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**WORKFORCE BOARD LEHIGH VALLEY**

**Request For Quotes**

**Workforce Innovation and Opportunity Act**

**ONE-STOP OPERATOR**

**JULY 1, 2024 TO JUNE 30, 2027**

**Subject to annual WBLV approval**

**ISSUED: APRIL 7, 2024**

**DEADLINE FOR SUBMISSION: APRIL 22, 2024 at 3:00 P.M. EST**

Workforce Board Lehigh Valley (WBLV)

555 Union Boulevard  
Allentown, PA 18109

[www.lvwib.org](http://www.lvwib.org/)

*Workforce Board Lehigh Valley reserves the right to modify any of the enclosed specifications.*

**In accordance with**[**Public Law 101-166**](https://history.nih.gov/research/downloads/PL101-166.pdf)**, Section 511, known as the Steven's Amendment, this Request for Quotes (RFQ) is 100% funded with Federal funds. The Agreement to be entered into as a result of this RFQ will also be 100% funded with federal funds.  
  
The PA CareerLink® system program partners and service providers have reviewed these specifications, have provided feedback and agree with the operator’s role and responsibilities as defined in these specifications**

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**introduction**

The Commonwealth of Pennsylvania has designated Lehigh and Northampton Counties in Northeast Pennsylvania as the Lehigh Valley Workforce Development Area in accordance with provisions of the Workforce Innovation and Opportunity Act of 2014 (WIOA). The Lehigh and Northampton County Executives are the Chief Elected Officials as defined in WIOA. Together with the Workforce Board Lehigh Valley (WBLV) they are responsible for the operation of workforce system and delivery of workforce services in the Lehigh Valley. WIOA requires that local workforce boards and their chief elected officials competitively select a one-stop operator to coordinate services between the legislative One-Stop Partners.

The WBLV oversees the operations in one (1) comprehensive American Job Center (AJC) also referred to as PA CareerLink® Lehigh Valley and two (2) satellite centers where residents and citizens of the workforce development area can access a variety of career services. The PA CareerLink® Lehigh Valley houses a variety of workforce programs and funding streams these include:

* WIOA Title I Adult, Dislocated Worker and Youth programs
* Wagner-Peyser Employment Services – National Labor Exchange
* Local Veterans’ Employment Programs
* Disabled Veterans’ Outreach Program
* Trade Adjustment Assistance Programs
* Unemployment Compensation Programs
* Re-employment Services and Eligibility Assessment Programs
* EARN (Welfare) Programs
* Discretionary Grants requiring the provision of career services

WIOA also includes the following workforce programs as One-Stop Partners:

* Family Literacy and Adult Education Act
* Vocational Rehabilitation
* Career and Technical Education (Perkins Act)
* Community Services Block Grant
* Second Chance Act
* Senior Community Service Employment Program
* YouthBuild

**DESCRIPTION OF one-stop operator SERVICES**

The WBLV has determined that the main function of the One-Stop Operator in the WBLV local workforce development system shall be that of a facilitator and coordinator. The WBLV contracts separately for management of the Title I WIOA career services. WIOA Title I career services are delivered in conjunction with Wagner-Peyser Act funded employment service. The delivery of program services will not be a One-Stop Operator responsibility.

The WBLV is seeking a single entity which will serve as the One-Stop Operator to coordinate among all the WBLV One-Stop Partners and locations. **The entity must identify the individual who will serve as the One-Stop Operator in their response to this RFQ.**

The role of the “One-Stop Operator” in the Lehigh Valley shall encompass the following duties. The One-Stop Operator must:

