

Delaware County Workforce Development Board



Request for Proposals

For the period of July 1, 2021 – June 30, 2023

One-Stop Operator

Proposals Due: May 5, 2021

RFP Release Date: March 23, 2021

The Delaware County Workforce Development Board is an equal opportunity employer.

Auxiliary aids and service are available upon request to persons with disabilities.

General Information

The Delaware County Workforce Development Board (DCWDB) is the entity designated by the Delaware County Council to provide staff support and act as the administrative entity and the fiscal agent for the operation of the Workforce Innovation and Opportunities Act (WIOA) Programs in the Delaware County Workforce Development Area (WDA). The DCWDB is a business, education, and community board that is empowered to lead workforce development in Delaware County.

It is the mission of the DCWDB to serve as the local entity, responsible for the strategic planning and promotion of an effective workforce development system in Delaware County that responds to regional labor market needs.

Statement of Purpose

The DCWDB is issuing this Request for Proposals (RFP) to identify an individual or organization to be the One-Stop Operator in the Delaware County WDA. This area includes two PA CareerLink® centers (American Job Centers). These PA CareerLink® centers must provide One-Stop Operator Services in accordance with WIOA. The period of performance will include a base contract year that begins on July 1, 2021 and ends on June 30, 2023, renewed annually at the discretion of the DCWDB. All interested parties are highly encouraged to review this RFP carefully to gain a clear understanding of the DCWDB's expectations regarding the role of the One-Stop Operator in Delaware County.

Contract Award & Funding Available

Please be advised that the level of funding available is subject to change. All funding is contingent upon the availability of state and federal funds and the continued authorization of the WIOA activities in Delaware County. Services will commence on July 1, 2021 and end on June 30, 2023 subject to the availability and appropriation of funds.

The proposals submitted in response to this solicitation is not a legally binding document. However, the contents of the proposal of the successful bidder will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award. Staff will negotiate and execute contracts with the bidder approved for funding. These discussions will take place after final funding approval and may include such items as budget, cost, program design, service levels, location, target population, projections, and clarifications.

Procurement Timeline:

- Public Notice March 15-22
- Bidder's Conference March 23, 2021 at 1pm
- Release RFP on website March 23, 2021
- Proposals Due May 5, 2021 at 5pm
- Expected Date for Notification of Award June 16, 2021
- Start Date for Contract July 1, 2021

Bidders' Conference and Questions

A bidders' conference will be held virtually on March 23, 2021 at 1pm. Information will be provided on the DCWDB's website found at www.delcoworks.org. Registration will be required by email to schwabeh@co.delaware.pa.us.

At the conference, the DCWDB staff will review the requirements of the RFP and accept questions from the attendees regarding the RFP. All interested applicants are encouraged to attend, although attendance is not required to submit a proposal.

Submission of Proposals

Submission of proposals unnecessarily elaborate or lengthy is not encouraged. Program narratives are limited to five (5) pages, excluding the coversheet and attachments. Proposals must be submitted in a 12-point font, using standard 8.5" by 11" paper with 1" margins. Page numbers must be provided in the footer. Proposals will only be accepted by email and must be received no later than 5:00 p.m. EST on May 5, 2021. Proposal must be emailed to Kate McGeever mcgeeverk@co.delaware.pa.us with a subject line of "One-Stop Operator Proposal."

Proposals received after this time and date will not be considered for review. Timely receipt of the proposals is the sole responsibility of the proposer.

Overview: WIOA

The Federal Workforce Innovation and Opportunity Act (WIOA) passed in July 2014 and full implementation was required in stages from July 1, 2015 to July 1, 2016. The purpose of WIOA programs is to move toward a higher level of service for employers and job seekers through better alignment of education, economic development, and workforce development systems at the state, regional, and local levels. WIOA maintains the primary service delivery structure, the nation's network of one-stop career centers (PA CareerLink® centers), but challenges center Service Providers with high expectations for partner investments, system leadership, engaging employers, sector strategies, prioritizing services for under-served populations and achieving better performance outcomes. Emphasis is placed on achievement of credentials that are valued by multiple employers and are stackable toward more advanced certifications and degrees.

All WIOA information throughout this RFP is designated through the guidance provided by the US Department of Labor and the PA Department of Labor and Industry's Bureau of Workforce Development Administration and is subject to change by these funding organizations.

