

NORTH CENTRAL ARKANSAS
WORKFORCE DEVELOPMENT BOARD

REQUEST FOR PROPOSALS

for

**Workforce Innovation and Opportunity Act
ONE-STOP OPERATOR**

Program Year April 16, 2021 - June 30, 2022

Release Date: January 31, 2021

*Request for Proposal Due 3/04/2021 by 4p.m. central time
to ben.baxter@uaccb.edu*

Introduction to the Local Area

The North Central Workforce Development Board covers a ten-county local area made up of Cleburne, Fulton, Independence, Izard, Jackson, Sharp, Stone, Van Buren, White and Woodruff county leaders from business, education, labor and government, with the majority of its board members representing the private business sector.

The vision of the North Central Arkansas Workforce Development Board is to have a world-class workforce that is well educated, skilled, and working in order to keep North Central Arkansas' economy competitive in the global marketplace.

White River Planning and Development District, Inc. is the Fiscal Agent, Administrative Entity and Staff Support to the North Central Arkansas Workforce Development Board. White River Planning and Development District is the current provider for Title I Adult, Dislocated Worker, and Youth programs. More information can be found at <https://www.ncaworks.com/> or www.wrpdd.org.

The North Central Workforce Development Board is committed to:

- Developing an efficient partnership with employers, the educational system, workforce development partners, and community based organizations to deliver a platform that will prepare a skilled workforce for existing and new employers.
- Enhancing service delivery to employers and jobseekers.
- Increasing awareness of the State's Talent Development System.
- Addressing skill gaps.

Data related to the ten-county area can be found in the current Regional and Local Plan at <https://www.ncaworks.com/> or www.wrpdd.org.

Request for Proposals

North Central Arkansas Local Workforce Development Board is soliciting submittals to identify a single One-Stop Operator for the North Central Arkansas comprehensive and affiliate One-Stop Centers:

- Arkansas Workforce Center at Batesville (comprehensive)
398 Barnett Drive
Batesville, Arkansas 72501
- Arkansas Workforce Center at Searcy (comprehensive)
501 W. Arch Street
Searcy, Arkansas 72143
- Arkansas Workforce Center at Newport (Affiliate)
7648-B Victory Blvd, ASUN Campus
Newport, Arkansas 72112

The North Central Arkansas Workforce Development Board in coordination with Chief Elected Officials and its partners are responsible for determining the locations of the Workforce Centers.

This Request for Proposals was prepared based upon the Workforce Innovation and Opportunity Act of 2014 (WIOA) and associated U.S. Department of Labor Regulations and guidance. This Federal Law was implemented to consolidate, coordinate, and improve employment, training, literacy and vocational rehabilitation programs in the United States. WIOA provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed. Mandatory core program partners include: Adult, Dislocated Worker, Youth, Wagner-Peyser, Adult Education and Literacy, and Vocational Rehabilitation, along with required partners specified in the Act.

Bidders are strongly encouraged to read Training and Employment Guidance Letter 04-15 issued by the U.S. Department of Labor that outlines the vision for the One-Stop system under WIOA.

The three hallmarks of WIOA include:

1. The needs of businesses and workers drive workforce solutions, and local boards are accountable for this within the communities they serve.
2. One-Stop Centers provide excellent customer-centric services and focus on continuous improvement; and,
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

WIOA is built around the following key principles:

- Increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market.
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages, and to provide employers with the skilled workers they need to succeed in a global economy.
- Promote improvement in the structure and delivery of services to better address the employment and skill needs of workers, jobseekers, and employers.
- Increase the prosperity of workers and employers and the economic growth of communities, regions, and states, and the global competitiveness of the United States.
- Provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention and earnings of participants, and increase attainment of recognized postsecondary credentials by participants.

The North Central Arkansas Local Workforce Development Board (Board) oversees the Workforce Innovation and Opportunity Act (WIOA) funds for the ten-county area.

In Section 107 of the legislation and in § 678.605 of WIOA Regulations, Local Workforce Boards are required to competitively procure the One-Stop Operator role and responsibilities. The North Central Local Workforce Development Board has tasked a committee of board members to solicit and select a One-Stop Operator.

Resource Information

Bidders may get helpful background information from the Transitional and Regional Local Plan provided to the State of Arkansas by the North Central Arkansas Workforce Development Board. The plan can be found at <https://www.ncaworks.com/> or www.wrpdd.org.