1. Coordinate the delivery of partner program services in the local service delivery system ensuring a seamless distribution of career services, training services and other employment-related services provided by required and additional partner programs.
2. Provide functional and operational supervision of the PA CareerLink® Lehigh Valley.
3. Ensure on-going and daily PA CareerLink® Lehigh Valley operations are accomplished. Duties must include, but are not limited to:
4. Organizing and coordinating all co-located partner staff by function in accordance with state personnel rules, collective bargaining agreements and state policy and guidance;
5. Establishing a customer flow model that is customizable to the needs of individual customers;
6. Developing operational procedures and protocols that promote effective, seamless service delivery, ensuring that individual partner program performance and outcomes are not negatively affected;
7. Communicating workforce system policy, directions and information according to communication protocol; and
8. Establishing policies and procedures for situations such as inclement weather, holidays, breaks or time off, which account for relevant policies that may not be considered across the partners.
9. Oversee day-to-day facility operations of the physical PA CareerLink® Lehigh Valley comprehensive site and satellite sites.
10. Designate staff to contribute to overall operations in the roles that are not considered direct service.
11. Review and help ensure compliance with PA CareerLink® Certification policy and guidance.
12. Work with the WBLV to facilitate the negotiation and signing of Memorandums of Understanding (MOU) with one-stop partners.
13. Maintain ongoing knowledge of WIOA and its regulations, TANF and its regulations, state and WBLV imposed policies or directives, and other applicable laws, regulations, rules or contracts to guide administrative requirements and efforts and impart that knowledge as appropriate to the one-stop partners.
14. Develop one-stop processes and procedures in partnership with stakeholders.
15. Negotiate with partners and service providers regarding their one-stop service location roles, responsibilities, services and activities, staff complement and other operational particulars.
16. Negotiate, in partnership with the WBLV, with the one-stop partners and service providers regarding expenses related to space, occupancy, shared costs and other costs associated with the operator and the one-stop delivery system.
17. Recommend, maintain, and retire one-stop service locations’ technologic tools and services.
18. Provide programmatic reports and other relevant operational information, including customer satisfaction results.
19. Coordinate the provision of one-stop partners services and activities as reflected in the MOU.
20. Establish and maintain relationships with the one-stop partners, both mandated, and service providers to effect high degrees of partner collaboration and program integration.
21. Serve as the unbiased intermediary or liaison for all the one-stop partners and service providers.
22. Encourage one-stop partner and service provider engagement.
23. Organize and lead regular one-stop partner and service provider meetings and attend individual one-stop partner and service provider meetings.
24. Maintain an understanding of the programmatic parameters, performance measures, and goal of every partner and service provider.
25. Ensure that an effective customer referral mechanism is in place and monitor usage.
26. Provide avenues of communication for one-stop partners and service providers to be informed of the WBLV and other workforce development stakeholders’ communiques or activities.
27. Communicate one-stop partners and service providers’ services and activities to the community.
28. Communicate local area stakeholder workforce development related community events.
29. Ensure compliance with federal and state issued policy and guidance and ensure all one-stop partners have access to WBLV local area policies.
30. Review and enact the WBLV WIOA Local Plan and contribute operational content for plan development and modification.
31. Ensure, in collaboration with the WBLV, that all requirements established by the Office of Equal Opportunity are consistently met including, but not limited to: making sure mandated posters and signage are available, overseeing the maintenance of logs of complaints and accommodation requests, and providing oversight ensuring access and participation with PA CareerLink® Lehigh Valley staff training related to Equal Opportunity.

**The One-Stop Operator Deliverables**

1. Together with the WBLV, the operator will be required to review the existing one-stop memorandum of understanding (MOU) negotiated with the individual One-Stop Partners as described in WIOA section 121, and work with the partners to update their MOU’s to reflect continuous improvement in partnering to deliver services to include:
2. A description of how each one-stop partner is providing access to their services through the one-stop delivery system including their roles, responsibilities, services, and activities. This shall be done via the creation or updating of a matrix listing each One-Stop Partner, their funding sources, participant eligibility requirements, contact person or position and performance requirements.
3. A description and evaluation of how access to one-stop services has increased, which is also a certification criterion as described in paragraph E below.
4. How the coordination of services through the one-stop delivery system will be improved each year this one-stop agreement is in effect.
5. A description of the one-stop partner services that will be delivered through the one-stop system including the addition of any services since entry into the previous MOU.
6. How the One-Stop Partners are improving the referral process for participants to each other for services and activities as well as for co-enrollment.
7. Assist the WBLV, as needed, with respect to the determination of infrastructure costs related to space, occupancy, shared costs and other costs associated with the operator and one-stop delivery system.
8. Assist the WBLV in assessing and improving technology tools to assure the tools available in the one stop are current.
9. Being familiar and knowledgeable regarding WIOA as applicable to the one-stop operations, state and WBLV one-stop
10. One-stop centers and one-stop delivery systems must be certified by the state, every three years, in accordance with PA Workforce System Policy 121-05 in three (3) broad categories. Some of these criteria are already in place and implemented or monitored through existing policies and processes. It is expected that the One-Stop Operator will work closely with the WBLV to address the one-stop’s effectiveness, including customer satisfaction to assure the WBLV one-stop exceeds the performance levels set by the state with respect to:
11. The one-stop center’s integration and coordination of services for participants and businesses.
12. The one stop center’s ability to meet the workforce development needs of participants and the employment needs of local employers by identifying new ways to coordinate between the one-stop, education and employers that involve all the One-Stop Partners.
13. Demonstrating continuous Improvement principles which include the interactive process of plan, do, check, act.
14. The One-Stop Operator will assist and participate, as appropriate, in the WBLV Workforce Solution and Accountability Committee; however, they shall not be a member of the committee. All reports to the committee shall first be approved by the WBLV Executive Director.
15. The One-Stop Operator will be required to prepare reports on a monthly basis to include actions taken with respect to each of the deliverables highlighting accomplishments, improvements, challenges and recommendations.
16. A one-stop partner survey to be created by the WBLV to evaluate the operator’s efficiency and effectiveness. The local board shall consider, at a minimum, the survey results whenever the One-Stop Operator is being evaluated as described herein.

