services in the Adult program are from at least one of the priority groups mentioned above, and expects this rate will be no lower than 50.1 percent in any state. The WDB-MOV has considered this new guidance and prefers 75% of participants be from one of these three priority of service groups. The AJC must ensure that it is serving participants based off the Priority of Service Levels in TEGL 7-20 and TEGL 19-16.

#### Budget (25 points)

- 22.** Note: a two (2)-week transition period will be provided if the selected bidder is not the incumbent. 5% of the budget will be awarded on June 17, 2021 to support the transition. 95% of the budget will be awarded July 1, 2021



- 23.** Provide a budget narrative that justifies each proposed expense included on the Budget Form. Fully explain the proposed programmatic costs. E.g., if funding is budgeted for support services, describe types of assistance that might be provided with the funds.
- 24.** Identify any in-kind resources/support for the service delivery system beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding.
- 25.** Describe your organization's contingency plans to repay the WDB-MOV in the event there are any disallowed costs because of an audit or monitoring review.
- 26.** Describe how the proposing agency will financially support the costs of doing business until an invoice can be submitted and paid by the WDB-MOV.
- 27.** State what method of payment will be requested, either fixed unit price or cost reimbursement with a demonstrated performance basis. If a fixed unit price contract is proposed, describe in detail the proposed outcome payment points and the documentation that will be submitted to provide attainment of the outcome. If a cost reimbursement with a demonstrated performance holdback contract is proposed, provide the proposed percentage of the total cost that will be withheld (maximum is 50%). Describe the measurable performance outcomes to which the organization will tie payment and the documentation that will be submitted to provide attainment of the outcome.



## 2.2 Component #2: One-Stop Operator Case Management Provider

### Experience & Capacity (10 points)

1. Briefly describe your organization's history, including the number of years in operation, past services provided, and customers and geographies served.
2. Explain how your organization's vision, mission, and objectives align with this funding opportunity.
3. Describe your organization's governance and management structure, vision and mission, objectives, and major programs and/or services.
4. If submitting a response as a consortium, explain your rationale for the WDB-MOV model and how collaboration will be managed. Identify the lead consortium partner and describe the roles and responsibilities of each partner. Attach a detailed MOU between all consortium partners.
5. If subcontractors are included in the proposal, explain your rationale for their inclusion and describe the roles and responsibilities of each subcontractor. Attach a detailed MOU with each subcontractor included in the proposal.

### Qualifications (15 points)

6. Describe your organization's project management experience within the past three (3) years. Describe the nature and scope of the work performed and quantify the scale of work in terms of contract amount and number of personnel and/or participating entities.
7. Describe your organization's relationship management experience within the past (3) years, including experience with:
  - a. Developing and facilitating complex partner relationships
  - b. Facilitating collaboration across multiple partners
  - c. Negotiating
  - d. Resolving conflicts and mediating between partners.
8. Describe your experience developing and implementing continuous improvement processes within the past three (3) years.
  - e. Describe the nature and scope of the processes implemented and quantify the work in terms of contract amount, complexity, and scale of processes, and/or other relevant parameters. Describe methodologies and technologies used.
9. Describe your organization's relevant industry experience within the past three (3) years, including experience with:
  - f. Operating workforce development programs
  - g. Operating social service programs
  - h. Working with WIOA One-Stop Partners
  - i. Contracting with governmental or quasi-governmental agencies.
10. Describe your organization's experience working in the surrounding region within the past three (3) years. Explain your understanding of the social and economic challenges facing the region and describe how your organization has provided or tailored services to address these challenges.
11. Attach three (3) letters of reference that attest to your organization's experience

### Staffing Plan (15 points)

12. Specify the annual percent FTE budgeted for each staff (specify title) who will perform the work of the One-Stop Case Management Provider.



13. Provide a detailed explanation of the role each staff will play in executing the proposed program design.
14. Describe the management and reporting structure that will govern the work of the proposed staff.
15. Describe how your organization will evaluate individual staff performance on executing the proposed program design for One-Stop Case Management services.
  - b. Describe your practices for staff performance review and improvement, including any specific evaluation criteria or tools that may be used.
16. Provide the name and title of each individual staff who will perform the services of the One-Stop Case Management Provider. Describe the relevant education and training, professional experience, skills, and other characteristics that qualify each to perform the proposed role.
  - a. Attach a current resume (with up-to-date information on current title and functions) for each proposed staff.
  - b. Attach a job description for each proposed staff position that has not yet been hired.
17. Describe your organization's professional development policies and practices.
  - a. How will your organization develop proposed staff to ensure that they maintain current knowledge and skills required for the scope of work?
  - b. What development activities and resources does your organization provide internally to staff?
  - c. What external development activities and resources do you make available to staff?
  - d. Describe how managers and supervisors support staff development.