Attachments to the Local Plan providing partner information and service locations can be found at <https://www.ncaworks.com/> or www.wrpdd.org.

The United States Department of Labor has a WIOA Online Community of Practice that provides information sharing needed to implement and maintain WIOA at: <http://on.workforcegps.org>.

WIOA law and regulations can be found at: www.doleta.gov/wioa/

Arkansas' WIOA Combined State Plan can be found at: https://www.dws.arkansas.gov/src/files/Arkansas_PYs_2020-2023.pdf

The current local Memorandum of Understanding can be found at: www.ncaworks.com/workforceboard.

RFP Timeline *(any changes to this schedule will be communicated by posting on the website and by emailing organizations who submitted an intent to apply)*

1/31/2021	Request For Proposals Released and Posted on https://www.ncaworks.com
2/14/2021	Letter of Intent Due to Ben Baxter at ben.baxter@uaccb.edu
2/19/2021	Deadline for Questions to Ben Baxter at ben.baxter@uaccb.edu
2/24/2021	Questions and Answers Released and Posted on https://www.ncaworks.com
3/04/2021	Proposals Due Electronically to Ben Baxter at ben.baxter@uaccb.edu
3/10/2021	Committee Evaluation and Recommendation
3/18/2021	Full Board or Executive Committee Approval and Chief Elected Official Approval
3/22/2021	Award Announcement
4/12/2021	Negotiate and Finalize Contract
4/16/2021	Contract Start Date

Technical Details

- A. The Board intends to be as inclusive as possible in this solicitation. The goal is to receive a wide variety of high quality, innovative submittals that meet the workforce development needs of the communities served in North Central Arkansas.
- B. The resulting contract with the Successful Bidder will be for a one year and 2 ½ months

period, April 16, 2021 to June 30, 2022. Based on performance, the Board may extend the contract annually for up to a total of no more than four years as allowed in the Workforce Innovation and Opportunity Act. Contract extensions may be based on funding availability, satisfactory performance, and other factors determined appropriate by the North Central Arkansas Workforce Development Board and Chief Elected Officials. Notice for contract renewal will be made at the start of the fourth quarter each program year. Competitive procurement is required at least every four years according to the Workforce Innovation and Opportunity Act.

- C. Once the contract has been awarded, the North Central Arkansas Workforce Development Board, in collaboration with the Chief Elected Officials, reserves the right to modify delivery design. In the event the modification requires additional labor hours on the part of the successful bidder, terms may be negotiated and the contract modified. The Board also reserves the right to de-obligate funds from the Successful Bidder if it fails to meet contractual requirements.
- D. The Board reserves the right to make an award based on the criteria in this Request for Proposals or to make no awards, if that is deemed to serve the best interests of the Board and North Central Arkansas. The submittal process is competitive and follows government procurement rules.
- E. The Workforce Innovation and Opportunity Act of 2014 provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. The Board envisions a system that meets the needs of residents and businesses alike.
- F. This Request for Proposals is not in itself an offer of work nor does it commit the Board to fund any submittals. The Board is not liable for any costs incurred in the preparation or research involved in the development of the response to this Request for Proposals.
- G. Bidders may be asked to answer questions electronically during the review process of this Request for Proposals.
- H. All commitments made by the Board as a result of this Request for Proposals are contingent upon the availability of funds and the Board reserves the right to award an amount less than the total funds available.
- I. The Board assures it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation and Opportunity Act of 2014 law and the related regulations; Title VI of the Civil Rights Act of 1964, as amended. Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended.
- J. By providing a submittal to this Request for Proposals all Bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.
- K. Bidders should note that under the requirements of the Freedom of Information Act, the

contents of submittals to the Board is subject to public release upon request, except those items specifically exempt from disclosure. The Bidder shall mark as "proprietary" those parts of its submittal that it deems proprietary. However, the Bidder is alerted that this marking is advisory only and not binding on the Board. If there is a request under the Freedom of information Act to inspect any part of the submittal so marked, the Board will advise the Bidder and request further justification in support of the "proprietary" marking. If the Board determines, after receipt of the justification, that the material is releasable, the Bidder will be notified immediately. Under no circumstances will a submittal or any part of a submittal be released prior to the contract award decision.