**SUB-GRANTEE AGREEMENT TERM**

A sub-grant agreement will be entered into with the selected entity. The sub-grant agreement will be written for four (4) years subject to performance over the course of each program year during the course of the agreement term. The operator will be expected to report on their progress in writing in a format approved by WBLV management for presentation to the governing boards at their regularly scheduled meetings.

**fundS AVAILABLE**

**Funds Available:**

Based on the strength of the proposal and the entity’s experience and capability, between forty thousand dollars ($40,000) and forty-four thousand dollars ($44,000) is available to fund this initiative.

**One-Stop Operator Qualifications**

**Qualifications for the One-Stop Operator:**

1. To meet the WIOA requirements WBLV is seeking an entity which will fulfill the role of a coordinator among the One-Stop Partners.
2. WBLV requires that entities submitting proposals be able to identify a single individual who will be identified as the operator and who can be held accountable for accomplishing the deliverables.
3. The WBLV reserves the right to approve the individual selected to serve as the operator.
4. The following entities may respond to this RFQ:
   1. A private for profit entity.
   2. A private nonprofit entity.
   3. Another interested organization or entity such as an independent consultant or consulting firm.
5. Entities submitting a response to this RFQ must be capable of carrying out the duties of the One-Stop Operator as described above and have a history of demonstrated effectiveness.
6. The entity selected to serve as the operator should:
7. Be experienced in public relations.
8. Identify staff who will serve as the operator. The individual should have a Bachelor’s Degree or higher in Human Services, Communications, Project Management, Business Operations or a related field, or comparable experience.
9. Have mediation or negotiation experience.
10. Have experience bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align.
11. The individual assigned to serve as the One-Stop Operator will be expected to devote ten (10) to twenty (20) hours a week to this initiative. A defined schedule will be established for the individual or entity selected. The person assigned will be housed in the comprehensive PA CareerLink® Lehigh Valley one-stop center. Costs negotiated will be proportionate to time devoted to the project.
12. If appropriate, proposer must specify in their response how the individual assigned to serve as the One-Stop Operator fits into proposer’s organization. Please include an organizational chart indicating the chain of command for the One-Stop Operator.
13. The operator will be expected to report on their progress in writing in a format approved by the WBLV through their Executive Director for presentation to the board at their regularly scheduled meetings.

**ONE-STOP OPERATOR PERFORMANCE EVALUATION**

The One-Stop Operator will be evaluated annually per state policy. The annual operator evaluation will include the following elements:

1. Meeting their sub-grantee agreement deliverables
2. Partner surveys regarding the operator’s efficiency and effectiveness
3. One-stop center/system efficiency and effectiveness
4. Continuous improvement

**PROPOSAL APPLICATION INSTRUCTIONS**

INSTRUCTIONS

1. **Dates –** All dates are subject to change by the WBLV.

|  |  |
| --- | --- |
| **EVENT** | **DATE/TIME** |
| **RFQ Release** | **April 7, 2024** |
| **Deadline for submitting questions** | **April 17, 2024** |
| **RFQ Due Date** | **April 22, 2024** |

1. **Inquiries, Questions and Updates to the Proposal**

All updates or modifications to the Proposal Requirements will be posted at:

[www.lvwib.org](http://www.lvwib.org).