#### Project Design (35 points)

18. Describe your proposed training and development programs, including on-going training, assuring that all personnel assigned to perform this program's tasks shall be capable and qualified.
19. Describe Standard Operating Procedures for all the following activities:
  - a. Select, adopt and/or develop methods and approaches, which are useful in determining an individual's attributes, abilities and needs.
  - b. Utilize alternative methods and approaches which can be used to cross-validate information generated from other assessment sources.
  - c. Conduct formal and/or informal behavioral observation strategies, which can be integrated in a variety of settings.
  - d. Collect and interpret ongoing data that can be utilized to promote successful transition through critical junctures of the individual's career development.
  - e. Interpret vocational evaluation and assessment data in a manner that contributes to the total service delivery system.
  - f. Synthesize and report formal and informal data in a manner that promotes appropriate planning, appropriate goal setting and coordination of needed support services.
  - g. Function as an effective participant on an interdisciplinary team.
  - h. Select, implement, and integrate evaluation and assessment approaches which are current, valid, reliable, and grounded in career, vocational and work contexts.
20. Identify the customers being targeted or service (e.g., Title I customers, veterans, minorities, English Language Learners, etc.):
  - a. Describe outreach and recruitment plans for the targeted population.
  - b. Describe how services will be delivered to individuals with limited English language skills, disabilities, or other significant barriers.



**21. Describe how you will provide the following Basic Career Services:**

- a. Eligibility determination<sup>2</sup>
- b. Outreach, marketing/advertisement, recruitment, intake, profiling, orientation<sup>3</sup>
- c. Initial assessment of skill levels (literacy, numeracy, English language proficiency, aptitudes, abilities/skill gaps), including support needs
- d. Provision of job search/placement assistance, career counseling, in demand occupations/industry sectors, non-traditional employment, workshops, career fairs
- e. Referrals and coordination of activities within the One Stop system and other workforce programs
- f. Employment statistics for the labor market areas; Job vacancy listings, Information on skill requirements for occupations, Local occupations in demand, earnings and skills requirements for jobs and opportunities for advancement
- g. Job Development<sup>4</sup>
- h. Performance and cost information on eligible training providers of the area (including education, training, and workforce services)
- i. Understandable/usable information on local area performance of the One Stop system
- j. Information on the availability of support services
- k. Information on filing UI claims
- l. Information on establishing eligibility for financial aid in training and education

**22. Describe how you will provide the following Individual Career Services:**

- a. Comprehensive and specialized assessments
- b. Development of an Individual Employment Plan/Individual Service Strategy
- c. Group counseling
- d. Individual counseling
- e. Career planning/exploration
- f. Short-term pre-vocational services to develop learning, communication, interviewing, punctuality, personal maintenance, and professional conduct skills in preparation for employment
- g. Internships and work experiences linked to careers
- h. Workforce preparation activities
- i. Financial literacy services
- j. Out of area job search assistance
- k. English language acquisition and integrated education and training programs.

**23. Identify specific outcomes related to:**

- a. Total number of customers to be served

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<sup>2</sup> Eligibility for WIOA carries with it the liability for dollars spent in serving individuals who are not eligible. WIOA eligibility must be completed in accordance with the standards established by the State of West Virginia and the U.S. Department of Labor. Eligibility involves certifying and documenting the WIOA eligibility and priority of service of the individuals to be served. This includes completing the required WIOA application, obtaining the necessary documentation.

<sup>3</sup> Case management staff should be proficient at maintaining and utilizing social media outlets and social networking sites as appropriate.

<sup>4</sup> Case Managers, Job Developers, and partner staff will work jointly with the customer in the development of employment opportunities. The Provider will coordinate job development opportunities for all customers with partner programs to meet required performance measures for DOL, the State and WDB-MOV.



