



# Request for Proposals

For the period of July 1, 2021 – June 30, 2025

## One-Stop Operator and/or Title I Career Services Provider

**Proposals Due:**

December 2, 2020 at 4:00 p.m. EST

Westmoreland-Fayette Workforce Development Board  
145 Pavilion Lane,  
Youngwood, PA 15697

**RFP Release Date:**

October 1, 2020

The Westmoreland-Fayette Workforce Development Board is an equal opportunity employer.

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

## Table of Contents

General Information .....	4
About the Westmoreland-Fayette Workforce Development Board .....	4
Statement of Purpose .....	4
Contract Award & Funding Available .....	4
Bidders' Conference and Questions .....	5
Submission of Proposals .....	5
Overview: WIOA.....	6
Overview: One-Stop Centers .....	6
PA CareerLink® Centers in Westmoreland and Fayette counties.....	6
Overview: Title I Career Services Provider .....	7
Eligible Applicants .....	7
General Policies.....	8
Scope of Work: One-Stop Operator.....	9
Staffing .....	9
Site Operation and Management .....	9
Partner Collaboration .....	10
PA CareerLink® Certification .....	10
Outreach and Promotion .....	10
Data and Performance Management .....	11
Scope of Work: Title I Career Services Provider .....	11
Title I Career Services Elements.....	11
Required Activities .....	12
Overseeing of Career Services .....	12
Data and Performance Management .....	13
Training Services Implementation .....	13
Business Services .....	13
Partner Collaboration and Referrals .....	13
Program Outcomes and Deliverables .....	13
Population to be Served.....	14
Staffing .....	14
Facilities .....	15
Pre-Award Review Procedures .....	15

Proposal Format.....	15
Proposal Cover Sheet.....	15
Executive Summary.....	15
Organizational Overview.....	16
Proposal Narrative.....	16
Proposal Narrative Requirements for One-Stop Operator Proposal:.....	16
Proposal Narrative Requirements for Title I Career Services Provider Proposal:.....	17
Fiscal Accountability and Budget.....	20
Budget.....	20
Budget Narrative.....	20
Financial Capacity.....	21
Attachments.....	21
Proposal Review Scoring Rubric.....	22
Appeal Process.....	22
Post Award Administration.....	22
Contract Close Out and Record Retention.....	22
Appendix A.....	24
Pre-Award Review Procedures.....	24
Appendix B.....	25
Cover Sheet.....	25
Appendix C.....	26
Budget.....	26

## General Information

This section provides general background information related to the regulatory and programmatic context of this RFP.

### About the Westmoreland-Fayette Workforce Development Board

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

It is the mission of the WFWDB to serve as the local entity, responsible for the strategic planning and promotion of an effective workforce development system in Westmoreland and Fayette counties that responds to regional labor market needs. As a leading change agent for workforce development, the WFWDB leads development activities by:

- Developing and maintaining an organization that promotes advancing effective education and training for family-sustaining jobs for the people of Fayette and Westmoreland counties.
- Responding to the needs of the community by building and enhancing the career development and workforce training system.
- Identifying and addressing gaps in the workforce resources it serves.
- Building relationships with employers, educators, economic development partners, and/or elected officials in order to facilitate a cooperative effort to meet needs of the area.

### Statement of Purpose

The WFWDB is issuing this Request for Proposals (RFP) to identify an organization to be the One-Stop Operator and/or the Title I Career Service Provider in the Westmoreland-Fayette WDA. This area includes three PA CareerLink® centers (American Job Centers). These PA CareerLink® centers must provide One-Stop Operator Services and/or Title I Career Services Provider in accordance with WIOA. The period of performance will include a base contract year that begins on July 1, 2021 and ends on June 30, 2025, renewed annually at the discretion of the WFWDB.

All interested parties are highly encouraged to review this RFP carefully to gain a clear understanding of the WFWDB's expectations regarding the role of the One-Stop Operator and/or the Title I Career Services Provider in Westmoreland and Fayette Counties.

### Contract Award & Funding Available

Please be advised that the level of funding available is subject to change. All funding is contingent upon the availability of state and federal funds and the continued authorization of the WIOA activities in Westmoreland and Fayette counties. Services will commence on July 1, 2021 and end on June 30, 2025 subject to the availability and appropriation of funds.

The proposals submitted in response to this solicitation is not a legally binding document. However, the contents of the proposal of the successful bidder will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award. Staff

will negotiate and execute contracts with the bidder approved for funding. These discussions will take place after final funding approval and may include such items as budget, cost, program design, service levels, location, target population, projections, and clarifications.

Procurement Timeline:

- |   |                                 |
|---|---------------------------------|
| • Release RFP                             | October 1, 2020                 |
| • Questions for Bidder’s Conference       | October 15, 2020 at 12 p.m. EST |
| • Bidder’s Conference                     | October 19, 2020 at 2 p.m. EST  |
| • Proposals Due                           | December 2, 2020 at 4 p.m. EST  |
| • Expected Date for Notification of Award | March 19, 2021                  |
| • Start Date for Contract                 | July 1, 2021                    |

### Bidders’ Conference and Questions

A bidders’ conference will be held virtually on Monday, October 19, 2020 at 2 p.m. Information will be provided on the WFWDB’s website found at [www.westfaywib.org](http://www.westfaywib.org). Registration will be required.