All questions regarding this RFQ should be emailed to [info@workforcelv.org](mailto:info@workforcelv.org). The responses will be posted at [www.lvwib.org](http://www.lvwib.org).

Questions are generally answered within two (2) business days or sooner if possible. The WBLV will not respond individually to questions or send out updates on an individual basis. It is proposer’s responsibility to visit the LVWIB.org website to access this information.

1. Proposals must be submitted on or before **3:00 P.M. Eastern Standard Time (EST), April 22, 2024** after which date the WBLV will not accept additional proposal responses. Proposals must be delivered via email and may not be mailed or hand delivered to the WBLV.
2. Proposers must submit an MS Word and a PDF version of their proposal to [info@workforcelv.org](mailto:info@workforcelv.org).

**The Subject Line for All submissions should be marked: Response to One-Stop Operator Request for Quotes.**

1. **The RFQ response Package**
2. Please include a cover letter and a copy of the attached cover sheet.
3. The RFQ is written in MS Word. Complete the attached Application by responding to all the questions immediately below the question. The space will expand to accept proposer’s response.
4. Responses should be laid out in letter size, single-spaced. Complete all responses in Arial pitch, 12-point type. Maintain 1-inch margins.
5. Respond to every question asked. Do not omit any questions. If a question asks for a yes or no answer place the yes/no response at the beginning of your answer and provide the narrative information requested on the next line.
6. Do not reorder the question numbers as the rating sheet is keyed to the question numbers. Do not respond to a question by cross referring to another question.
7. All proposals must be in a digital/electronic format no hard copies will be accepted. If a signature is required please affix a digital signature. Two full electronic copies of your proposal must be submitted, one in MS Word and the other in PDF format. (Do not send your proposal in “Google Docs” format, it will be rejected as non-responsive.
8. Include a resume or job description for the individual who will serve as the One-Stop Operator
9. Number each page of the response sequentially. The page number should be in a footer with the name of the organization submitting the response, and OS - RFQ. Footers should be printed in an 8 pitch. Page numbers should be consecutive from beginning to end. Proposals are not to be paginated by sections. The order of the RFQ response is as follows:
   1. Cover Letter on Company or Firm Letterhead
   2. The Cover Sheet
   3. The Application for the WBLV One-Stop Operator
   4. The Cost Schedule
   5. A project management schedule showing when various activities including performance will occur.
   6. The resume of the One-Stop Operator**.**
   7. Your organization’s last Audit Report or Financial Statement.
   8. If proposer is not a single consultant or there is more than one employee in proposer’s organization proposer must include an organizational chart showing the chain of command for the individual who will serve as the One-Stop Operator.
   9. Reference Form
10. It is the WBLV’s intention to award a sub-grant agreement as a result of this RFQ to one firm. Contracts will be cost reimbursement. There will be no advances. Proposer will be considered a sub-recipient pursuant to 2 CFR 200 et al and will be required to execute required federal forms as a part of the contracting process including but not limited to:
    * + - 1. Certificate Regarding Lobbying
          2. Certification Regarding Conflict of Interest
          3. Certification Regarding Debarment Suspension
          4. Certification Regarding Drug Free Workplace
11. **Cure Process**

WBLV has established a discretionary cure process to cure minor omissions in submitted proposals within forty-eight (48) hours of notification by the WBLV via email to the proposer’s contact named in the application**.** Failure to provide the requested information within the allotted time shall result in a “fatal flaw.” This process is provided by WBLV as a courtesy, and as such, WBLV is not responsible for notification of any omissions or errors in any documentation submitted by the applicant agency in response to the RFQ.

All applying agencies are solely responsible for contact availability via e-mail during this cure period and failure to receive WBLV notification of cure issues is not subject to appeal.

Minor inconsistencies or revisions may be addressed during the negotiation process, at the sole and complete discretion of WBLV.