Please visit the USDOL website at <https://www.dol.gov/agencies/eta/wioa> for a more thorough overview of WIOA. All qualified parties interested in submitting a response to this RFP must be familiar with the goals and requirements of WIOA and all its guidelines. The selected contractor must follow and comply with all rules and regulations therein.

Overview: One-Stop Centers

A primary component of WIOA is a one-stop service location that meets the needs of jobseekers and employers. Also known as American Job Centers or, in Pennsylvania, PA CareerLink® centers, one-stop centers provide a full range of assistance to jobseekers and employers under one roof. The centers offer training referrals, career counseling, job listings, and similar employment-related services.

PA CareerLink® Centers in Delaware County

The DCWDB oversees two one-stop centers offering the full range of PA CareerLink® services. The PA CareerLink® centers are designed to provide comprehensible and customer-driven services to employers, jobseekers, and other stakeholders interested in their local workforce area by collaborating in a professional, helpful, and well-organized manner. PA CareerLink® centers are to be welcoming locations that provide customer service and workforce assistance to employers and jobseekers in Delaware County. Employers of all industries and jobseekers of any skill and education level are welcomed to utilize the PA CareerLink® services related to employee training, job searching, and other workforce development activities.

Locations and hours of operation for the centers are subject to change at any time throughout the contract period.

PA CareerLink® Chester City
701 Crosby Street, Suite B
Chester, PA 19013
Hours: 8:00 AM – 4:00 PM
Phone: 610-447-3350
Fax: 610-447-3173

PA CareerLink® Media
Workforce Entry Center at the Delaware County
Community College
901 South Media Line Road
Media, PA 19063
Hours: 8:00 AM – 4:00 PM
(Closed Fridays over summer semester)
Phone: 610-723-1220
Fax: 610-723-6007

Eligible Applicants

Entities eligible to apply to be the One-Stop Operator include institutions of higher education, community-based organizations, nonprofit organizations, workforce intermediaries, private for-profit entities, government agencies, or any interested organization/individual that is not a restricted entity, can carry out the duties of a One-Stop Operator.

The selected contractor will be accountable to the DCWDB and the Delaware County Council for overall performance of PA CareerLink® centers within Delaware County. Additionally, the selected contractor will be required to adhere to all laws and policies of federal, state, and local governments that apply to the funding sources.

Eligible applicants must be in good standing with the federal government, must not be debarred, and must have proof of insurance. Applicants shall disclose all potential conflicts of interest in their proposal, including but not limited to relationships with training or other service provider.

General Policies

- The DCWDB is not liable for any cost associated with responding to this RFP and will not authorize such costs as part of the contract with the selected organization.
- The DCWDB reserves the right to accept or reject any or all proposals received and to cancel or reissue this RFP in part or its entirety.
- The DCWDB reserves the right to award a contract for any items/services solicited via this RFP in any quantity the DCWDB determines is in its best interest.
- The DCWDB reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary.
- The DCWDB reserves the right to negotiate the final terms of any and all contracts or agreements with proposers selected and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the workforce area.
- The DCWDB reserves the right to contact any individual, agency, employer, or grantees listed in the proposal; to contact others who may have experience and/or knowledge of the proposer's relevant performance and/or qualifications; and to request additional information from any and all proposers.
- The DCWDB reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
- The DCWDB reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this procurement if adequate funding is not received from the U.S. Department of Labor via the Pennsylvania Department of Labor & Industry or other funding sources or due to legislative changes.
- Proposers shall not under penalty of law offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the DCWDB for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
- No employee, officer, or agent of the DCWDB shall participate in the selection, award, or administration of a contract supported by WIOA funds if a conflict of interest, or potential conflict, would be involved.
- Proposers shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a proposer's bid to be rejected. This does not preclude partnerships or subcontracts.
- All proposals submitted must be an original work product of the proposers. The copying, paraphrasing, or otherwise using substantial portions of the work product from other entities and submitted hereunder as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected.

- The contents of a successful proposal may become a contractual obligation if selected for award of a contract. Failure of the proposer to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to the successful proposer as a basis for release of proposed services at the stated price/cost. Any damages accruing to the DCWDB as a result of a proposer's failure to contract may be recovered from the proposer.
- A contract with the selected proposer may be withheld at the DCWDB's sole discretion if issues of contract, questions of Federal or State regulatory non-compliance, or questioned/disallowed costs exist until such issues are satisfactorily resolved. The DCWDB may withdraw award of a contract if the resolution is not satisfactory to the Board.