At the conference, the WFWDB staff will review the requirements of the RFP and accept questions from the attendees regarding the RFP. All interested applicants are encouraged to attend, although attendance is not required to submit a proposal. Questions for the bidders’ conference should be sent to Janet Ward at 724-755-2145 or [jward@westfaywib.org](mailto:jward@westfaywib.org) by October 15, 2020 at 12 p.m. EST.

### Submission of Proposals

Submission of proposals unnecessarily elaborate or lengthy is not encouraged; neither are special bindings nor coverings. Program narratives are limited to twelve (12) pages, excluding the coversheet and attachments. Proposals must be submitted in a 12-point font, using standard 8.5” by 11” paper with 1” margins. Page numbers must be provided in the footer. Two (2) hard copies of the proposal (original and one copy) and one (1) emailed copy of the proposal must be received no later than 4:00 p.m. EST on December 2, 2020.

Hard copy packages should be submitted to:

- Westmoreland-Fayette Workforce Development Board  
145 Pavilion Lane  
Youngwood, PA 15697  
RE: One-Stop Operator and/or Title I Career Services Provider Proposal

Digital Copies can be emailed to:

- Janet Ward  
[jward@westfaywib.org](mailto:jward@westfaywib.org)  
Subject line: One-Stop Operator and/or Title I Career Services Provider Proposal

Proposals received after this time and date, whether by US Mail, commercial delivery, or hand carry, will not be considered for review. Timely receipt of the proposals is the sole responsibility of the proposer.

## Overview: WIOA

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

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

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

## Overview: One-Stop Centers

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

## PA CareerLink® Centers in Westmoreland and Fayette counties

The WFWDB oversees two workforce development areas –Westmoreland County and Fayette County – and as such, there are three one-stop centers offering the full range of PA CareerLink® services. The PA CareerLink® centers are designed to provide comprehensible and customer-driven services to employers, job-seekers, and other stakeholders interested in their local workforce area by collaborating in a professional, helpful, and well-organized manner. PA CareerLink® centers are to be welcoming locations that provide customer service and workforce assistance to employers and job-seekers in Westmoreland and Fayette county. Employers of all industries and job-seekers of any skill and education level are welcomed to utilize the PA CareerLink® services related to employee training, job searching, and other workforce development activities. Please review the Westmoreland-Fayette Workforce Development Board's MOU between the WFWDB, PA CareerLink® centers, and chief elected officials of Westmoreland and Fayette counties for a more comprehensive overview of the PA CareerLink® centers location in our area.

Locations and hours of operation for the centers are subject to change at any time throughout the contract period. The current Title I provider has site control, maintains the leases, and/or pays facility costs at all three centers.

- PA CareerLink® Alle-Kiski

1150 5<sup>th</sup> Avenue  
New Kensington, PA 15068  
Hours: 9 a.m. – 3 p.m. Monday – Thursday  
10 a.m. – 3 p.m. Friday

- PA CareerLink® Fayette County  
112 Commonwealth Drive  
Lemont Furnace, PA 15456  
Hours: 8 a.m. – 4 p.m. Monday – Friday
- PA CareerLink® Westmoreland County  
151 Pavilion Lane  
Youngwood, PA 15697  
Hours: 8 a.m. – 4 p.m. Monday – Thursday  
9 a.m. – 4 p.m. Friday

### Overview: Title I Career Services Provider

Title I establishes the framework for providing career and training related services to many job-seekers and employers at American Job Centers or, in Pennsylvania, PA CareerLink® centers. As the local workforce development board and fiscal agent for Title I programs, the WFWDB contracts with service providers to directly provide these services at the three PA CareerLink® centers in Westmoreland and Fayette counties.

### Eligible Applicants

Entities eligible to apply to be the One-Stop Operator and/or the Title I Career Service Provider include institutions of higher education, community-based organizations, nonprofit organizations, workforce intermediaries, private for-profit entities, government agencies, or any interested organization that is not a restricted entity, can carry out the duties of a One-Stop Operator and/or the Title I Career Service Provider. This also includes nontraditional entities such as chambers of commerce, labor organizations, and/or economic development corporations.

The selected contractor will be accountable to the WFWDB and the Board of Commissioners of Westmoreland and Fayette Counties for overall performance of PA CareerLink® centers within Westmoreland and Fayette county. Additionally, the selected contractor will be required to adhere to all laws and policies of federal, state, and local governments that apply to the funding sources.

Eligible applicants must be in good standing with the federal government, must not be debarred, and must have proof of insurance and a DUNS number. Applicants shall disclose all potential conflicts of interest in their proposal, including but not limited to relationships with particular training or other service providers, through the Disclosure of Conflict of Interest Form.

The service provider may apply to be the One-Stop Operator and the Title I Career Service Provider. However, the applicant shall describe in its proposal all firewalls and internal controls within the applicant-service provider entity in regard to competition, oversight, monitoring, and evaluation of the performance of the service provider if selected as contractor.