- b. Length of program
  - c. Number of enhancements or credentials
  - d. Number of placements
  - e. Average wage
  - f. Retention
  - g. Additional outcomes (if applicable)
- 24.** Describe how you will provide accurate and timely documentation.
- 25.** Describe how you will provide the listed follow-up services for WIOA participants in Region 4:
- a. Additional career planning and counseling regarding workplace
  - b. Job retention assistance
  - c. Peer Support
  - d. Information about additional educational opportunities.
  - e. Referral to support services.
- 26.** Describe how you will provide employer services for WIOA participants in Region 4.<sup>5</sup>
- 27.** Describe how you will provide Data Management for WIOA activities in Region 4/WDB-MOV. This includes maintaining up-to-date files, protection of Personally Identifiable Information, and security of appropriate records both electronic and hard copy for participants enrolled in WIOA programs in the WDB-MOV region.
- 28.** Describe how you will perform internal monitoring activities, including:
- a. Case file review
  - b. Data entry review
  - c. Case load contacts
  - d. Customer feedback
  - e. General feedback
  - f. Effectiveness of monitoring data and state reporting data
- 29.** Per TEGL 7-20, ETA envisions that giving priority of service to (1) recipients of public assistance, (2) individuals who are basic skills deficient, or (3) those identified as being low-income, means ensuring that at least 75 percent of a state's participants receiving individualized career and training services in the Adult program are from at least one of the priority groups mentioned above, and expects this rate will be no lower than 50.1 percent in any state. The WDB-MOV has considered this new guidance and prefers 75% of participants be from one of these three priority of service groups. The AJC must ensure that it is serving participants based off the Priority of Service Levels in TEGL 7-20 and TEGL 19-16.

#### Budget (25 points)

- 29.** Note: a two (2)-week transition period will be provided if the selected bidder is not the incumbent. 5% of the budget will be awarded on June 17, 2021 to support the transition. 95% of the budget will be awarded July 1, 2021.

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<sup>5</sup> The Provider is responsible, in coordination with the WDB-MOV and One Stop partners, for provision of services to employers within our nine-county region. The delivery of employer services should be designed to be an integrated, seamless system for the employer. WDB-MOV recognizes each partner is skilled in delivery of specific components of services to the business community. A full list of employer services is available in the "Reference Information" section of this RFP.





- 30.** Provide a budget narrative that justifies each proposed expense included on the Budget Form. Fully explain the proposed programmatic costs. E.g., if funding is budgeted for support services, describe types of assistance that might be provided with the funds.
- 31.** Identify any in-kind resources/support for the service delivery system beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding.
- 32.** Describe your organization's contingency plans to repay the WDB-MOV in the event there are any disallowed costs because of an audit or monitoring review.
- 33.** Describe how the proposing agency will financially support the costs of doing business until an invoice can be submitted and paid by the WDB-MOV.
- 34.** State what method of payment will be requested, either fixed unit price or cost reimbursement with a demonstrated performance basis. If a fixed unit price contract is proposed, describe in detail the proposed outcome payment points and the documentation that will be submitted to provide attainment of the outcome. If a cost reimbursement with a demonstrated performance holdback contract is proposed, provide the proposed percentage of the total cost that will be withheld (maximum is 50%). Describe the measurable performance outcomes to which the organization will tie payment and the documentation that will be submitted to provide attainment of the outcome.



## Section 3: Submission & Evaluation

### 3.1 Bidders Questions

All questions that interested parties may have can be directed to the third-party procurement agent, TPMA, Kristopher Subler at: [ksubler@tpma-inc.com](mailto:ksubler@tpma-inc.com). Questions must be submitted via email between February 8, 2021 and February 22, 2021. Responses to questions will be posted by February 26, 2021 on the TPMA procurement portal website, <https://www.tpma-inc.com/wdb-mov/> along with other relevant information, including the RFP, attachments, procurement timeline, contact information, etc.

An entity's failure to submit a complete proposal or to respond in whole to RFP requirements will result in the proposal being deemed non-responsive and thus ineligible for funding. A proposal may also be deemed "non-responsive" if the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP, or the proposal is clearly not within the scope of the project described and required in the RFP. WDB-MOV reserves the right to cancel this procurement at any time, for any reason.

