

Request for Proposals

One-Stop Operator

Services provided to: Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon counties

Issued By	Western Wisconsin Workforce Development Board, Inc. (Western Wisconsin WDB)
Grant Period	July 1, 2023 to June 30, 2024 with option to extend for two (2) additional one (1) year periods.
RFP For:	One-Stop Operator
Estimated Funding	\$4,500.00
Funding Source	US Department of Labor, Wisconsin Department of Workforce Development and the Western Wisconsin Workforce Development Board, Inc. Workforce Innovation and Opportunity Act (WIOA)
Submission Requirement	One electronic submission sent to Jessie Quinn, quinnj@westernwdb.org Due by 4:00 p.m. on April 10, 2023
Direct all questions to	Jessie Quinn, Director of Administration quinnj@westernwdb.org

Publication: This RFP is made available to prospective applicants through publication on the Western Wisconsin WDB website (www.westernwdb.org) on or about March 10, 2023.

OVERVIEW

To promote equal access to Workforce Innovation and Opportunity Act funding and active participation among providers in our region, the Western Wisconsin WDB is requesting competitive proposals for One-Stop Operator. Provision of these services must be offered and made available in cooperation with the Comprehensive Job Center (One-Stop Center) located in La Crosse and throughout the Workforce Development Area 9's (WDA 9) eight-county area in a manner consistent with the data provided in this solicitation.

The Western Wisconsin WDB encourages innovative service delivery proposals that meet the purpose of this RFP and are characterized by collaboration, integration, accountability, continuous improvement and results. Through these services, the Western Wisconsin WDB expects to achieve a measurable and positive impact on the success of employers and workers, and therefore the economic development and standard of living of the region.

This RFP is not in itself an offer for work, nor does it commit the Western Wisconsin Workforce Development Board, Inc. to fund any proposals submitted, nor be held liable for costs associated with the preparation or research of proposals. The Western Wisconsin WDB reserves the right to fund providers that serve the best interest of the Western Wisconsin WDB based on the evaluation criteria.

The services specified in this RFP will encourage awarded bidder to become knowledgeable in:

- Workforce Innovation and Opportunity Act (WIOA) and regulations <http://www.doleta.gov/wioa>.
- State of Wisconsin, Department of Workforce Development's WIOA Plan, Policies and Procedures <https://www.dwd.wisconsin.gov/>
<https://dwd.wisconsin.gov/wioa/policy/>
- Western Wisconsin Workforce Development Board, Inc. WIOA Plan and policies <http://www.westernwdb.org>
- Uniform Guidance <https://www.ecfr.gov/current/title-2/part-200> and <https://www.ecfr.gov/current/title-20/chapter-V>.
- The employer base in the WDA 9, including labor market information and demographics www.jobcenterofwisconsin.com/wisconomy
- Training Employment Guidance Letters (TEGL): <https://wdr.doleta.gov/directives/>

PROPOSAL SOLICITATION PROCESS AND TERMS

Proposal Due Date

All proposals must be received by 4:00 p.m. on April 10, 2023. Proposals must be emailed to Jessie Quinn, quinnj@westernwdb.org

It is the responsibility of the proposer to ensure that the proposal is emailed by the due date and time. Emails will be checked at 4:00 p.m. on the due date. Any proposal not in the inbox by that time will be considered non-responsive and will not be evaluated. No late proposals will be accepted.

Contract Period and Type

The selected contractor(s) will begin on July 1, 2023. The initial contract will be for a twelve (12) month period, July 1, 2023 to June 30, 2024, with an option to extend for two (2) additional one (1) year periods, based on satisfactory evaluation which includes meeting performance measures and other contract milestones. The Western Wisconsin WDB reserves the option to modify contracts on a year-to-year basis in response to labor market information and/or business intelligence.

Contracts will be cost reimbursement. Final contracts will also be subject to any changes in the legislation, regulations or policies initiated by the funding sources and funding availability. The Western Wisconsin WDB reserves the right to vary or change the terms of any contract executed as the result of this RFP including funding levels, the scope of work, goals, and performance standards as it deems necessary in the interest of the Western Wisconsin WDB and its programs. Renewals will depend on future funding availability, contractors' satisfactory performance, and other factors such as federal legislative changes.

