

REQUEST FOR PROPOSAL 2025

WORKFORCE INNOVATION AND OPPORTUNITIES ACT

One-Stop-Operator - CareerPoint North Bay
(Americas Job Center of California, AJCC)

Bruce Wilson, Executive Director

Workforce Alliance of the North Bay (WANB)
A Proud Partner of America's Job Center of California Network



WANB is an Equal Opportunity Employer and administrative entity of employment and training programs.

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SECTION 1: INTRODUCTION

SECTION 1.1 PURPOSE

The Workforce Alliance of the North Bay (WANB) Workforce Development Board is requesting proposals from qualified firms and/or individuals to submit proposals for being the One-Stop Operator (OSO) under the Workforce Innovation and Opportunity Act of 2014 (WIOA).

The successful respondent will serve as a One-Stop Operator for WANB's America's Job Centers of California ("AJCC") network, sometimes referred to herein as "One-Stop system." Proposals must be submitted for the One-Stop Operator that covers all four counties in the WANB system. For continuity purposes, WANB will contract with a single OSO, promoting common sets of principles, policies, and forms at each of the four-county network. WANB's four counties include Lake, Marin, Mendocino and Napa counties.

The successful bidder(s) will be selected based on:

1. Demonstrated abilities, (organizational structure and/or staffing for entity respondents.)
2. Historical experience and performance.
3. Innovations in strategies that enhance partner coordination, continuous improvement, and excellent quality of customer services.
4. Cost-effective efficient methods that boost the leveraging of funding and reduce the cost of high-quality outcomes.
5. Emphasis on achieving high customer satisfaction, and
6. Commitment to work within the local, state, and federal agencies that manage and administer WIOA.

The primary function of the One-Stop-Operator (OSO) is to ensure coordination of WIOA Required Partners to:

1. Ensure smooth and efficient daily operations at the various AJCC's in the network,
2. Ensure the coordinated delivery of workforce and employment services, and
3. Strengthen customer satisfaction and value.

SECTION 1.2 CONTRACT TERMS

The One-Stop Operator contract will be for a one-year period, from July 1, 2025, through June 30, 2026, and can be extended annually, not to exceed three extensions (possibly extending the contract to cover 4 years).

Responders must use the annual funding estimate below at (SECTION 1.7 ESTIMATED WIOA FUNDING). Please understand that the amount in Section 1.7 is estimated for the purpose that all responder’s budgets are presented using the same dollar amount.

Contracts will use actual funding for PY 2025 (updated annually if the contract is extended). WANB will learn the actual amount before the contract begins.

SECTION 1.3 SCHEDULE OF EVENTS

RFP Release Date	September 30, 2024
Bidder’s Conference	October 28, 2024
Proposal Deadline	November 15, 2024
Formal Review of Proposals	Week of January 13-16, 2025
Bidder’s Interview, If Requested	Week of February 10-14, 2025
WANB Regional WDB	March 13, 2025
WANB Governing Board Approval	March 21, 2025
Anticipated Contract Start Date	July 1, 2025

SECTION 1.4.1 PROPOSAL SUBMITTALS

- This RFP will require submittal no later than November 15, 2024.
- The submittal must contain one original “wet” signature when mailed or a digitally authenticated signature (adobe, DocuSign, etc.) when emailed, signed by an authorized person of the prime respondent agency. If submitting by mail, an electronic copy (that may be unsigned) must also be submitted by email or on a USB drive.

- The submittal must be postmarked on or emailed on or before November 15, 2024.
- *The proposal must be mailed to PO Box 247, Napa CA 94559 or emailed to RFP@workforcealliancencorthbay.org*
- Proposals must be in PDF format, limited to 2 pages for Executive Summary and an additional 15 pages for the Narrative, typed in at least 12-point font, and at least 8 pt line separation.
- Proposals may include attachments that clarify the proposal and or show examples of previous work. Please be aware that attachments may not be read in their entirety by the review team, at their discretion. Respondents should make sure the essence of their offer is contained in the limited 15 pages of Narrative. Attachments are not counted in the page limit for proposals.
- Proposals in file formats other than PDF will only be accepted if the respondent obtains written approval from the WANB Executive Director.
- Faxed proposals will not be accepted.