## General Policies

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



- A contract with the selected proposer may be withheld at the WFWDB's sole discretion if issues of contract, questions of Federal or State regulatory non-compliance, or questioned/disallowed costs exist until such issues are satisfactorily resolved. The WFWDB may withdraw award of a contract if the resolution is not satisfactory to the Board.

## Scope of Work: One-Stop Operator

The duties of the One-Stop Operator shall include the following and be assigned to the appropriate operator staff, which must include the PA CareerLink® Administrators and Support Staff.

### Staffing

The selected contractor will be responsible for the staffing duties related directly to the delivery of One-Stop Operator services and ensure an adherence to the high-quality standards expected from PA CareerLink® centers.

- Operator will be required to name an individual to act as the full-time One-Stop Manager.
- Determine how staff will fit into overall organization.
- Determine what precautions are to be taken in deciding whether personnel are suitable to work with vulnerable population.
- Manage the process for addressing center grievances (internal and external).
- Address staff-turnover and training.
- Creation and management of staff development plans.

### Site Operation and Management

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

- Establish and communicate specific and measurable PA CareerLink® performance standards in conjunction with the WFWDB, the State Workforce Development Board, and input from PA CareerLink® site staff.
- Recommend, maintain, and retire technologic tools and services needed for the operation of the one-stop centers.
- Maintain PA CareerLink® centers' calendar scheduling.
- Ensure the involvement, inclusion, and integration of youth programs, EARN Program, and all other programs at the PA CareerLink® center.
- Supervise PA CareerLink® administrator and support staff.
- Disseminate applicable updates from the WFWDB, Pennsylvania Department of Labor and Industry, and the Federal Department of Labor Employment and Training Administration.
- Develop continuous improvement processes to respond to immediate operational needs while ensuring that short-term actions support long-term objectives.
- Ensure quality service delivery to customers with special needs and maintain a current enhancement plan.
- Ensure that the WFWDB's mission and objectives are met and carried out.
- Convene quarterly meetings of all staff at the one-stop center locations.
- Ensure that one-stop center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency.

- Ensure that customer service standards are met and that action is taken as needed to modify approaches.
- Create and implement a customer flow to include, but not limited to, triage of all customers to determine their needs and their applicable Priority of Service status and ensure service delivery based on that status.

### Partner Collaboration

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

- Serve as an intermediary with all the one-stop partners.
- Ensure that an effective partner referral mechanism is in place for the benefit of individuals and the partners' performance and that the mechanism is followed.
- Implement an action plan that is developed in conjunction with partners who support the WFWDB's strategic plan to meet the needs and expectations of all key stakeholders.
- Know and understand the parameters under which the partners provide services and each partners' performance measurement goals.
- Maintain relationships with human service providers and educational providers and recruit additional service partners.
- Assess customer needs and feedback to make recommendations to partners and WFWDB for continuous improvements.
- Facilitate the Business Services Team and ensuring the sharing of information and resources among all service partners.

### PA CareerLink® Certification

The selected contractor will ensure that all PA CareerLink® centers within Westmoreland and Fayette counties assure compliance with One-Stop center certification criteria.

### Outreach and Promotion

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

- Develop community outreach activities within the budget including community notifications; the creation and distribution of promotional materials, press releases, e-newsletters; and maintenance of website.
- Identify workshop needs and engage with volunteers to host valuable workshops.
- Create and implement marketing and outreach plan for the community and employers. This plan should include, but not be limited to flyers, social media, website maintenance, e-newsletters, meeting attendance, and promotional materials.
- Schedule workshops and events at the PA CareerLink® centers located within Westmoreland and Fayette counties and assure representation by partner staff at outside events such as job fairs and career fairs.

## Data and Performance Management

The selected contractor will be responsible for developing, implementing, and overseeing processes to collect, manage, and utilize information about the Commonwealth Workforce Development System (CWDS). Likewise, the successful applicant must identify assessment instruments to be used and must demonstrate how assessment data will be tracked. Additionally, they will be responsible for managing data and performance management tasks.

- Address primary objective of assessment instruments by assisting the service provider in identifying skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skill gaps), and supportive service needs and should lend themselves to pre- and post-assessment opportunities to ensure aggregate data can be tracked.
- Capture data related to services, projections, costs, etc.
- Prepare reports and analysis of data collected.
- Recommend adjustments and improvements based off reports and data.
- Maintain required metrics and data as required, including but not limited to foot traffic and workshop registration.

## Scope of Work: Title I Career Services Provider

The duties of the Title I Career Services Provider shall include the following and be assigned to the appropriate individual.