Eligible Applicants

Proposals will be accepted from any private for-profit agency, private non-profit organization, government agency, faith or community-based organization or educational institution that can demonstrate the capacity to successfully provide the services identified in this RFP. Proposals from consortia, partnerships or other combinations of organizations are allowed but must identify one organization as the lead agency and prime contractor and must specify the assignment of subcontracting relationships.

Schedule for RFP Submission, Review and Awards

The Western Wisconsin WDB reserves the right to make changes to the timeline due to unforeseen events.

RFP Release.....	March 10, 2023
Proposals will be available on the Western Wisconsin WDB website at www.westernwdb.org	
Bidder’s Conference.....	March 15, 2023 @ 10:00
<i>Additional details will be posted on the Western Wisconsin WDB website. Questions that arise during this conference will be answered and posted on the Western Wisconsin WDB website by 4:30 p.m. on March 17, 2023.</i>	
Proposals Due.....	April 10, 2023 by 4:00 p.m.
Technical Committee Review, Evaluation, and Recommendation	April 11 to April 21, 2023
Selected Contractor Announced.....	May 1, 2023 by 4:30 p.m.
Contract Starts	July 1, 2023

Proposal Format

Proposals should be submitted electronically to Jessie Quinn, quinnj@westernwdb.org. The subject line should state "RFP Proposal – OSO"

Proposals must be no smaller than 11-point font, typed, with 1" margins. The page limit is 25 (not including required attachments.)

Letters of recommendation will not be accepted. All proposals are to be submitted in accordance with the terms, conditions and procedures stated in the RFP.

Proposal Review and Evaluation Process

Proposal Review

There will be three phases for the Proposal Review and Evaluation Process.

- **Phase I - Preliminary Review for Responsiveness** - Western Wisconsin WDB staff will initially evaluate the proposal for completeness and responsiveness to requisite submission criteria. The following minimum criteria will be used to determine which proposals are responsive:
 - The proposal is submitted by the specified due date and is in accordance with the instructions in this RFP.
 - The required format is followed.
 - All required elements and attachments are included.
 - Preliminary budgets are complete and required leverage is included.
 - All forms with original signatures are included.

Any proposal not meeting Phase 1 Criteria will be deemed non-responsive and will not be submitted to the Technical Review Committee for further review.

- **Phase II – Technical Review** - Proposals meeting the minimum criteria for responsiveness, as stated above, will then be reviewed by the Technical Review Committee. The committee is comprised of Western Wisconsin WDB board members who have no fiduciary interest in bidding for any of the WIOA programs and who have some expertise in workforce and/or in service delivery. Proposals will be evaluated on the technical merit of the proposals in accordance with the Western Wisconsin WDB Proposal Technical Review Policy. This policy will be posted on the website with the RFP at www.westernwdb.org.

Proposals will be scored based on evaluation criteria outlined in the RFP. These scores will identify the strongest proposals. The Western Wisconsin WDB retains the right to request reasonable additional information from any applicant, request presentations from applicants, or conduct interviews or site visits before a contract award.

Any proposal approved for funding may be contingent on the results of a pre-award site visit conducted by Western Wisconsin WDB staff. This site visit will establish, to Western Wisconsin WDB's satisfaction, whether the bidder can conduct and carry out the provisions of the proposed contract. If the results of the site visit indicate, in the opinion of the Western Wisconsin WDB, that the bidder may not be able to fulfill contract expectations, Western Wisconsin WDB reserves the right not to enter into contract with the organization, regardless of Western Wisconsin WDB's approval of the bidder's proposal.

If no response adequately addresses the RFP or serves in the best interest of the Western Wisconsin WDB, the technical review committee may recommend that no award be made.

- **Phase III** - The Technical Review Committee's recommendation will be presented to the Western Wisconsin WDB Board of Directors or the Western Wisconsin WDB Executive Committee for approval. All contract awards will be considered provisional pending receipt of any additional documentation regarding administrative qualifications, any other areas of concern, the successful completion of contract negotiations, and the availability of funds.