### 3.2 Proposal Instructions

Each component's Scope of Work should be completed entirely, should not exceed 15 pages, and be typed in 12-point font, single-spaced, 1" margins on all sides, page numbers, and table of contents.<sup>6</sup> Once completed, interested parties must submit their proposal electronically to Kristopher Subler at [ksubler@tpma-inc.com](mailto:ksubler@tpma-inc.com). Please have your proposal organized in the following manner for each component:

- Attachment A: Cover Page
- Attachment B: Conflict of Interest Form
- Attachment C: Budget Form & Narrative
- Attachment D: Reference Form and Letters
- Two (2) Years of Audited Financial History
- Documentation of registration for private, for-profit, or non-profit organizations (if applicable)
- Proposal (scope of work)
- Staff Resumes
- Job Descriptions for Proposed Staff Positions Not Yet Hired (if applicable)
- Additional Attachments as necessary
  - If submitting as consortium, attach a detailed MOU among all consortium partners
  - If subcontractors are included in your proposal, attach a detailed MOU with each subcontractor included in your proposal

Bids that fail to follow this order will risk losing points in their overall score. Organizations that bid on both components are not required to submit duplicate materials, such as:

- Attachment A: Cover Page
- Attachment B: Conflict of Interest Form
- Two (2) Years of Audited Financial History

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<sup>6</sup> Each bid is allotted 15 pages. If the bidder decides to bid on both contracts, they are allotted 15 pages per proposal (30 pages total).



### 3.3 Evaluation and Award

Proposals will be evaluated by TPMA, as the third-party procurement agent, to ensure each submission meets all criteria outlined in this RFP. The procurement team will develop and use a scoring matrix that is agreed upon by the WDB-MOV to evaluate each proposal. Each section of the scoring matrix is worth the following amount of points:

Section	Points
Experience & Capacity	10
Qualifications	15
Staffing Plan	15
Project Design	35
Budget	25
<b>TOTAL</b>	<b>100</b>

All items that are mandatory (e.g., inclusion of attachments, financials, etc.) are considered pass/fail. If necessary, TPMA will conduct phone interviews to clarify any concerns or questions.

### 3.4 Notice of Award

All respondents will be notified by email as to their award status. Unsuccessful respondents who wish to obtain information on the evaluation of their proposal should submit a written request to this effect to Janelle Comstock at [Janelle.comstock@movrc.org](mailto:Janelle.comstock@movrc.org). Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

### 3.5 Appeals Process

Any disagreements resulting from this procurement process must be addressed in the same manner outlined in the Board's Grievance and Complaint Policy, located at:

<https://wdbmov.com/s/WIOA-Policy-4-Grievance-and-Complaint.pdf>

### 3.6 Fiscal Review

TPMA, in coordination with the WDB-MOV will also conduct a fiscal review of all qualified proposals. We will review proposal budgets, agency audits, and responses to questions related to fiscal operations. The WDB-MOV reserves the right to review and request further information regarding the respondent's financial situation, if not sufficiently outlined in the submitted audit(s). The WDB-MOV reserves the right to assess the risk posed by any recent, current, or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event that might affect an organization's ability to operate the requested program.

### 3.7 Past Program Performance

TPMA may review a respondent's performance on any previous and/or existing grant agreement(s) as well as check references submitted from other grantors. Achievement of grant agreement outcomes, along with compliance with programmatic and fiscal guidelines and timelines may be evaluated. The review team may perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, the WDB-MOV may also: 1) meet with representatives of the responding entity to discuss the proposed program and budget; 2) identify and/or negotiate program or budget changes the responding entity must make as a condition of funding; and 3) identify other



documentation the entity must provide as a condition of funding; 4) negotiate numbers of adult and dislocated workers to be served.

### **3.8 Accessibility and Equal Opportunity**

TPMA and the WDB-MOV are committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual in the Mid-Ohio Valley Local Workforce Development Area shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, sexual orientation, political affiliation or belief. All entities are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This includes ensuring contract staff receive accessibility training and may involve developing accessibility plans. All respondents must ensure all written materials and communications include the statement: “Reasonable accommodations and auxiliary equipment and services are available upon request.”

### **3.9 Contract Award**

The contract will be awarded based on the most responsive bidder whose offer is most advantageous to the WDB-MOV in terms of cost, functionality, past performance, and other factors specified in this RFP. The award may be negotiated at the discretion of the WDB-MOV or made based on the initial bid/offer received, without discussions or requests for best and final offers.