### Title I Career Services Elements

The WFWDB has established a One-Stop Delivery system that serves as a community resource for both job seekers and employers to increase the efficiency with which the right person is matched with the right job, and to offer an abundance of career exploration and job readiness resources in a user-friendly, customer-focused, results-driven environment. This system is based on the following WIOA principles:

- Streamlining services
- Empowering Individuals
- Universal access
- Increased accountability
- Strong leadership, oversight and management roles for local Workforce Boards and private sector
- Local flexibility
- Improved youth programs

The Title 1 Career Services Provider will be responsible for the development and on-going functioning of the WFWDB One-Stop delivery system and center(s). The One-Stop system shall include but not be limited to:

- Provision of career services
- Access to training services
- Access to employment and training activities
- Access to programs and activities carried out by all WIOA one-stop partners
- Access to data, information, and analysis for the local labor market

- Provision of job search, placement, recruitment, and employment activities

### Required Activities

Bidders are encouraged to read WIOA to understand the scope of authorized activities. Below are the required activities to be provided:

- For Information Management: The selected applicant will be required to utilize the Commonwealth Workforce Development System (CWDS) as the information system of record for all participant and employer communication, service provision and other program activity and must ensure that all data is entered accurately and in a timely manner, adhering to all applicable data rules, regulations, and entry time requirements. Staff must be fully competent in utilizing CWDS including querying and producing reports from CWDS regarding the PA CareerLink® system. Applicants will participate in quality and compliance activities, as well as regular meetings and review of performance reports and other written reports when requested.
- For Marketing and Public Relations: The selected applicant will conduct regular and broad outreach, communication and recruitment activities to inform job seekers, employers, and other stakeholders of services and resources available through PA CareerLink®, Title I of WIOA and the larger workforce development system to ensure a steady pipeline of customers utilizing the system. Outreach and communications will include but not be limited to arrangement of and participation in career and community resource fairs and job recruitment events, where the selected applicants(s) will represent the Adult and Dislocated worker programs and the broader PA CareerLink® system.
- For Workshops and Events: The selected applicant will be expected to coordinate with the Service Provider representatives under the WIOA program and other co-located partners, as well as fulfill business service responsibilities that include developing and providing employer and job-seeker workshops, hiring events, job fairs, and other related services.

### Overseeing of Career Services

The selected contractor will be required to oversee the career services offered by Title I.

- Determine eligibility for WIOA adults, dislocated worker, or youth programs.
- Assess skill levels of program participants, including literacy, numeracy, and English language proficiency.
- Possess knowledge of the Labor Exchange Services and how to implement them.
- Understand and advance the job search and placement process.
- Possess knowledge and ability to stay knowledgeable on information regarding in-demand industry sectors.
- Possess knowledge of and ability to utilize local labor market information.
- Maintain and improve apprenticeship recruitment and other business services.
- Implement and develop individualized career services
- Create comprehensive and specialized assessments of skill levels.
- Develop an individual employment plan as defined in Section 20 CFR 678.430b.

## Data and Performance Management

The selected contractor will be responsible for tracking services and outcomes in the state case management Commonwealth Workforce Development System (CWDS).

- Staff of the One-Stop Operator will be required to complete CWDS training within three months of the award announcement for the Local Workforce Development One-Stop Operator contract.
- Provider will be accountable for the integrity of the data presented and responsible for ensuring that staff is appropriately trained in the use of these systems.

## Training Services Implementation

The selected contractor will be responsible to implementing and maintaining the following training services offered under Title I:

- Access to training services as defined in 20 CFR 680.200.
- Access to employment and training services as defined under Section 134 (d) of WIOA.
- Access to programs and activities carried out by all WIOA One-Stop Partners.
- Make career services available to local businesses, specifically labor exchange services and labor market information.
- Customized business services including recruitment, job-matching services, as defined in Section 20 CFR 678.435.
- Access on-site and remote access for the above services.

## Business Services

The selected contractor will inform, participate in, and align all activities with the WFWDB's business engagement efforts and sector strategies. The contractor will develop, promote, and deliver quality business services that assist employers and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy. To do this, they must have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers; and employ an integrated business services strategy that aligns with the efforts of WFWDB and other PA CareerLink® stakeholders.

## Partner Collaboration and Referrals

The selected contractor will work closely with WFWDB to collaborate and coordinate activities with the stakeholders and initiatives that comprise the larger workforce development system. Such initiatives include but are not limited to WFWDB programs funded by WIOA, TANF, and other public and private funds, core partner agencies providing WIOA Title II, Title III and Title IV Services, signatories of the One-Stop Partner MOUs, and other activities of stakeholders affiliated with WFWDB.

## Program Outcomes and Deliverables

The selected contractor will meet or exceed the WIOA Performance Measures for the WFWDB local workforce development area. The WFWDB is required to establish local performance measures in order to evaluate program effectiveness and achieve continuous improvement in the delivery of WIOA programs. The WFWDB may negotiate quarterly benchmarks with the provider by which contract performance of the provider will be measured. The provider will report performance measures to the WFWDB on a monthly basis. Achievement of measurable Performance Outcomes is a critical expectation of the WIOA Adult, Dislocated Worker and Youth Work Development Service Providers.