Proposal Evaluation Criteria

The Technical Review Committee will evaluate each submitted proposal using a pre-determined point system dependent on the program being reviewed. The evaluation criteria are available at the end of each program proposal response portion.

Procurement Information

Leverage of Funding:

WIOA Title I funds are intended to leverage employment and training funds in WDA 9.

Non-duplication of Services:

The Western Wisconsin WDB does not intend to fund any proposal that would duplicate any facility or service already available in WDA 9. Nor does it intend to fund any proposal for educational services from a non-educational agency unless it can be demonstrated these alternative services or facilities would be more effective or more likely to achieve performance goals. The Western Wisconsin WDB also requires the collaboration and coordination of services with employment and/or training providers in WDA 9.

Proposal Conditions

This notice and subsequent proceedings do not commit the Western Wisconsin WDB to enter into a contract with any of the proposal submitting parties. The Western Wisconsin WDB will not pay any costs incurred in the preparation or presentation of proposals nor shall the Western Wisconsin WDB be liable for any costs incurred by the proposal submitter prior to the issuance of a contract. The Western Wisconsin WDB reserves the right to accept, reject, or modify any or all proposals received as a result of this notice of RFP, or to cancel, modify or reissue in part or in its entirety this notice of RFP.

This RFP may or may not result in an award of a subcontract. The Western Wisconsin WDB reserves the right, at its sole discretion, to cancel this RFP at any time and for any reason, and to reject any or all proposals at any time and for any reason. Receipt of proposals by the Western Wisconsin WDB confers no rights upon the proposer. Receipt of proposals shall not, in any manner whatsoever, obligate the Western Wisconsin WDB or any employees thereof. If no proposals are received or no proposals received meet the minimum evaluation criteria, the Western Wisconsin WDB reserves the right to enter into contract negotiations and contract with any organization submitting a proposal under this RFP process. The Western Wisconsin WDB will arrange for the administration of the programs if no acceptable provider is found.

Withdrawals

A proposer may withdraw a submitted proposal prior to the proposal due date. A written request to withdraw must be submitted electronically to Jessie Quinn, quinnj@westernwdb.org.

Disqualification

Proposals not meeting the initial preliminary review will be disqualified. Additionally, proposals containing one or more of the following will not be considered nor are subject to appeal:

- Incomplete or erroneous information
- Withholding of material information
- Falsified information

All prospective applicants, its employees, agents, and sub applicants, etc. are prohibited from contacting any Western Wisconsin WDB staff or other persons identified by Western Wisconsin WDB regarding this RFP.

Appeal

Applicants will receive written notice advising them of Western Wisconsin WDB's selection from this RFP. Non-selected applicants have the right to file one (1) original appeal. All appeals for non-award of funds must be made in writing and sent through email to: Tammy Brown, Western Wisconsin WDB Co-Chair, tammy.brown@optum.com and Jessie Quinn, quinnj@westernwdb.org.

Appeals must be received in email no later than five (5) business days after receiving a written notification of non-award. Those appealing must confirm receipt.

The applicant will receive written notice advising as to whether its original appeal has been accepted or rejected within ten (10) calendar days from the appeal date.

In the event Western Wisconsin WDB Co-Chair's response is not satisfactory to the applicant; one (1) subsequent appeal to the Chief Local Elected Official (CLEO) is permitted. This appeal must clearly state why the applicant believes a review is justified and must be submitted in writing and sent through email within ten (10) calendar days from the date of the Chairperson's decision to: John Aasen, Chief Local Elected Official, john.aasen@co.trempealeau.wi.us and Jessie Quinn, quinnj@westernwdb.org.

The written appeal must fully explain the basis for appealing the Western Wisconsin WDB Co-Chair's denial.

The written appeal to the CLEO must be received through email no later than five (5) days after the appeal is denied by the Western Wisconsin WDB Co-Chair. Those appealing must confirm receipt.

The CLEO shall review the appeal and render a final decision on awarding of the contract. Decisions by the CLEO will be sent to the applicant and are final. An original or subsequent appeal will not delay the Western Wisconsin WDB from conducting and concluding contract negotiations with the selected applicant(s).