- L. The Board will authorize the Administrative Entity to negotiate a contract and/or agreement for the provision of programs arising from this Request for Proposals.
- M. The Successful Bidder is required to maintain a local management office within one of the comprehensive One-Stop Centers and provide detail on how each location will be staffed and managed.
- N. The Successful Bidder may not subcontract any part of the services unless approved in the Request for Proposals and/or approved in advance by the Local Administrative Entity and/or Board if a conflict of interest exists.
- O. The Successful Bidder must assure that it will comply with Local, State, and Federal program and fiscal monitoring requests.
- P. Bidders are prohibited from discussing this Request for Proposals with Board Members, any retained contractor facilitating portions of the procurement process, or Local Chief Elected Officials. Such contact will result in disqualification of the response. A question period is provided within the Request for Proposals timeline.
- Q. Bidders who have provided a submittal may protest the award of the contract according to the following process:
 1. Protests must be filed electronically and be received by the One-Stop Committee Chair Ben Baxter at ben.baxter@uaccb.edu by March 29, 2021. All protests are public information after the protest period ends.
 2. All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a State or Federal contracting law, rule, or regulation applicable to the contracting process.
 3. The Committee Chair will forward all protests to the One-stop Committee and provide detail on whether the protests meet the above conditions.
 4. During any part of the review or consideration, the protester may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by the Board within the request. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this Request for Proposals.
 5. The Board will review the protest and will issue a written response that is intended as a complete and final answer to the protest. A response will be issued no later than April 5, 2021.

6. The One-Stop Committee will document the submission of a protest and the findings in meeting minutes and report its finding to the full Board.

Eligible Applicants

Organizations eligible to respond to this Request for Proposals may fall within any of the following categories:

- Governmental Agencies
- Private Non-Profit Organizations
- Private For-Profit Businesses
- Educational Entities (other than elementary and secondary schools)

One-Stop Operator Roles and Responsibilities

The One-Stop Operator must coordinate the service delivery of core and required one-stop partners and other partners working with the comprehensive Workforce Centers. This includes managing partner responsibilities in the comprehensive One-Stop Centers as defined in the Memorandum of Understanding (MOU).

The WIOA MOU serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system. This includes the sharing of resources, referral agreements, etc. In the end, the overall goal is to ensure efficiency within the North Central Arkansas workforce system.

WIOA was signed into law on July 22, 2014, and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998, and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

WIOA has two tiers of partners: Core Program Partners and Required Partners.

The Core Program Partners who are required to collaborate and participate in the One-Stop System include: WIOA Adult, Dislocated Workers, Youth; Wagner-Peyser labor exchange; Adult Education and Literacy; and, Vocational Rehabilitation. Core Program Partners are in the common performance measures pool and must work closely together to achieve success.

Required Program Partners must participate in the MOU process and provide coordinated services with the comprehensive Workforce Centers. Required Program Partners include the four Core Program Partners as well as: Career and Technical Education, Title V Older Americans, Job Corps, Native American Programs, Migrant Seasonal Farmworkers, Veterans, YouthBuild, Trade Act, Community Services Block Grant, HUD, Unemployment Compensation, Second Chance, and TANF. In the event any of the required partners do not have funding in the North Central Arkansas Local Workforce Development Area, their participation is waived.

Providing businesses with the skilled workforce they need to compete in the global, regional, and local economies is central to Arkansas' vision in implementing the Federal Act. Arkansas' workforce system provides a talent pipeline through the establishment of partnerships between State and local entities, businesses, economic development, education, and community stakeholders. To ensure that the workforce system efficiently meets the needs of both the businesses and the jobseekers that it serves, Arkansas workforce agencies have jointly developed the State's workforce plan with the intent that this vision is carried out in each of the

Local Workforce Development Areas through their Workforce Centers.

The One-Stop Operator will be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive and affiliate One-Stop Centers. This will include convening partner meetings on a regular basis as well as stakeholder meetings including all core program partners and advising the Administrative Entity and Board Staff on partner operational challenges and successes.