Scope of Work: One-Stop Operator

The duties of the One-Stop Operator shall include the following:

Site Operation and Management

The selected contractor will perform the following duties related to site operation and management for PA CareerLink® centers within Delaware County.

- Establish and communicate specific and measurable PA CareerLink® performance standards in conjunction with the DCWDB, the State Workforce Development Board, and input from PA CareerLink® site staff.
- Recommend, maintain, and retire technologic tools and services needed for the operation of the one-stop centers.
- Ensure the involvement, inclusion, and integration of youth programs, EARN Program, and all other programs at the PA CareerLink® center.
- Disseminate applicable updates from the DCWDB, Pennsylvania Department of Labor and Industry, and the Federal Department of Labor Employment and Training Administration.
- Develop continuous improvement processes to respond to immediate operational needs while ensuring that short-term actions support long-term objectives.
- Ensure quality service delivery to customers with special needs.
- Ensure that the DCWDB's mission and objectives are met and carried out.
- Convene quarterly meetings of all staff at the one-stop center locations.
- Ensure that one-stop center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency.
- Support the CareerLink® Administrators to ensure that customer service standards are met and that action is taken as needed to modify approaches.
- Support the CareerLink® Administrators to ensure a consistent customer flow to include, but not limited to, triage of all customers to determine their needs and their applicable Priority of Service status and ensure service delivery based on that status.

Partner Collaboration

The selected contractor will be responsible for managing the following partner collaborations between the required and non-required One-Stop Partners.

- Serve as an intermediary with all the one-stop partners to lead the MOU process and CareerLink® operating budget process.
- Facilitate quarterly Partner meetings.
- Ensure that an effective partner referral mechanism is in place for the benefit of individuals and the partners' performance and that the mechanism is followed.
- Implement an action plan that is developed in conjunction with partners who support the DCWDB's strategic plan to meet the needs and expectations of all key stakeholders.

- Know and understand the parameters under which the partners provide services and each partners' performance measurement goals.
- Maintain relationships with human service providers and educational providers and recruit additional service partners.
- Assess customer needs and feedback to make recommendations to partners and DCWDB for continuous improvements.
- Participate on the Business Services Team and ensuring the sharing of information and resources among all service partners.

PA CareerLink® Certification

The selected contractor will ensure that all PA CareerLink® centers within Delaware County assure compliance with One-Stop center certification criteria.

Outreach and Promotion

The selected contractor will be responsible for the implementation and advancement of the following outreach and promotion initiatives to raise awareness of the PA CareerLink® centers in the workforce development area.

- Develop community outreach activities within the budget including community notifications; the creation and distribution of promotional materials, press releases, e-newsletters; and maintenance of website.
- Identify and recommend special events.
- Create and implement marketing and outreach plan for the community and employers. This plan should include, but not be limited to flyers, social media, website maintenance, newsletters, meeting attendance, and promotional materials.
- Assure representation by partner staff at outside events such as job fairs and career fairs.

Data and Performance Management

The selected contractor will be responsible for developing, implementing, and overseeing processes to collect, manage, and utilize information about the Commonwealth Workforce Development System (CWDS). Additionally, they will be responsible for managing data and performance management tasks.

- Capture data related to services, projections, costs, etc.
- Prepare reports and analysis of data collected.
- Recommend adjustments and improvements based off reports and data.
- Maintain required metrics and data as required, including but not limited to foot traffic and workshop registration.

Proposal Format

The proposal for the One-Stop Operator must be submitted as outlined below.

Proposal Cover Sheet

The proposal for the One-Stop Operator must be submitted using the specified Cover Page.

Executive Summary

The following should not be more than one (1) page.

- Overview of your organization's qualifications and alignment with the services sought by this RFP.
- Briefly describe your organization's mission and/or vision.
- Concise description of the proposed program.
- Amount of funding requested for the period of July 1, 2021 to June 30, 2022.

Organizational Overview

The following should not be more than one (1) page.