SECTION 1.4.2 WANB CONTACT INFORMATION

All communications regarding the RFP (questions and answers) *must be made in writing and sent to* RFP@workforcealliancencorthbay.org

Registration as a potential responder to RFP

Agencies and individuals that want to receive notice about the Zoom Bidders Conference must send an email to RFP@workforcealliancencorthbay.org

The registration must include the agency or individual's name, email address, street address, phone number, and name of contact person. Please indicate if you can receive SMS messages at the phone number supplied.

SECTION 1.5 ELIGIBLE AGENCIES

Agencies that may apply include:

1. Established Community-Based organizations,
2. Individuals
3. Post-Secondary Educational institutions,
4. Public agencies,
5. Private Non-Profit agencies/institutions, and
6. Private For-Profit agencies/institutions.

The successful respondent that is awarded a One-Stop Operator contract will be a sub-recipient of WANB.

The awardee must comply with the Workforce Innovation and Opportunity Act and all applicable federal and state laws, regulations, and WANB policies that shall apply. And, because WANB is funded by EDD, the awardee is required to follow guidance and policy issued by directives from EDD in the performance, oversight, and reporting for this award.

SECTION 1.6 BIDDER’S CONFERENCE

WANB will hold a Bidder’s Conference to provide a brief overview of the RFP and answer questions from prospective respondents.

The time between the release of the RFP and the Bidders Conference is considered an “open period” that WANB will accept and post written questions and answers about the RFP.

Questions must be emailed to RFP@workforcealliancencorthbay.org

Responses will be posted on the WANB website located at:
<https://www.workforcealliancencorthbay.org/rfps/> as practical.

(Emails received too close to the Bidders Conference may be addressed at the Bidders Conference and included on the website disclosing all information provided at the Bidders Conference).

The Bidder’s Conference will be held using a Zoom meeting on October 28, 2024, at 2:00 p.m. The Bidder’s Conference will be recorded and posted to WANB’s website located at: <https://www.workforcealliancencorthbay.org/rfps/>

Participation in the Bidders Conference is advised but not required.

Other than the record of this Bidder’s Conference, and the posting of emailed questions and answers leading up to the Bidder’s Conference, no direct communication with WANB staff regarding this RFP is allowed.

WANB will post all questions and answers by November 6, 2024, to give all responders time to incorporate them into their proposals.

WANB reserves the right to consolidate or group RFP questions to streamline the response process.

Respondents are asked to refrain from directly contacting WANB Workforce Development Board members or WANB staff with questions regarding the RFP. Violation of this requirement may result in disqualification from the bidding process.

SECTION 1.7 ESTIMATED WIOA FUNDING

Funding for each program year is determined by the US Department of Labor based on an established formula for WIOA State Formula Funds awarded to California generally around June of each year.

A portion of each County’s allocation is dedicated to the One-Stop Operator. The contract payments to the OSO will not be tracked according to direct or indirect benefit to any county. The OSO activities implicitly benefit all AJCC operations.

For planning purposes, respondents to this RFP should understand that the level of One-Stop Operator funding for the program year 2025/2026 is not certain at the time. Consequently, please use the estimated allocation shown for funding below.

Proposals may or may not request the full amount.

Table 1. 2025/2026 WIOA Funding Available for Contract

Total all 4 Counties	\$135,000
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**These amounts may increase or decrease by July 1, 2025, based on the availability of formula fund allocation from the California Employment Development Department (EDD).*

SECTION 2: BACKGROUND

SECTION 2.1 OVERVIEW OF WIOA

WIOA was signed into law by President Barack Obama on July 22, 2014, and took effect on July 1, 2015. WIOA is the legislation that provides funding, guidance, and alignment of public workforce development systems across the United States. WIOA intends to equip workers with the skills necessary to meet business needs and to provide businesses with access to talent pools needed to compete in their local, regional, and global economies.

The creation of the One-Stop Career Center Network began in 1992 and is considered the cornerstone of the public workforce system. This network is now branded nationally as the American Job Centers (AJC), and in California as the America's Job Center of CaliforniaSM (AJCC) network. These centers are also described as One-Stop centers. Under WIOA, the AJCC network is measured by its effectiveness, accessibility, and continuous improvement as it relates to its ability to achieve performance levels, integrate services, and meet the workforce development needs of the region.