In support of the WIOA MOU, the One-Stop Operator responsibilities will also include:

- Coordinating service delivery among partners
- Managing hours of operation at the comprehensive Centers
- Facilitating customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes are carried out as agreed upon in the WIOA MOU
- Communicating Board and Administrative policies and procedures to all partners
- Reporting to the Administration and Board on Center activities

The One-Stop Operator will submit a written and verbal report on work accomplished and challenges encountered on a quarterly basis to the North Central Arkansas Workforce Development Board. In addition, the One-Stop Operator will gather data for the Board from the partners on a quarterly basis including: common measure information; tracking incoming clients; resource room usage; and program specific referrals as outlined in the WIOA MOU.

Business Services Lead Roles and Responsibilities

The focal point of the workforce system is business and industry. The Successful Bidder will be the lead and work with a local business services team comprised of partner agencies to provide business development and job development activities. These activities are taking place in North Central Arkansas and may include:

- **Access to Facilities** - use of Workforce Center facilities by a business for a variety of purposes such as meetings, trainings, orientations, interviews, etc.
- **Assessments** - any test or assortment of tests used to measure the skills, interests and/or personality traits of a job seeker, potential employee, or current employee.
- **Business Education** - seminars, round tables, workshops, focus groups, etc.
- **Business Information** - information given to a business pertaining to a variety of incentive programs or other information requested that provides a benefit to that business.
- **Hiring Events** - a customized event for a single employer that assists with recruiting, interviewing, and hiring of one or more positions.
- **Job Fairs** - event for multiple employers that assists with the recruiting, interviewing, and hiring of one or more positions.
- **Job Postings** - staff-entered or web-entered job orders approved by staff.
- **Labor Market Information** - information on state and local labor market conditions, industries, occupations, and characteristics of the workforce, area business identified skills needs, employer wage and benefit trends, short and long-term industry and occupational projections, worker supply and demand, and job vacancies survey results.
- **Rapid Response** - a variety of services to businesses that are facing restructuring or

downsizing including onsite workshops for employees in transition, job placement assistance, and information on unemployment benefits.

- **Screening** - any service that involves the initial evaluation of applications or resumes that assists the employer in the recruiting process.
- **Training and Retraining** - any service provided to a business that involves the training or retraining of current or future employees including on-the-job training, work experience, incumbent worker training, etc.

Submission Information and Requirements

General Submission Information

To be considered for funding, an entity must provide a submittal for this Request for Proposals (RFP) including supporting documentation in accordance with the instructions in this RFP. When evaluating a submittal, the One-Stop Committee will consider how well the Bidder has complied with these instructions and provided the required information. The One-Stop Committee reserves the right to request clarifications from any Bidder regarding information in their submittals and may request an oral presentation if deemed appropriate and necessary to make a final recommendation.

Bidders may request clarification to comply with instructions during the Question and Answer period 1/31/2021 through 2/19/2021 by emailing Ben Baxter at ben.baxter@uaccb.edu. The Board's One-Stop Committee will discuss and respond to all questions by 2/24/2021 and post the answers on www.wrpdd.org or <https://www.ncaworks.com>.

Bidders shall not direct questions or have conversations regarding this Request for Proposals with any Board Members, Chief Elected Officials, the Consultant, or North Central Arkansas Board support staff except during the official "question" period. All questions must be communicated through ben.baxter@uaccb.edu.

Questions submitted should be electronic and include in the subject line Questions - North Central Arkansas Operator and Service Procurement. Questions without the assigned subject line may not be considered.

The submittal, as well as any reference materials presented, must be typed in English in at least 12-point font and must be on standard portrait 8 ½" by 11" size with no less than one inch margins. Landscape orientation containing charts, spreadsheets, and oversize exhibits is permissible. Submittals are limited to thirty pages or less including attachments and supportive information on single side of paper.

Funding

Funding is made possible by a grant from the U.S. Department of Labor and is administered by White River Planning & Development District on behalf of the Chief Elected Officials in North Central Arkansas in partnership with the State of Arkansas.

Compliance Requirements

Any award of a contract under this Request for Proposals will be subject to applicable requirements of the funding sources, including the U.S. Department of Labor, the State of Arkansas, and the North Central Arkansas Workforce Development Board. These terms and conditions include, without limitation, provisions regarding reporting, insurance, indemnification, audits, nondiscrimination, minority and women's business enterprise requirements, veterans' priority of service, conflict of interest and local hiring provisions.

Available Funds Note

It is suggested that the Successful Bidder has a minimum of three months operating capital on-hand throughout the term of the contract.