1. **Selection Criteria**
   1. All proposals submitted will be evaluated against all other proposals using the rating criteria, which is a part of this RFQ package. Proposals will be rated and then ranked by an RFQ Review Committee appointed by the WBLV Board Chair tasked with the review of all proposals.
   2. Proposals may not be funded at the funding levels requested.
   3. The highest ranking numerical score does not assure a funding recommendation. Other factors which may be considered include, but are not limited to: a risk assessment, cost, the likelihood of the proposed services resulting in successful outcomes of proposal deliverables, relevant experience and qualifications, financial viability and stability of the agency.
   4. The WBLV reserves the right, at its sole and complete discretion, to invite proposer(s) to make a presentation to the RFQ Review Committee as a step in the selection process. This maybe through Zoom.
   5. Proposals will be reviewed for responsiveness and substance.
   6. Proposer(s) are advised not to contact WBLV employees, board members or elected officials charged with oversight of these programs during the review process to avoid conflicts, the appearance of conflicts, or undue influence over the process. This could result in the disqualification of the proposal response submitted.
2. **Administrative Requirements**
3. Cost
   1. If the entity responding is a for-profit entity, profit must be separately identified in the proposal Cost Section. Profit may only be earned by for-profit entities and is capped at eight percent (8%).
   2. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities’ usual and customary rates in the community for purposes of determining reasonableness.
   3. WBLV will not reimburse for mileage or travel unless WBLV desires to send the One-Stop Operator to an out of workforce area meeting. Travel costs should be incorporated into the salary or hourly rate proposed unless the entity is a governmental entity. Governmental entities or not-for-profit entities may propose costs listing wages, fringes and travel which will be reimbursed with appropriate documentation.
   4. All organizations funded whether public or private, commercial or not-for-profit, receiving at least $750,000.00 annually through federal grants regardless of the funding source will be required to conduct and submit an annual audit.
4. Insurance Requirements - The proposer will be required to submit Certificates of Insurance including all required endorsements to WBLV prior to the provision of services under this RFQ. Governmental entities may elect to self-insure for the insurance coverage required for this agreement. The required insurance shall be determined at contract negotiation. The types of insurance which may be requested include:

|  |  |
| --- | --- |
| **Coverage** | **Minimum Limits** |
| Commercial General Liability to include a Broad Form Property Damage Endorsement and Contractual Liability | $1,000,000 combined single limit per occurrence $2,000,000 Aggregate |
| Automobile Liability including all owned and non-owned and hired vehicles | $1,000,000 combined single limit per occurrence |
| Workers' Compensation | Statutory |
| Employer's Practices Liability | $1,000,000 per occurrence |
| Professional Liability | $1,000,000 per claims made |
| Intellectual Property | To cover any patent, copyright or trademark infringement claims including the cost of the defense of any action brought against WBLV, its governing Boards and Contractor |

1. Proposer(s) must agree to cooperate with and provide such information as may be requested by WBLV for purposes of filing reports with the DLI and/or the WBLV.
2. This RFQ does not commit or obligate WBLV to pay for any costs incurred in the preparation of a response or in advance of the execution of a contract.
3. Implementation of this program may not occur prior to the start date of the contract document.
4. In the event of a conflict or ambiguity between the rules, terms, and conditions set forth in the RFQ and the statutes, laws, DLI policies and regulations, the statutes, laws, DLI policies and regulations shall prevail. The WBLV shall be responsible for making all determinations in this regard.
5. Proposer(s) will assure that all records pertaining to this agreement, including financial, statistical, property, and supporting documentation, shall be retained for a period of six (6) years from the date of: 1) final payment under this agreement, and 2) when all audits and litigation are complete and resolved.
6. Any and all work performed or expenses involved in the preparation and submission of proposals shall be borne by the applicant(s). No payment will be made for any efforts or expenses prior to commencement of work as defined by a fully executed contract.
7. **Subcontracts**

This RFQ does not allow for subcontractors.

1. **Grievance and Procedures**

In the event a proposer wishes to file a grievance in connection with the process, a grievance procedure is available and may be obtained from the WBLV.

1. **Conflict of Interest**

All applicants must disclose the name of any officer, director or employee who is a member of the WBLV governing board. All applicants must disclose the name of any WBLV employee who owns, directly or indirectly, any interest in the applicants’ business or any of its branches.