The WIOA law outlines six (6) key purposes:

1. **Increasing access** to and opportunities for employment, education, training, and support services that individuals need to succeed in the labor market, with particular emphasis on those with barriers to employment.
2. **Aligning workforce investment**, education, and economic development systems to support a comprehensive, accessible, and high-quality workforce development system.
3. **Improving the quality** and labor market relevance of workforce investment, education, and economic development efforts to provide individuals with the skills and credentials needed to secure and advance in employment with family-sustaining wages and to provide employers with the skilled workers needed for success in a global economy.
4. **Promoting improvements** in the structure and delivery of services through the workforce development system to better address the employment and skill needs of workers, job seekers, and employers.
5. **Increasing the prosperity of workers and employers** with economic growth of communities and regions; and
6. **Increasing the employment, retention, and earnings** of participants and increasing the attainment of recognized postsecondary credentials by participants to improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, and meet the skill requirements of employers to enhance productivity and competitiveness.

The U.S. Department of Labor envisions WIOA as the driver of workforce systems that support strong regional economies to play an active role in community and workforce development. America’s Job Centers of California (AJCC) are expected to provide excellent customer service with a focus on continuous improvement, be responsive to the needs of businesses and workers that drive workforce solutions.

More information on WIOA is available at the following websites:

- California Employment Development Department: <https://www.edd.ca.gov/>
- California Workforce Association: <https://calworkforce.org/>
- California Workforce Development Board: <https://cwdb.ca.gov/>
- Department of Labor’s [Training and Employment Guidance Letter \(TEGL\) No. 04-15 \(Vision for the One Stop Delivery System under the WIOA\)](#):
- [WIOA](#) General Information
- [WANB local Policies](#)

SECTION 2.2 OVERVIEW OF THE WANB WORKFORCE DEVELOPMENT BOARD

The Workforce Alliance of the North Bay (WANB) headquartered in Napa, California, administers Workforce Investment and Opportunity Act programs in Napa, Marin, Mendocino, and Lake Counties. WANB was established in 2016 and is led by a Governing Board comprised of two Boards of Supervisors from each county served, and a Workforce Development Board (WDB) that oversees a broad range of programs and initiatives. The WDB includes representatives from small, medium, and large businesses, labor organizations, education, economic development, community-based organizations, and one-stop partners.

WANB functions as a grant recipient and fiscal agent. And as an administrative entity, it does not provide services directly to job seekers or directly developing service strategies that meet the needs of job seekers or employers. These functions are contracted out to Service Providers and the One-Stop Operator.

WANB retains limited funding to perform such things described in Section 2.3 of this RFP.

SECTION 2.3 ROLES AND RESPONSIBILITIES OF THE WANB REGIONAL WDB

The Workforce Development Board is appointed by the WANB Governing Board, acting in its capacity as the Chief Local Elected Official. The WDB is responsible for guiding and overseeing the workforce development system(s) relative to the WANB 4-county region to serve the needs of employers and job seekers.

WANB works with the WDB and has the responsibility to manage and oversee the administration and implementation of WIOA programs and services. WANB also works with the WDB for planning, oversight, and evaluation of the local One-Stop Career Center (AJCC) system.

Concerning this RFP, the roles and responsibilities of WANB include, but are not limited to the following:

- Convene the One-Stop delivery system, lead efforts to update the Memorandum of Understanding with the WIOA System partners, and facilitate system integration activities
- Oversee and evaluate the management and operations of all programs funded by WANB
- Allocate and award funds
- Monitor sub-recipient performance, quality of service, and cost-effectiveness, and report on performance to the Board.
- Develop and provide policies and technical assistance to sub-recipient staff.
- Inform sub-recipients of Federal and State policies, procedures, and rules that may impact the operations of the program(s), and assist as needed to implement them accordingly
- Monitor the local participant tracking system (CalJOBS)
- Ensure compliance with all rules, regulations, and procedures issued by all funding sources
- Facilitate the regional and local planning processes
- Provide up-to-date labor market information

SECTION 2.4 AJCC CERTIFICATION PROCESS

The Workforce Innovation and Opportunity Act (WIOA) establishes a framework under which local workforce development boards are responsible for maintaining a network of highly qualified and effective AJCCs. Local boards are required to “certify” their AJCCs once every three years. The WIOA regulations outline three key requirements for AJCC certification:

- (1) effectiveness of the AJCC.
- (2) physical and programmatic accessibility for individuals with disabilities; and
- (3) continuous improvement.