Public Records

Bidders are advised that documents in possession of the North Central Arkansas Workforce Development Board are considered public records and subject to disclosure under the Arkansas Freedom of Information Act.

Contractor Qualifications and Responsibilities

All businesses/organizations must meet a minimum level of administrative and fiscal capacity in order to contract for the requested services. Therefore, the Successful Bidder must provide the following Documentation of Proposals within a ten-day period after notification. Failure to satisfactorily provide the following documentation could result in disqualification of proposed award.

Documentation of Organization's Proposals:

- Legal entity - Proof of Incorporation, 501(c) (3), etc. and designation from the IRS of tax-exempt status, if applicable. Must submit document proving legal entity.
- Written personnel policies. Must submit table of contents of personnel policies.
- Written conflict of interest policy for staff and board. Must submit copy of Conflict of Interest Policy.
- Have an ongoing quality assurance process for services. Must submit description of process.
- For organizations that have more than one revenue source, must submit revenue documentation identifying the various sources of the amounts.
- Proven fiscal capacity including capacity for fund accounting. Must submit bound copy of most recent formal audit completed within last year. Must satisfactorily address all findings.
- Verify that the program has procured and will maintain during the life of the contract the following required insurance coverage: professional liability, errors and omissions; commercial general liability insurance, including contractual liability insurance; business automobile liability (if applicable); worker's compensation coverage; and employee dishonesty insurance. Must submit copies of certificate of insurance with contract.

In the event some of these documents are not applicable, the contract file will so indicate and the justification for such.

Submittal Content and Scoring

Proposals will be evaluated on Three Parts:

- Part I Required Format and Content in #1 below
- Part II Experience & Approach (45 points)
- Part III Budget Detail and Staffing Structure (9 points)

The top two scores in Part II will move onto consideration and analysis of budget detail and proposed service levels.

1. **All submittals must contain the following documents in this order to be considered:**

Entire submittal cannot exceed 30 pages and must be single-sided.

- a. Title Page Including Entity, Contact Person (email, phone, address)

- b. Executive Summary (no longer than 2 page)
- c. Narrative
- d. Budget and Budget Narrative
- e. Three References Attesting to Relevant Experience - hard copy letters preferred along with list and contact information

2. **Experience and Approach** Answer the following:

A. Business Services (21) points)

- a. Describe specific experience with providing business services and any "lead" role the organization has had in regard to business services.
- b. Describe specific experience in working with the WIOA Core Program Partners and a business services integrated team.
- c. Describe the organization's approach to leading a business services team and how seamless services would be coordinated.
- d. Detail how the organization will go about collecting business intelligence from employers in the local area and how the organization will develop professional relationships with major contributors to the local economy.
- e. Detail a strategy for providing information and education to employers on services available to them.
- f. Describe how sector strategies and career pathways will be used to assist with business services.
- g. Describe services that will be offered to employers and approach.

B. One-Stop Operator (21) points)

- a. Describe specific experience with serving as One-Stop Operator.
- b. Detail the role and responsibilities that will be undertaken as One-Stop Operator.
- c. Provide a detailed description of a proposed client flow to ensure Core Program Partners are included in upfront services.
- d. Detail the proposed management of the resource room.
- e. Detail information on how staff and partner training will be provided.
- f. Provide information on experience the organization has in regard to One- Stop Certification achievement and maintenance.
- g. Describe how system and Center orientations will be provided.

3. **Budget, Budget Narrative, and Staffing Structure (9 points)**

Based on the current budget information provided under the *Budget Detail* section of this Request for Proposals, provide a detailed anticipated budget. This budget and service information will be used to determine the Successful Bidder, however, it is recognized that actual budget negotiations will take place when funding levels are confirmed with funding sources. For the purposes of your submittal, include in your anticipated budget:

- a. Operator Budget Summary Chart (format to be used in Offer).

- Staffing details including time at each center

Cost Category	Total Chargeable Costs	Funds Leveraged from Partner Resources
Staff Salaries		
Staff Fringe		
Staff Travel		
Equipment		
Space Rent		
Supplies		
Postage		
Utilities		
Other: (list)		
TOTAL COST		

b. Budget Narrative

- Provide detail of what is covered under each budget line item
- Include any leveraged amounts to be used and not paid for by this RFQ; explain in detail

c. Value based additional cost detail

- Include information on any profit expected