- Basic organizational description including year established, organizational incorporation status and where incorporated, governance structure, mission, principal programs and services, executive leadership, annual budget, partners and/or subcontractors, and number of staff.
- Demonstrate that your organization's eligibility to participate as the One-Stop Operator as described in Eligible Applicants.
- Experience in managing programs of similar size and scope that are specified in this RFP, including but not limited to individuals served, services and activities delivered, contract values, and related performance outcomes.
- Administrative and fiscal capacity including but not limited to your organization's proven ability to utilize information systems, manage resources and personnel, and produce timely and accurate program reports.

Proposal Narrative

A proposal narrative should not exceed three (3) pages and should address the tasks listed in the scope of work.

1. Site Operations and Management
2. Partner Collaboration
3. PA CareerLink® Certification
4. Outreach and Promotion
5. Data and Performance Management

Budget

A budget must be included using the budget forms listed in Appendix C. Costs included in the proposed budget cannot already be paid by another source; they must be actual costs incurred in delivering the proposed services, and these funds cannot supplant funds already received by the proposing organization. Please note that while an “other” category is included, cost should be categorized as “other” judiciously. All costs should be accounted for in the budget line items supported by a strong narrative justifying why the funds are needed/critical to the program.

Budget Narrative

Provide a narrative to accompany the budget that describes the purpose of each cost, explains how all costs are estimated and justifies the need for all costs in meeting contract requirements. This section should not be more than one (1) page.

Include staff positions, percentage of time dedicated to each position, and proposed wage/salary.

- How will contracted funds be kept separate from other funds?
- How will financial information be made available for monitoring and auditing purposes?
- What are the qualifications of the organization’s key program management and financial staff, and to what extent will they be involved in this project?
- Describe your experience with cost reimbursement contracts.
- How will you provide and fund the start-up costs of the program?
- Describe how the Bidder’s organization will financially support the costs of doing business until an invoice can be submitted and paid by the Boards’ fiscal agent.
- Describe any work you are doing or may be proposing to do in addition to this contract.
- Estimate what percentage of your overall organization’s work would be represented by this contract.
- Include the organization’s major funding sources.
- If the proposal is from two or more organizations, whether partners or subcontractors, provide the major funding source for each.

Proposal Review Scoring Rubric

Scoring for required sections of the proposal will be assigned as follows:

Points Awarded Per Category	
Proposal Cover Sheet	Required, but not scored
Executive Summary	Required, but not scored
Organizational Overview	5 points
Program Narrative	70 points
Budget and Budget Narrative	25 points
Total Points Available	100 points

Appeal Process

This Request for Proposal contains an allowance for written appeals for disputes involving this procurement action. Appeal dispute sources may include, but are not limited to:

- Unfair competition in the decision-making process
- Illegal/improper act or violation of law

Written appeals must be made to Kate McGeever, Executive Director, Delaware County Workforce Development Board. All disputes will be reviewed by the Executive Director and Customer Services Committee with written response in twenty (20) days. If appealed, the DCWDB's decision is final.

Post Award Administration

The DCWDB will provide technical assistance and perform financial and programmatic monitoring, careful analysis of performance and the review of documentation and reports throughout the length of the contract award. In addition, an initial six-month assessment, and then, at least an annual assessment of the One-Stop Operator will occur. Such assessment will include, but not limited to: primary indicators of performance of all WIOA core programs, participating partner survey, other performance measures, consideration of oversight and monitoring activity reports, and will be consistent with PA CareerLink® certification requirements and applicable MOUs) agreements. The DCWDB Monitor Committee will be responsible for assessment of the One-Stop Operator, reporting assessment results to the DCWDB and Chief Elected Officials.

Contract Close Out and Record Retention

The sub-recipient must maintain a closeout contract file that includes an official notice of closeout (specify the last invoice date and payment date); all necessary records and appropriate release of liabilities, records, or payments; and the transfer of financial and customer records.

Records are to be retained for a period of three (3) years from the date of the final expenditure report for that funding period to the awarding agency. Regulations that cover records maintained by contractors or subcontractors can be found at 29 CFR 97.36(i)(10). However, any litigation, claim, negotiation, audit or other action involving the records that has been started before the expiration of the three-year period will necessitate retaining the records until completion of the action and resolution of all issues that arise from it. All sub-recipient contracts contain a provision to return participant files to the DCWDB if the contract is not renewed, or the agency goes out of business