1. **Interference with the Procurement Process**

Applicants are hereby advised that, the WBLV will not award funding to an organization, person, or entity which has hired a person, whether directly or indirectly, or consented to or acquiesced in the employment of a person, whose principal responsibility is to lobby a member of the WBLV, Inc. or the WBLV Elected Officials on behalf of the organization, person, or entity which seeks funding from the WBLV.

Any applicant or lobbyist for an applicant, paid or unpaid, is prohibited from having any private communication concerning any procurement process or any response to a procurement process with any WBLV staff or rating committee members or the Elected Officials who comprise the Consortium of Elected Officials after the issuance of a funding opportunity and until completion of a contract award. A proposal from any organization will be disqualified if the applicant or a lobbyist for the applicant, paid or unpaid, violates this condition of the procurement process.

12. **Compliance**

The proposer(s) will fully comply with the applicable requirements of the Acts under which funds are received. It will comply with applicable directives issued by DLI. The proposer also assures that it will comply with other federal statutes applicable to this agreement.

* + 1. **WBLV Right to Reject or Accept**

WBLV retains the right to accept, modify, reject entirely, or partially reject any and all proposals if, in its judgment, the work proposed will not accomplish the objectives of this project or does not meet all of the requirements of this RFQ.

**PROPOSAL COVER SHEET**

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

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_FAX \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ UEI Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SAM Registration \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total Amount of Funds Requested $\_\_\_\_\_\_\_\_\_\_

Federal ID # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Minority Business Owner \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Certifying Agency \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Check the applicable category:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Corporation |  | Sole Proprietorship |
|  | Partnership |  | For Profit |
|  | State Agency |  | Other Public Agency (Specify) |
|  | Labor Organization |  | Community based Organization |
|  | Not-for-profit |  | Business Organization |
|  | Other |  |  |

**PROPOSAL APPLICATION**

**Proposer Qualifications**

1. Describe proposer’s experience with respect to the following:
2. Public relations
3. Mediation or negotiation experience.
4. Bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align.
5. Explain proposer’s understanding of the term “coordinate among the one-stop partner programs.”
6. Provide the resume of the individual who will serve as the One-Stop Operator as an attachment to proposer’s response. The resume should include the One-Stop Operator’s level of educational attainment and areas of concentration in Human Services, Communications, Project Management, Business Operations or a related field.

Explain why this individual is suitable to serve as the One-Stop Operator.

1. Provide two (2) examples of proposer’s history of demonstrated effectiveness to evidence proposer’s capability to fulfill the role of One-Stop Operator.
2. Indicate proposer’s agreement to be housed in the PA CareerLink® Lehigh Valley.

**One-Stop Operator Duties and Responsibilities**

* 1. Following sub-grant award the WBLV will meet with the selected One-Stop Operator to provide a review of one-stop partner activities over the past three (3) years. Describe proposer’s activities during the first ninety (90) days following contract execution on July 1, 2024.
  2. Once proposer familiarizes themselves with the one-stop partner programs and performance requirements, how will proposer utilize the one stop system to assist all the partners to meet their performance goals?
  3. The One-Stop Operator will be an intermediary to the public One-Stop Partners. How will proposer engage one-stop partner line staff to cross refer and/or dual enroll participants?
  4. Describe three (3) relationship building activities proposer plans to implement that will assist in integrating one-stop partner programs.
  5. How would proposer define continuous improvement in a one-stop system environment? Describe the interactive process of plan, do, check, act as it would apply to the one-stop system.

**One-Stop Operator Deliverables**

1. The one-stop MOU and infrastructure agreement must be reviewed annually. Describe the steps proposer will take each year to review and make recommendations for updating the MOU and infrastructure agreement?
2. How will proposer continuously improve the one-stop cross referral plan?
3. How will proposer address the one-stop’s effectiveness, in areas like
   1. Customer satisfaction
   2. Integration and coordination of services for participants
   3. Recommendations for accessibility and Equal Opportunity requirements.
4. After reviewing the One-Stop Operator deliverables, describe in two hundred fifty (250) words or less, how will proposer meet the required deliverables.
5. Describe the process that proposer will put in place to address and measure the following Key Performance Indicators:
6. Adherence to the State’s certification criteria
7. The percentage increase of dual/co-enrollments into one stop partner programs
8. The number of cross referrals in year one and a percent (%) increase in cross referrals among One-Stop Partners to be negotiated in years 2, 3, and 4, should the One-Stop Operator contract be renewed.
9. Describe what success would look like for the One-Stop Operator.