Program Outcomes and Deliverables Due Dates:

Adult	Dislocated Worker	Youth
<ul style="list-style-type: none"> <li>• Employment Rate (2<sup>nd</sup> quarter after exit)</li> <li>• Employment Rate (4<sup>th</sup> quarter after exit)</li> <li>• Median Earnings (2<sup>nd</sup> quarter after exit)</li> <li>• Credential Rate (within 1 year after exit)</li> <li>• Measurable Skills Gain (real time measure)</li> </ul>	<ul style="list-style-type: none"> <li>• Employment Rate (2<sup>nd</sup> quarter after exit)</li> <li>• Employment Rate (4<sup>th</sup> quarter after exit)</li> <li>• Median Earnings (2<sup>nd</sup> quarter after exit)</li> <li>• Credential Rate (within 1 year after exit)</li> <li>• Measurable Skills Gain (real time measure)</li> </ul>	<ul style="list-style-type: none"> <li>• Placement in Employment or Education (2<sup>nd</sup> quarter after exit)</li> <li>• Placement in Employment or Education (4<sup>th</sup> quarter after exit)</li> <li>• Median Earning (end quarter after exit)</li> <li>• Measurable Skills Gain (real time measure)</li> </ul>

### Population to be Served

The one-stop service delivery system is designed to provide all job seekers and businesses with access to a broad range of information, services, and career opportunities. As such, a diverse range of stakeholders utilize the PA CareerLink® system to pursue educational and employment outcomes. Job seekers come with differing levels of skills, abilities, experience, and barriers to employment seeking career opportunities in various occupations. The selected contractor will have experience delivering workforce development services to a similarly diverse population on a comparable scale.

### Staffing

The selected contractor will be required to oversee the staffing of personnel with positions that fall under Title I and ensure that staff and management is reflective of the workforce development standards required by the WFWDB.

- Adequate staffing in each PA CareerLink® center should be at a minimum:
  - **Westmoreland Region Northern:**
    - Two (2) Employment Specialists
    - .5 Account Representatives
  - **Westmoreland Region Central:**
    - 1 Employment Supervisor
    - 5 Employment Specialists
    - 2 Account Representatives
    - 1 Youth Supervisor
    - 1 Office Support Personnel
  - **Fayette Region:**
    - 1 Employment Supervisor
    - 3 Employment Specialists
    - 3 Account Representatives
    - 1 Peer Recruiter
    - 1 Office Support Personnel
  - **Program Management:**

- .35 Director of Workforce Development

Copies of job descriptions are available upon request.

## Facilities

The selected contractor will be responsible for the management and coordination of PA CareerLink® facilities.

- The WFWDB is requesting bidder provide all necessary services in its bid. Cost of current facility is available upon request.
- The selected contractor will be required to hold all building leases, utilities, phone systems, internet, furniture, copiers, cleaning, and others as needed for a complete turn-key facility.
- The selected contractor must provide locations for Career Services in the Westmoreland Region – Northern (New Kensington area), Westmoreland Region – Central (Greensburg-Youngwood area), and Fayette Region – Uniontown area.
- Facilities must have visibility to public and be mass transportation available.
- Facilities must meet all accessibility standards and present a professional, well-maintained environment.
- Estimated size of building – one floor only:
  - Westmoreland Region Northern – 6,110 sq. ft. \$6,492 per month
  - Westmoreland Region Central – 8,404 sq. ft. \$7,500 per month
  - Fayette Region – 5,500 sq. ft. \$5,300 per month

## Pre-Award Review Procedures

The WFWDB is requesting that Attachment A (see Appendix 1) be submitted by all interested parties to the Request for Proposals of the One-Stop Operator and/or Title I Career Services Provider.

Please submit this form prior (no later than 1 p.m. on 10/19/20) to the Bidder's Conference on Monday, October 19, 2020 at 2 p.m. Interested parties must address all questions. Use additional pages if needed.

This form must be completed and submitted to be considered in the review process.

## Proposal Format

The proposal for the One-Stop Operator and/or the Title I Career Services Provider must be submitted in the order outlined below.

### Proposal Cover Sheet

**Required for both One-Stop Operator proposal and Title I Career Services Provider proposal.**

The proposal for the One-Stop Operator and/or the Title I Career Services Provider must be submitted using the specified Cover Page (see Appendix 2).

### Executive Summary

**The following is required for both One-Stop Operator proposal and Title I Career Services Provider proposal.** This section should not be more than two (2) pages.

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

### Organizational Overview

**The following is required for both One-Stop Operator proposal and Title I Career Services Provider proposal.** This section should not be more than two (2) pages.

- Basic organizational description including year established, organizational incorporation status and where incorporated, governance structure, mission, principal programs and services, executive leadership, annual budget, partners and/or subcontractors, and number of staff.
- Demonstrate that your organization’s eligibility to participate as the One-Stop Operator and/or Title I Career Services Provider, as described in Eligible Applicants (page 6).
- Experience in managing programs of similar size and scope that are specified in this RFP, including but not limited to individuals served, services and activities delivered, contract values, and related performance outcomes.
- Administrative and fiscal capacity including but not limited to your organization’s proven ability to provide fiscal support and oversight, utilize information systems, manage resources and personnel, and produce timely and accurate program reports.

### Proposal Narrative

**A proposal narrative is required for both the One-Stop Operator proposal and the Title I Career Services Provider proposal.** Follow the order in the Proposal Narrative Requirements described as follows using the same titles for section headings. Proposal Narrative(s) should not exceed twelve (12) pages each.