## Reference Information

### Employer Services Chart

Goals	Measurable Objectives	Activities
<p>Employers are aware of resources available through WFWV and the WDB-MOV</p>	<p>Collaborate with WDB-MOV staff to develop and implement an effective outreach and marketing plan to engage employers</p>	<ul style="list-style-type: none"> <li>• Hire/identify staff with expertise in sales and strategic communication</li> <li>• Develop staff knowledge of WIOA, WFWV, and the AJC network of resources and providers</li> <li>• Establish WDB' visible presence in the 9-county region</li> <li>• Establish virtual presence, including social media, and quarterly newsletter</li> <li>• Collaborate with WDB-MOV staff to develop and implement outreach and marketing plan</li> <li>• Assist case management staff with Job Fairs</li> <li>• Develop relationships with and conduct needs assessment of businesses in WDB priority industry sectors</li> <li>• Utilize the State MACC System database to track and disseminate information on employers and employment opportunities</li> <li>• Co-host bi-annual employer forums</li> </ul>
<p>Employers identify and hire workers with the necessary skills</p>	<ul style="list-style-type: none"> <li>• Align training opportunities to meet the needs of employers</li> <li>• Connect jobseeker and business services to facilitate placements</li> </ul>	<ul style="list-style-type: none"> <li>• Identify training and educational barriers that hinder local hiring and job creation</li> <li>• Facilitate partnerships with educators, training providers and employers to develop and market training opportunities to meet the employment needs of businesses</li> <li>• Outreach for all WIOA employer programs including OJT, Incumbent Worker, Customized Training, Transitional Jobs and Youth Work Experience.</li> <li>• Market and connect employers to On-the-Job Training subsidies, actively identify employers with permanent, work experience, and summer job opportunities in priority sectors</li> <li>• Serve as primary point person re: Access Points, and Youth Services providers</li> <li>• Refer appropriate and pre-screened candidates to employers</li> </ul>



		<ul style="list-style-type: none"> <li>• Maintain employer contact to support job retention</li> <li>• Contribute to development of strong accountability metrics, and track outcomes</li> </ul>
Regional Collaboration Meets the Needs of Regional Economies	Establish responsive system to meet the needs of priority industry sectors in the region	<ul style="list-style-type: none"> <li>• Gather and synthesize information on business needs and labor market trends, including coordination of labor market studies</li> <li>• Serve as resource to AJC, Youth Services providers, and regional sector strategies on business needs and labor market trends</li> <li>• Participate and provide leadership – with WDB-MOV staff – in regional sector strategy and career pathway initiatives and development</li> <li>• Facilitate ESN-related communication and coordination among providers</li> <li>• Recommend changes to the workforce development system in order to improve employer satisfaction</li> </ul>
Employers’ Service Needs are Met	Develop and implement a comprehensive business services strategy	<ul style="list-style-type: none"> <li>• Build relationships with regional business services providers to link business customers to available resources and services, i.e. business start-up assistance, loans, industry roundtables, etc.</li> <li>• Develop strong partnership and align strategies with EDA’s and Chambers</li> <li>• Refer businesses to a network of services and supports, through required and recommended partnerships through the BRN model in the Employer Solutions Network</li> </ul>



## Attachment A: Cover Sheet

Please complete this **mandatory** cover sheet accordingly.

Organization Name			
Address			
Phone Number			
Number of Years in Business			
FEIN #			
DUNS #			
Acknowledgement that Proposing Entity is up to date on taxes and not currently debarred or suspended.		YES	NO
Acknowledgment that the WDB-MOV reserves the right to review and request further information regarding the respondent's financial situation, if not sufficiently outlined in the submitted audit(s).		YES	NO
Type of Organization (check all that apply)	<input type="checkbox"/>	Higher Education	Private Business Organization Other (explain)
	<input type="checkbox"/>	Community-Based Org.	
	<input type="checkbox"/>	Government Agency	
	<input type="checkbox"/>	Labor Organization	
	<input type="checkbox"/>	Non-Profit	
	<input type="checkbox"/>	Employment Service State Agency (Wagner-Peyser)	
Contact Person			
Contact Person's Email Address			
Signatory Authority Signature			

**Please indicate which contract your organization is pursuing:**

\_\_\_\_\_ Component #1 – One-Stop Operator

\_\_\_\_\_ Component #2 – One-Stop Case Management Provider

**Proposed Budget Amount:**

\_\_\_\_\_ Component #1 – One-Stop Operator

\_\_\_\_\_ Component #2 – One-Stop Case Management Provider



## Attachment B: Conflict of Interest Form

By submitting a proposal, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if the WDB-MOV awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The WDB-MOV reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

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Signatory Authority Name

Title Signature

Date

*Note: This form is a **mandatory** required document to be considered for either component. Bidders should only complete this form once per entry.*





**Attachment C.1: Budget** Please complete the **mandatory** budget form and narrative explanation below for **Component #1 – One-Stop Operator**.