Public Record

Applicants are advised that all documents obtained as part of this RFP process, and in the possession of Western Wisconsin WDB, are considered public records and subject to disclosure under the State of Wisconsin's Open Records Laws. There will be no public inspection of documents prior to the release of the intent to subcontract.

BACKGROUND AND GENERAL INFORMATION

Workforce Innovation and Opportunity Act (WIOA)

WIOA was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Congress passed the Act with a wide bipartisan majority; it is the first legislative reform of the public workforce system since 1998. <https://www.dol.gov/agencies/eta/wioa>

Western Wisconsin Workforce Development Board, Inc.

The Western Wisconsin Workforce Development Board (WDB) is a private, non-profit corporation dedicated to promoting innovation and providing quality local workforce development programs and services to businesses and residents in western Wisconsin.

The Western Wisconsin WDB serves businesses and job seekers in WDA 9. This area is comprised of Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon Counties. The City of La Crosse is the economic hub of the region.



The table below gives information on each county. Labor force and unemployment are as of the end of 2021. The unemployment rate is a snapshot from December 2021, and the population data is from the 2020 census. Careful analysis of this information should inform program design and service delivery strategies. More information can be found at <https://www.jobcenterofwisconsin.com/wisconomy/>

Table 1	Labor Force	Unemployed	Unemployment Rate	Population
Buffalo County	6,371	266	4.2%	13,302
Crawford County	7,518	332	4.4%	16,075
Jackson County	9,616	496	5.2%	21,121
Juneau County	13,532	581	4.3%	26,802
La Crosse County	67,244	2,037	3.0%	120,433
Monroe County	23,783	770	3.2%	46,193
Trempealeau County	15,613	580	3.7%	30,724
Vernon County	15,531	502	3.2%	30,915

Source: WisConomy 2021 data capture

One-Stop Delivery System

As envisioned by WIOA, Wisconsin's publicly funded workforce system is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies.

The one-stop delivery system is comprised of not only a network of physical one-stop job center locations throughout the state, but also virtual resources available through the Job Center of Wisconsin website. This one-stop delivery system includes six core programs and other required and optional partners identified in WIOA and Wisconsin's WIOA State Plan. The six core programs are:

- 1) Title I Adult program
- 2) Title I Dislocated Worker program
- 3) Title I Youth program
- 4) Title II Adult Education and Family Literacy Act (AEFLA) program
- 5) Title III Wagner-Peyser Employment Services Act program
- 6) Title IV Vocational Rehabilitation Act program

Within the one-stop delivery system these partners work together to operate programs that provide integrated services to a shared client-base that includes both employers and job seekers. Goals of the one-stop delivery system include:

- Providing job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Providing access and opportunities to all job seekers, including individuals with barriers to employment, to prepare for, obtain, retain, and advance in high-quality jobs and high demand careers;
- Enabling employers to easily identify and hire skilled workers and access other supports including education and training for their current workforce;
- Participating in rigorous evaluations that support continuous improvement of one-stop centers by identifying effective strategies to best serve different populations; and
- Ensuring that high-quality integrated data is available to job seekers, employers, and policymakers so they can make informed decisions.

Management of the one-stop delivery system is the shared responsibility of the state, local workforce development boards (WDBs), elected officials, the core WIOA programs, other required partners, and contracted one-stop job center operators.

The One-Stop *Operator* must coordinate the service delivery of required One-Stop *Partners* to ensure meaningful access to all programs through the One-Stop *Delivery System*. The hub of the One-Stop activity occurs at the One-Stop *Job Center*. The One-Stop Job Center in WDA 9 is:

Western Wisconsin Workforce Development Center
2615 East Avenue South
La Crosse, WI 54601

Entities that receive funding through the following programs are required to participate in the one-stop delivery system:

- WIOA Title I Adult, Dislocated Worker, and Youth;
- WIOA Title I Job Corps;
- WIOA Title I YouthBuild;
- WIOA Title I Native American Programs;