Proposal Narrative Requirements for One-Stop Operator Proposal:

1. **Staffing Plan:** Please reference Scope of Work: One-Stop Operator Section 1: Staffing.
  - Describe how the System Manager will function in a supervisory capacity at the One-Stop centers, in particular when dealing with functional supervision of state, merit-based staff that, in many cases, would not be direct reports.
  - If a One-Stop System Manager has already been identified, provide a resume.
  - If the individual will be a new hire, list the qualifications, process for selection, and timetable you will use to identify and hire an appropriate individual.
  - Describe any other staff that the bidder believes would be necessary to the success of the operator function.
  - Additionally, resumes are required for all organization personnel affiliated with the One-stop delivery system.
  - For any positions for which no staff have been identified, describe the qualifications sought and the process by which individuals will be selected.
  - Provide an organizational chart that shows how the staff will fit into the bidder’s overall organization.



- Describe what precautions are taken to determine whether personnel are suitable to work with vulnerable populations.
  - How will you manage staff communications and staff satisfaction?
  - How will you manage the process for addressing center grievances (internal and external)?
  - Provide an overview of how you will address staff-turnover and training.
  - How will staff development plans be created and managed?
  - If the entity has a board, provide identification of board members.
2. **Site Operations and Management:** Please reference Scope of Work: One-Stop Operator Section 2: Site Operations and Management.
    - Outline the plans and methodology you will use to ensure the effective operation at the PA CareerLink® centers in Westmoreland County, Fayette County, and the Alle-Kiski area including how you will ensure that services are being made accessible, available, customer-orientated, and well-coordinated among partner agencies.
  3. **Vision of One-Stop Operator:** Please reference Scope of Work: One-Stop Operator Section 3: Partner Collaboration and Section 5: Outreach and Promotion.
    - Outline your organization’s vision of the One-Stop Operator roles and responsibilities in the PA CareerLink® system based on the provided scope of work.
  4. **Internal controls and Firewalls:** Describe clear internal controls and firewalls between the One-Stop Operator and Title I Career Services Provider.
  5. **Transition:** Understanding that any agreement resulting from this RFP would effectively begin on July 1, 2021, provide a timeline illustrating the major goals, activities, and tasks that you would take to implement your proposed model.
  6. **Data and Performance Management:** Please reference Scope of Work: One-Stop Operator Section 6: Data and Performance Management.
    - How would you measure success for the One-Stop delivery system?
    - How would you track the performance measures as described in 4A?
    - Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved?
    - Describe how monthly reports will be submitted.
    - Describe your approach to identifying points in performance that would be “triggers” to take action to avoid performance failure, and how information will be used to make decisions that will improve efficiency and effectiveness.
    - How will you ensure that providers input timely data entry on program participants and validate program eligibility?
    - Give examples of midcourse corrections made in order to ensure successful outcomes.
    - Provide an assurance that data will be tracked and reported in accordance with all applicable requirements utilizing the CWDS.

Proposal Narrative Requirements for Title I Career Services Provider Proposal:

1. **Alignment with WIOA Program Goals:** How does your organization’s mission and/or vision align with this funding opportunity and its goals? Why is your organization in the best position to deliver an innovative One-Stop delivery system? How does the proposed program of work align

with the economy and workforce needs of the Westmoreland-Fayette Workforce Development Area?

2. **Experience:** Provide examples of relevant contracts the bidder has previously entered into, include type of contracting entity, location of the work, and general types of services provided.
  - Include a description of the bidder's experience with the One-Stop service delivery model under WIOA or similar programs.
  - Describe any major workforce development achievements the organization has experienced outside of WIA/WIOA federal performance standards.
  - If the organization has previously delivered WIOA services, or has overseen delivery of WIOA service contracts, please provide performance data for the most recent two program years available and most recent program monitoring report in an attachment. Cite the page number for the attachment in this portion of the narrative.
3. **Title I Career Services Elements:** Please reference Scope of Work: Title I Career Services Provider Section 1: Title I Career Services Elements.
  - Provide a detailed explanation of how you plan to ensure that the One-Stop Delivery system meets the WIOA principals
  - Describe creative or innovative ideas you have for on-stop system services and how you would implement those ideas.
4. **Required Activities:** Please reference Scope of Work: Title I Career Services Provider Section 2: Required Activities.

For Information Management:

  - Describe your experience in working with a transactional customer database such as the CWDS or another. This may also include on-line tools that jobseekers and one-stop staff could utilize in their job search such as TORQ or similar.

For Marketing and Public Relations:

  - Describe how you will develop an overall marketing plan. Include ideas for marketing the One-Stop delivery system and describe marketing techniques previously used.
  - Describe how you will evaluate the effectiveness of marketing strategies.
  - How will you assist the staff in developing a public image for the center(s) and improve public relations.