The California Workforce Development Board develops criteria and procedures for local boards to certify AJCCs and a set statewide standards of service delivery that ensures all customers consistently receive high-quality services.

Responders need to commit to being fully involved with the certification and continuous improvements.

SECTION 2.5 MANDATORY PARTNERS AND PROGRAM INTEGRATION

WIOA requires that a Memorandum of Understanding (MOU) be developed and executed between the local WDB (WANB) and AJCC partners to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving the workforce development objectives. The basis of the MOU is to create a local workforce system that is skill-based and moves AJCC customers through a set of value-added services designed to increase their employability, chances of retaining jobs, and opportunities to advance in their careers. The current MOU can be reviewed [here](#).

While AJCC network partners can provide services at the AJCC “brick-and-mortar” locations, partnerships may also be connected through other methods of access, such as technology and referrals.

WANB expects the **One-Stop Operator** to cultivate and nurture partnerships and enhances relationships amongst partners. For more information on Memorandum of Understanding expectation, respondents should refer to EDD Directive Number: [WSD 18-12 WIOA Memorandums of Understanding](#).

The following represents the federally required partners/programs as detailed in WIOA:

Under WIOA (Section 121 (b)(1)), the following One-Stop Delivery System Partners are required:

- WIOA Title I programs
- Wagner-Peyser programs
- Adult Education and Literacy programs
- Rehabilitation Act programs
- Welfare-to-Work
- Older Americans Act programs
- Perkin’s postsecondary vocational education activities
- Trade Adjustment Assistance and NAFTA-TAA programs
- Veterans Employment and Training
- Community Service Block Grant employment and training activities
- HUD employment and training activities
- Unemployment compensation programs
- Second Chance Act Programs
- Temporary Assistance for Needy Families (TANF)

Additional Partners – with approval of the local board and chief elected official:

- Employment and training programs administered by the SSA
- SNAP and SNAP E&T programs
- Client assistance programs
- National and Community Service State grants
- Other appropriate federal, state or local employment, education and training programs

SECTION 3 - ONE-STOP OPERATOR QUALIFICATIONS

WANB seeks an entity or individual that meets the following qualifications:

- Strong business expertise and professional presence. A regular presence at the various AJCC locations in WANB's network is perceived as extremely beneficial.
- The ability of the OSO designated contact person to act as the primary decision maker.
- The contact person has an education level of at least a bachelor's degree in business, public administration, political science, or a related field.
- The contact person possesses knowledge of the Workforce Innovation and Opportunity Act.
- The contact person has demonstrated experience in the facilitation of groups.
- The contact person has a basic understanding of cost structures and accounting, including cost allocation methodologies.
- The contact person has inter/intra mediation or negotiation skills and experience.
- The contact person has knowledge of the local four-county region that includes demographics, economics, and social factors.

Additionally, respondents must satisfy the following criteria to be considered eligible respondents to this RFP:

1. Respondents must operate following Federal, State, and local laws.
2. Respondents must be currently eligible to do business in the State of California and in the four-county region (Napa, Marin, Lake, Mendocino).
3. Respondents must be willing to comply with 20 CFR 678.600(e), which sets expectations that the One-Stop Operator:
 - Disclose any potential conflicts of interest arising from its relationships with training and other service providers.
 - Agrees not to establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term career and training services; and
 - Agrees to comply with Federal regulations and procurement policies relating to the calculation and use of profits, including 20 CFR 683.295, the Uniform Guidance at 2 CFR part 200, and other applicable regulations and policies.
4. Respondents must possess the technical competence, management expertise, professional capacity, administrative and fiscal capacity, and demonstrated fiduciary responsibility to accomplish the objectives and scope of work stated in this RFP.