Salaries (OSO Staff)	\$
Benefits (OSO Staff)	\$
Salaries (Welcome Function)	\$
Benefits (Welcome Function)	\$
Travel	\$
Supplies (shared all AJCs)	\$
Operational (supplies, communication, etc.)	\$
<b>Subtotal Program</b>	\$
Administrative Indirect	\$
<b>TOTAL BUDGET REQUEST (\$125,000.00 MAX)</b>	\$

*If the selected bidder is not the incumbent, 5% of the budget will be awarded on June 17, 2021; 95% of the budget will be awarded July 1, 2021.*

**Budget Narrative:** Please provide a detailed explanation for each allowable budget line item to justify the cost. Examples of explanations include job titles, wage rate, hours worked/charged, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or program costs. No travel expenses may be claimed for commute to/from “official station.” Travel expenses may be claimed from the official station. West Virginia State Mileage Rate is \$0.575 (as of 2020).

Attach the Budget Narrative indicating all operating expenses in the listed categories. Each budget category requires an additional line-item detail that addresses the method of calculation and justification for the expense. Therefore, the Respondent shall develop and include a line-item budget to meet the intent and requirements of the program, to ensure the successful implementation of the program, and to show that the program is cost-effective. The Respondent should prepare a realistic and prudent budget avoiding unnecessary or unusual expenditures that would detract from the accomplishment of the objectives and activities of the program.

**All funding of this RFP is contingent upon the WDB-MOV and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the WDB-MOV.**

This is a 12-month + 2-week budget ending June 30, 2022. Subsequent funding, if applicable, will be awarded on an annual basis, July 1 – June 30.

*Note: If an agency is requesting reimbursement for administrative indirect cost, an approved indirect rate proposal from the cognizant agency must be included with the proposal. Indirect cost will be a part of the competitive bid and subject to negotiation.*



**Attachment C.2: Budget** Please complete the **mandatory** budget form and narrative explanation below for **Component #2 – One-Stop Case Management Provider**.

Salaries	\$
Benefits	\$
Travel	\$
Operational (supplies, communication, etc.)	\$
Program Indirect	\$
<b>TOTAL BUDGET REQUEST (\$500,000.00 MAX)</b>	\$

*If the selected bidder is not the incumbent, 5% of the budget will be awarded on June 17, 2021; 95% of the budget will be awarded July 1, 2021.*

**Budget Narrative:** Please provide a detailed explanation for each allowable budget line item to justify the cost. Examples of explanations include job titles, wage rate, hours worked/charged, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or program costs. No travel expenses may be claimed for commute to/from “official station.” Travel expenses may be claimed from the official station. West Virginia State Mileage Rate is \$0.575 (as of 2020).

Attach the Budget Narrative indicating all operating expenses in the listed categories. Each budget category requires an additional line-item detail that addresses the method of calculation and justification for the expense. Therefore, the Respondent shall develop and include a line-item budget to meet the intent and requirements of the program, to ensure the successful implementation of the program, and to show that the program is cost-effective. The Respondent should prepare a realistic and prudent budget avoiding unnecessary or unusual expenditures that would detract from the accomplishment of the objectives and activities of the program.

**All funding of this RFP is contingent upon the WDB-MOV and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the WDB-MOV.**

This is a 12-month + 2-week budget ending June 30, 2022. Subsequent funding, if applicable, will be awarded on an annual basis, July 1 – June 30.

*Note: If an agency is requesting reimbursement for program indirect cost, an approved indirect rate proposal from the cognizant agency must be included with the proposal. Indirect cost will be a part of the competitive bid and subject to negotiation.*



**Attachment D: References** – Bidders are **required** to provide three letters of references who can verify their experience, along with a contact phone number or email. References should be for experience in the past 5 years.

**Reference #1** \_\_\_\_\_

Phone # or email: \_\_\_\_\_

**Reference #2** \_\_\_\_\_

Phone # or email: \_\_\_\_\_

**Reference #3** \_\_\_\_\_

Phone # or email: \_\_\_\_\_

List the agency contact information for all current contracts or contracts for the past 3 years. Do not duplicate those listed as references.