For Workshops and Events:

  - Describe related experience in coordinating workshops and events with multiple partners.
  - Describe the process to ensure that workshops will be relevant and beneficial to clients, as well as the process for determining frequency and timeliness of workshops/events/special programs.
5. **Data and Performance Management:** Please reference Scope of Work: Title I Career Services Provider Section 3: Data and Performance Management.
  - Describe how you will meet the requirements and responsibilities listed.
6. **Training Services Implementation:** Please reference Scope of Work: Title I Career Services Provider Section 4: Training Services Implementation.
  - Describe your approach to continuous improvement, including how you will develop additional means for "listening to the customer" beyond written surveys.
  - How will you ensure all feedback is evaluated?

7. **Business Services:** Please reference Scope of Work: Title I Career Services Provider Section 5: Business Services.
  - Describe the proposed method of measuring effectiveness in serving employers.
8. **Partner Collaboration and Referrals:** Please reference Scope of Work: Title I Career Services Provider Section 6: Partner Collaboration and Referrals.
  - Describe how you will collaborate, coordinate, and establish strong relationships with the stakeholders and initiatives comprising the larger workforce development and social services systems in Westmoreland and Fayette Counties. Include in your response, how you will ensure coordination with youth and young adult programs, and other programs and initiatives led by WFWDB.
9. **Program Outcomes and Deliverables:** Please reference Scope of Works: Title I Career Services Provider Section 7: Program Outcomes and Deliverables.
  - Provide a description of how the One-Stop will support WIOA service providers and all co-located partners in attaining their Performance Outcome goals. What Metrics will allow you to evaluate your support of these goals?
  - Describe your proposed method of measuring effectiveness.
  - Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved.
  - Describe the methods to be used to measure and track success in addressing primary objectives.
  - Describe how monthly reports will be submitted.
10. **Population to Be Served:** Please reference Scope of Work: Title I Career Services Provider Section 8: Population to Be Served.
  - Describe the population to be served (target population and eligibility).
  - Discuss the proposed philosophy, approach and implementation plan for outreach and recruitment of diverse target groups.
  - Address how the center(s) will serve people with disabilities, limited English proficiency, and prioritized populations (i.e. recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills deficient.)
11. **Staffing:** Please reference Scope of Work: Title I Career Services Provider Section 9: Staffing.
  - Include list of all proposed personnel who will be involved in the delivery of the proposed activities.
  - Include minimum requirements for each position proposed.
  - Describe plans for transition, as well as how staff turnover and changes will be handled while maintaining integrity of services and contractual obligations.
  - Identify any interim staff who will oversee the program and transition while permanent staff is being hired, if applicable.
12. **Facilities:** Please reference Scope of Work: Title I Career Services Provider Section 10: Facilities.
  - Describe you experience in managing a property with multiple tenants. How will you provide management of facilities, property, and inventory for the One-Stop Center?
  - Describe how you will ensure facility compliance with the Americans with Disabilities act that meets the intent, not just the letter of the law.

- How will you develop a plan for assessing the best flow of traffic design? (Provide an example of a customer flow chart that you have operated under in a one-stop environment and the principles behind the selected customer flow).
- Describe the rationale, facilities, and any experience you have had with an office move.
- Prepare a timeline for full operation of services, assuming full operation of a contract by July 1, 2021. At a minimum include:
  - Hiring of staff
  - Training of staff
  - Preparation of space: electronic access for all staff available, e-mail accounts assigned, moving time and readiness to begin function
  - Full operation in place, all services functional, all agreements in place.

### Fiscal Accountability and Budget

The fiscal accountability and budget for the One-Stop Operator and/or the Title I Career Services Provider must be submitted in the order outlined below

#### Budget

**Required for both One-Stop Operator proposal and Title I Career Services Provider.** A budget must be included using the budget forms listed in Appendix C.

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

1. **Budget Requirements for One-Stop Operator Proposal:** Submission of a detailed budget on provided template (See Appendix C). The budget should be calculated and submitted based on one year of service provision.
2. **Budget Requirements for Title 1 Career Services Provider:** Submission of a detailed budget on provided template (See Appendix C). The budget should be calculated and submitted based on two years of service provision. The budget should clearly identify which costs are programmatic and which costs are administrative. Administrative costs shall be consistent with the cost limits in the WIOA program for the local area.

#### Budget Narrative

**Required for both One-Stop Operator proposal and Title I Career Services Provider.**

Provide a narrative to accompany the budget that describes the purpose of each cost, explains how all costs are estimated and justifies the need for all costs in meeting contract requirements. This section should not be more than three (3) pages.

1. **Budget Narrative Requirements for One-Stop Operator Proposal:** Include staff positions, percentage of time dedicated to each position, and proposed wage/salary.
2. **Budget Narrative Requirements for Title 1 Career Services Provider:** Include staff positions, percentage of time dedicated to each position, proposed wage/salary, and justification for including each position in this proposal. Describe anticipated professional development

opportunities and how you estimated the costs. Identify any in-kind resources/support for the one-stop work beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of funding. Explain how you arrived at your estimate for dues, membership and publications, and what memberships and subscriptions are anticipated.

### Financial Capacity

**Required for both One-Stop Operator proposal and Title I Career Services Provider.** Provide a description of the administrative and financial management capabilities of the organization.