**PROPOSed COst Schedule**

1. Cost Guidelines
2. If the entity responding is a for-profit entity, profit must be separately identified in the proposal Cost Section. Profit may only be earned by for-profit entities and is capped at eight percent (8%).
3. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities’ usual and customary rates in the community for purposes of determining reasonableness.
4. WBLV will not reimburse for mileage or travel unless WBLV desires to send the One-Stop Operator to an out of workforce area meeting. Travel costs should be incorporated into the salary or hourly rate proposed unless the entity is a governmental entity. Governmental entities may propose costs listing wages, fringes and travel which will be reimbursed with appropriate documentation.
5. Proposer’s Cost:

$\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. How many hours per week will proposer dedicate to this endeavor? Is proposer able to commit full time assignments as needed by the WBLV?
2. If proposer is a consultant entity what is proposer’s hourly rate?
3. If proposer is a for profit entity please (a) separately state proposer’s profit rate and the amount of profit budgeted for this project and (b) provide a list of the other line items to be charged against this endeavor on an annual basis.
4. If proposer is a governmental entity, or not-for-profit entity WBLV will reimburse wages, fringes and mileage. Please itemize these items as a part of the Cost Section of the RFQ response.
5. If proposer is a not-for-profit or governmental entity please detail all line items to be charged to this project on an annual basis. Profit or excess revenues are not allowable costs.

**CONFLICT OF INTEREST CERTIFICATION**

**CONFLICT OF INTEREST CERTIFICATION**

* + 1. Proposer certifies that

1. They have not offered or cause to have offered or provided any gratuities, favors, or anything of monetary value to any member or individual employed by the WBLV or Consortium of Elected Officials for the purpose of influencing the selection of their proposal or any other proposal submitted hereunder.

1. They have not engaged in any activity to restrict or eliminate competition.
2. No manager, employee or paid consultant of proposer’s company or spouse or child of any manager, employee of paid consultant is a member of the WBLV or Consortium of Elected Officials.
3. They have disclosed any interest, fact or circumstance which does or may present a potential conflict of interest below:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. If the answer to any of the above certifications is yes, proposer has disclosed the relationship or action below:
   * 1. Violation of this provision may cause a proposer’s bid to be rejected. This does not preclude partnerships, consortiums or subcontracts.

I \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ , (name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (title) of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(name of proposer’s entity) am authorized to make the above Certifications and to submit this proposal on behalf of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name of proposer’s entity).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Proposer agrees that Their Typed Name shall serve as their signature.

**Proposer REFERENCES**

Provide the following reference information:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Reference 1 (required)** | **Reference 2 (required)** | **Reference 3 (Required)** |
| **Organization Name** |  |  |  |
| **Contact Person** |  |  |  |
| **Address 1** |  |  |  |
| **Address 2** |  |  |  |
| **City** |  |  |  |
| **State, Zip Code** |  |  |  |
| **Contact Phone** |  |  |  |
| **Contact E-Mail** |  |  |  |
| **Description of Project or Assignment** |  |  |  |

WBLV may contact one or all of the references listed.

**RATING FORM**

REQUEST FOR PROPOSALS (RFQ)

RATING AND EVALUATION FORM

TO

PROVIDE ONE-STOP OPERATOR SERVICES

|  |  |
| --- | --- |
| Proposer | Rater’s Name |
| Proposed Program/Service  **ONE-STOP OPERATOR** | Date Rated |

POINTS SUMMARY

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **RFQ Sections** | **One-Stop Operator Qualifications** | **One-Stop Operator Duties & Responsibilities** | **One-Stop**  **Operator**  **Deliverables** | **Cost** | **TOTAL** |
| **Rating** |  |  |  |  |  |
| **Possible Points** | **25** | **25** | **25** | **25** | **100** |