- WIOA Title I National Farmworker Jobs Program (NFJP);
- WIOA Title II Adult Education and Family Literacy Act (AEFLA);
- WIOA Title III Wagner-Peyser Act Employment Service;
- WIOA Title IV State Vocational Rehabilitation (VR) Services;
- WIOA Title V Senior Community Service Employment Program (SCSEP);
- Trade Adjustment Assistance (TAA);
- Unemployment Compensation;
- Jobs for Veterans State Grant (JVSG);
- Reentry Employment Opportunities (REO);
- Carl D. Perkins Career and Technical Education Act of 2006;
- Employment and training programs funded through Department of Housing and Urban Development (HUD);
- Employment and training programs funded through Community Services Block Grant (CSBG);
- Temporary Assistance for Needy Families (TANF)

NOTE: The entity is the grant recipient, administrative entity, or organization responsible for administering the funds of the specified program in the local area. This does not include the service providers that contract with, or are sub-recipients of, the local administrative entity. For programs that do not include a local administrative entity, the responsible state agency is the partner.

If the required program or activity is not operational in a local area, the requirements relating to the required one-stop partner are not applicable to that program or activity in that local one-stop delivery system.

With the approval of the local WDB and chief elected official (CEO), other entities may participate as optional partners in the one-stop delivery system, including:

- Employment and training programs funded through Social Security Administration (SSA) including Ticket to Work and Self Sufficiency programs;
- Employment and training programs funded through Small Business Administration;
- Employment and training programs funded through Supplemental Nutrition and Assistance Program (SNAP);
- Client Assistance Programs (CAP) authorized under WIOA Title IV;
- National and Community Service Act programs;
- Other appropriate federal, state, or local programs, including, but not limited to, employment, education, or training programs such as those operated by libraries or in the private sector;
- Programs providing transportation assistance; and
- Services for those with substance abuse or mental health issues.

Partners within the one-stop delivery system make services available on-site, via the use of technology, and/or via formalized referral processes. The methods partners use to provide services and coordinate with each other, including required resource sharing, are documented in the one-stop delivery system Memoranda of Understanding (MOU).

All required partners must use a portion of their program funds to maintain the one-stop delivery system, including jointly funding Job Center infrastructure, based on each partner's proportionate use of and relative benefit from the one-stop delivery system. The allocation methodologies and partners' individual contributions must be documented in the One-Stop Delivery System MOU.

The Workforce Development Board (WDB) is the primary convener of these partners and has responsibility to ensure that required partners are included in the one-stop delivery system.

The WDB is a one-stop partner, only if it is a specific program provider as well.

Eligible Entities

To be eligible to receive funds to operate a Job Center, an entity (which may be a consortium of entities) must:

- be selected as a one-stop operator through a competitive process;
- be an entity (public, private, or nonprofit) of demonstrated effectiveness, located in the local area, which may include:
 - an institution of higher education;
 - a nontraditional public secondary school such as a night school, adult school, or an area career and technical education school;
 - a community-based organization, nonprofit organization, or workforce intermediary;
 - a private for-profit entity;
 - a government agency;
 - an Employment Service State agency established under the Wagner-Peyser Act;
 - Indian Tribes, tribal organizations, Alaska Native entities, Indian-controlled organizations serving Indians, or Native Hawaiian organizations (collectively referred to herein as "Indian Tribes");
 - a local WDB, with the approval of the CEO and the Governor; or
 - another interested organization or entity, which is capable of carrying out the duties of the one-stop operator and may include a local chamber of commerce or other business organization, or a labor organization.
- Elementary schools and secondary schools are not eligible for designation or certification as one-stop operators, except nontraditional public secondary schools and career and technical education schools.

Deliverables

Specifically, the Operator will:

1. Convene up to six (6) meetings per year of mandated One Stop Partners to support partner engagement and implementation of the Memorandum of Understanding (MOU).
2. The Operator will develop and post meeting agendas, facilitate meetings and provide invitations/minutes to all OSO Partners. The One-stop Operator, if an individual entity, does not have input or voting rights on the OSO. Consortium partners would retain voting rights.
3. Maintain the schedule of workshops provided at the centers, publish a monthly calendar, and ensure the calendars are sent to all providers on a monthly basis for posting on websites.

OSOs must disclose to the Western Wisconsin WDB, in writing, any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers.

OSOs must 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.

OSOs must comply with federal regulations and procurement policies relating to the calculation and use of profits.