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

### Attachments

The following attachments should be included. These do not count toward the total page requirements:

1. **Reference Letters** – A maximum of three (3) letters of reference or recommendation from previous partners or grantors.
2. **Audit Reports** – Provide a copy of the recent audit reports for the bidding entity as an attachment and cite the page number of the attachment in this section of the narrative.
3. **Certificate of Insurance** – A Certificate of Insurance should be furnished with the proposal. In the event that a certificate of insurance cannot be furnished with the proposal, a letter from the bidder's insurance broker/company indicating that in the event the bidder is successful in obtaining this contract that the required insurance would be available for certification before the contract becomes effective.
  - Certification of Insurance Coverage should include:
    - Statutory workers compensation and employer's liability insurance
    - Comprehensive, all risks general liability coverage for person injury and property damage
    - Liability of not less than \$1 million for each occurrence and \$2 million annual aggregate
    - Comprehensive automobile bodily injury and property damage coverage liability of not less than \$1 million combined single unit
    - Crime and Fidelity coverage in the amount of \$500,000

## Proposal Review Scoring Rubric

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

One-Stop Operator and Title 1 Career Services Provider Scoring Rubric:

Points Awarded Per Category	
Proposal Cover Sheet	Required, but not scored
Executive Summary	Required, but not scored
Organizational Overview	5 points
Program Narrative	65 points
Budget and Budget Narrative	25 points
Attachments	5 points
<b>Total Points Available</b>	<b>100 points</b>

## Appeal Process

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

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

Written appeals must be made to Janet Ward, Executive Director, Westmoreland-Fayette Workforce Development Board, 145 Pavilion Lane, Youngwood, PA 15697. All disputes will be reviewed by the Executive Director and Customer Services Committee with written response in twenty (20) days. If appealed, the WFWDB's decision is final.

## Post Award Administration

The WFWDB will provide technical assistance and perform financial and programmatic monitoring, careful analysis of performance and the review of documentation and reports throughout the length of the contract award.

In addition, an initial six-month assessment, and then, at least an annual assessment of the One-Stop Operator and Title I Career Service Provider will occur. Such assessment will include, but not limited to: primary indicators of performance of all WIOA core programs, participating partner survey, other performance measures, consideration of oversight and monitoring activity reports, and will be consistent with PA CareerLink® certification requirements and applicable MOU9s) agreements. The WFWDB Customer Services Committee will be responsible for assessment of the One-Stop Operator and Title I Career Service Provider, reporting assessment results to the WFWDB and Chief Elected Officials.

## Contract Close Out and Record Retention

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

Records are to be retained for a period of three (3) years from the date of the final expenditure report for that funding period to the awarding agency. Regulations that cover records maintained by contractors or subcontractors can be found at 29 CFR 97.36(i)(10).

However, any litigation, claim, negotiation, audit or other action involving the records that has been started before the expiration of the three-year period will necessitate retaining the records until completion of the action and resolution of all issues that arise from it.

All sub-recipient contracts contain a provision to return participant files to the WFWDB in the event that the contract is not renewed, or the agency goes out of business

## Appendix A

### Pre-Award Review Procedures

1. What are the Mission and Goals of your organization?
2. Who are the primary customers that you serve?
3. What are the primary services that you currently offer?
4. What motivates you to consider participating in a formal RFP to become the One-Stop Operator and/or WIOA Title 1 Career Services Provider for the Westmoreland-Fayette Workforce Development Board (WFWDB)?
5. Detail why your organization is interested in and is well positioned to serve job-seekers and employers in the Westmoreland-Fayette Workforce Development Area?
6. What experience does your organization have in assisting individuals along career pathways to “opportunity occupations”? Why is this experience significant?
7. What experience does your organization have in operating/being a partner of a One Stop that includes other partners?
8. Is your organization in compliance with all federal, state, and local policies?
9. Is your organization in debarment or suspended from federal or state awards?
10. Enclose a copy of most recent audit report.
11. Please list your DUNS #:
12. Please list your Federal EIN #
13. Provide evidence of Liability Insurance.

Please provide the following information:

---

Company Name

---

Street Address

PO Box

City

State

Zip

---

Telephone #

Fax #

E-mail

---

Signature

Signatory's Name (Printed)

Signatory's Title



Appendix B  
Cover Sheet

**Applicant Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Proposed Contact Person:** \_\_\_\_\_

**Proposed Contact Title:** \_\_\_\_\_

**Telephone/Cell Phone:** \_\_\_\_\_

**Website** \_\_\_\_\_

**Total Funding Requested:** \_\_\_\_\_

I hereby certify that the information provided in this submission is accurate.

\_\_\_\_\_  
(Print Name/Title) Signature

I hereby certify that I am duly authorized to sign contracts on behalf of this organization

\_\_\_\_\_  
(Print Name/Title) Signature

## Appendix C

### Budget

Please reference the budget forms in Excel Spreadsheet format that were sent along with this RFP:

- Title I Career Services – Salaries
- Title I Career Services – Budget
- Title I Career Services – Narrative
- One-Stop Operator – Narrative