TOTAL RFQ POINTS: \_\_\_

|  |  |
| --- | --- |
| 1. ONE-STOP OPERATOR QUALIFICATIONS AND ADMINISTRATIVE COMPLIANCE | 25 POINTS |

|  |  |
| --- | --- |
| Proposer’s has sufficient qualifications to conduct the scope of services and satisfy these deliverables, so as to fulfill the role of a coordinator among the One-Stop Partners.  Considerations:   * Proposer met the following required elements: * Understands the type of coordination that must be facilitated * Is an eligible entity that can respond to the RFQ * The resume of the individual who will serve as the One-Stop Operator is included and indicates the proposed operator has the appropriate background and experience to serve as the One-Stop Operator * Can provide a single staff person that can be identified as the operator at a capacity of ten (10) to twenty (20) hours per week, housed in the Job Center, and who can be held accountable for accomplishing the outlined deliverables and tasks * Has an appropriate level of education with a concentration in Human Services, Communications, Project Management, Business Operations or a related field * Has a history of demonstrated effectiveness and provided two (2) examples * Has experience in public relations, mediation, and/or negotiation * Has experience in relationship building and in bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar, but do not directly align * Proposer submitted the proposal with a cover letter on proposer’s letterhead * Conflict Form is Signed * References were provided * Organizational Chart attached if applicable * All required attachments were included | Max Pts. 25 |
| RFQ Section: Qualifications for the One-Stop Operator | Rater’s Pts: \_\_\_ |

COMMENTS:

|  |  |
| --- | --- |
| B. ONE-STOP OPERATOR DUTIES AND RESPONSIBILITIES | 25 POINTS |

|  |  |
| --- | --- |
| Proposer sufficiently addressed how to accomplish their duties and responsibilities.  Considerations:   * Proposer states how they will accomplish one-stop delivery system duties and responsibilities, which includes the following elements: * Proposer’s activities during the first ninety days following contract execution seem to be appropriate and are likely to be effective * Proposer’s plan to work with the one stop partners to assist them in meeting performance seem reasonable * Proposer’s plan to engage one-stop partner line staff to cross refer and/or dual/co-enroll participants seems reasonable * Proposer has described three relationship building activities that will assist in integrating one-stop partner programs * Demonstration of continuous improvement principles, which include the iterative process of “Plan, Do, Check, Act” * Proposer included a Project Plan which seems reasonable | Max Pts. 25 |
| RFQ Section : | Rater’s Pts: \_\_\_ |

COMMENTS

|  |  |
| --- | --- |
| C. ONE-STOP OPERATOR DELIVERABLES | 25 POINTS |

|  |  |
| --- | --- |
| Proposer sufficiently addressed expected One-Stop Operator deliverables.  Considerations:   * Proposer’s statement regarding how they will accomplish each deliverable, includes the following elements: * Modification of the required one-stop MOU and infrastructure agreement with the One-Stop Partners * Continuous improvement of one-stop partner coordination of services through the one-stop delivery system in areas like customer satisfaction and integration and coordination of services for participants * Working with each one-stop partner to develop a process for referring participants * Addressing accessibility and equal employment opportunity requirements * The report headings indicate the appropriate information will be transmitted to the board. * The process that proposer will put in place to address and measure the Key Performance Indicators is reasonable, practical and appears effective * Proposer’s description of success for the One-Stop Operator is aligned with the WBLV’s vision of success | Max Pts. 25 |
| RFQ Section: Deliverables | Rater’s Pts: \_\_\_ |

COMMENTS:

|  |  |
| --- | --- |
| 1. ONE-STOP OPERATOR COST | 25 POINTS |

|  |  |
| --- | --- |
| Proposer’s compensation is reasonable, according to their qualifications, such as experience, skills, abilities, and education.  Considerations:   * Proposer’s cost seems reasonable * The number of hours a week proposer will dedicate to this endeavor is reasonable for the cost proposed * If proposer is a for-profit entity, profit is separately stated and does not exceed eight percent (8%)   or  Proposer is a Professional organizations charging an hourly rate that compared to other usual and customary rates in the community is reasonable   * Other than public or not-for-profit organizations the quoted rate is an inclusive rate | Max Pts. 25 |
| RFQ Section: One-Stop Operator Cost | Rater’s Pts: \_\_\_ |

STAFF COMMENTS:

RFQ—TOTAL POINTS: \_\_\_\_\_\_