WIOA requires the Western Wisconsin WDB to competitively select a One-Stop Operator to support the coordination of services within WDA 9. Job Centers are public/private ventures that combine the resources of multiple organizations into a one-stop employment and training facility for job seekers, workers, and employers. The co-location and/or integration of employment, training services and partner agencies are integral to effective and efficient delivery.

Job seekers can utilize resource rooms stocked with available supplies and job search materials, attend workshops on resume development, interviewing skills, and basic computer skills, receive one-to-one job search assistance, career assessment and counseling, and access training funds to improve skills.

Businesses post job openings, access training funds (on the job or customized) to upgrade the skills of their workforce, and use the Job Center to conduct recruitment events, receive tax credit information, access outplacement services for dislocated employees and connect to other community and economic development resources.

The Job Center helps with upskilling workers to meet current and future business needs by engaging businesses to invest in their current workforce and the community to advance the talent pool. Businesses also develop/utilize sector partnerships to develop sector-specific talent pipelines using career pathways.

Purpose of the One-Stop Operator

WIOA aims to further enhance the quality of the one-stop Job Center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. Current law places greater emphasis on local resource coordination to better meet the needs of jobseekers, incumbent workers, and employers. This includes cultivating and strengthening the partnerships and strategies necessary for optimum performance and outcomes. WIOA identifies a wide range of federally funded employment and training programs who are required Job Center system partners. The One-Stop Operator is integral in coordinating the services delivered by these partners in a cohesive, effective manner with a focus on eliminating duplication and inefficiencies.

Partners within the one-stop delivery system make services available on-site, via the use of technology, and/or via formalized referral processes. The methods partners use to provide services and coordinate with each other, including required resource sharing, are documented in the one-stop delivery system Memoranda of Understanding (MOU)

Role of the One-Stop Operator

The One-Stop delivery system strives to align, coordinate, and integrate programs and services and to foster demand-driven skills attainment which meets the needs of jobseekers and businesses.

One-Stop partners administer separately funded programs in a collaborative manner. The primary delivery system of One-Stop services is through the comprehensive Job Center, though those services are connected to other methods of access and referrals.

PROPOSAL RESPONSE ITEMS

Program Design – 40 points

1. Please describe your understanding or experience in workforce development, including the local system, and of WIOA.
2. Describe your experience in facilitating meetings, including compiling agendas and meeting minutes.
3. Firewalls are required for any single or consortium entity providing One-Stop Operator functions. Describe any conflicting relationships you or the consortium partners may have, (for example an organization that is a mandatory partner or service provider for a mandatory partner). Explain how you will provide a firewall between participating as a mandatory partner and providing the one-stop operator service.
4. Provide an overview of your organization's or consortium partners 'previous experience engaging diverse stakeholder groups to a common goal or outcome. What will be the approach to navigating and resolving challenging partnerships? How will you ensure involvement of all the WIOA required partners?
5. Describe how you will engage with WIOA required partners. What will be the frequency and methods of communication? How will meeting agendas be developed and how will approved actions be executed?
6. Explain how you will engage with the Western Wisconsin WDB. What will be the frequency and methods of communication including when action is taken by the OSO Taskforce and the Western Wisconsin WDB gained approval is necessary?
7. Outline your approach to continuous improvement of the One-Stop Delivery System.

Budget and Budget Narrative – 35 Points

The WDB has targeted \$4,500 in funding for this contract.

Please fill out the required budget and provide a budget narrative that outlines how each cost was calculated and the justification for each.

Required Forms

Please Attach (in addition to budget forms)

Form A	Cover Sheet
Form B	Budget
Form C	Staffing Pattern
Form D	Assurances
Form E	WIOA Explanation
Form F	Equal Opportunity Act
Form G	Statement of Non-Collusion
Form H	Provision and Disclaimers

Proposal Evaluation Criteria

The Technical Review Committee will evaluate each submitted proposal based on but not limited to demonstrated experience, capability, and narrative description of proposal approach to the RFP deliverables. The rating scale will include:

Section	Points Available
A. Program Design	40 Points
B. Budget Information	35 Points
Total Points	75 Points

Proposers must score a minimum of 65 points to be considered for a contract.