Respondents may submit proposals in which subcontractors are identified to provide components of the scope of services. If a proposal includes subcontractor(s), the proposal must:

- In the narrative response, delineate the respective roles and responsibilities of the prime respondent and each subcontractor; and
- In the fiscal response, identify the respective percentage of fiscal responsibility of the prime respondent and each subcontractor.

SECTION 4: SCOPE OF WORK AND PROPOSAL FORMAT

The One-Stop-Operator's duties include the following:

1. Provide coordination of the One-Stop Career Center's required services, including all the services articulated in the One-Stop Memorandums of Understanding (MOU).
2. Promote efficient operations of all programs.
3. Promote the adoption of creative and innovative methods and best practices in the delivery of the required services.
4. Recognize the expertise of partner staff and the relative speed and quality of outcomes produced by those staff delivering the various services to customers. And in doing so, encourage policy and procedures that can take advantage of those proficiencies and streamline operations in ways that reduce the total consumption of resources.
5. Work with partners to develop and enhance the AJCC service delivery model, ensuring the system continuously improves towards full coordination and integration, so that it concentrates on market forces, customer needs and choices, and focuses on value-added services to job seekers and businesses.
6. Coordinate AJCC activities and customer flow amongst partners so all customers have access to the best and quickest services they need.
7. Work constructively with AJCC partners to develop and improve client flows and the processes used by the partners to collectively deliver services to customers.
8. Ensure timely and efficient handling of customer visits to the AJCC, including telephone, email, and social media contacts.
9. Promote a single point of entry (electronic and physical) for job seekers and businesses.
10. Facilitate meetings of One-Stop partners to ensure that each partner's procedures are made known to other partners.
11. Serve as the voice of One-Stop partners. Lead actions taken by the AJCC partners, ensuring that such actions are compliant with WIOA, WANB, State, and Federal regulations and policies.
12. Develop and maintain written guidelines that describe the responsibilities and objectives of each of the AJCC partners, while promoting excellent customer service. (i.e., broad operational guidelines such as hours of operation, etc.)

13. Discover redundancy and duplications of effort and orchestrate changes with partners that consolidate and/or eliminate these practices.
14. The One-Stop-Operator will work with all partners to encourage ongoing cross-training of staff, and that all AJCC staff, as permissible are able to increase their knowledge and awareness and become capable of standing in to provide AJCC services and/or make effective referrals so customers are served appropriately.
 - When a common customer is eligible for a certain service that is authorized by multiple partner programs, the partners can choose what programs finance the service. This creates savings and “cost forgone” and opens partner-sharing opportunities.
15. Evaluate customer satisfaction and continuously implement initiatives to improve it.
16. Coordinate and schedule facilities usage such as, but not limited to classrooms, workshops, assessments, and conference rooms.
17. Assure procedures relating to staff conduct, appearance, and customer perceptions are maintained.
18. Abide by, and make sure partners follow applicable Federal, State, and WANB law, regulation, policy, and AJCC mutually agreed operational systems.
19. Report progress and achievements to WANB. Advise and assist WANB and local Boards and Committees relevant to One-Stop Credentialing.
20. Follow current and future WANB administrative directives, especially those that concern fiscal responsibilities, day-to-day operations, Equal Employment Opportunities, and the American with Disability Act. And assure the delivery of services to individuals at the AJCCs with limited English proficiency, disabilities, and other barriers
21. Further, it is the One-Stop-Operator’s responsibility to ensure non-discrimination and equal opportunity in all programs and services administered at the AJCC. No individual shall be excluded from participation in, denied benefits or services, subjected to discrimination under, or denied employment based on race, color, religion, sex, national origin, disability, age, political affiliation marital status, sexual orientation, or identity, marital status, medical conditions, or military/veteran status, and each customer shall have such rights as are available under any applicable Federal, State, or local law prohibiting discrimination.

In general terms, considering the above items, WANB is seeking a One-Stop Operator that will deliver:

- Coordinated service delivery of required one-stop partners (20 CFR 678.620) following the AJCC System MOUs

- The One Stop Operator must be available by email and phone to address questions and concerns of the One-Stop partners to improve operations and outcomes, make recommendations to WANB, and collaborate regarding solutions.
- The One Stop Operator must convene at least quarterly meetings to support the implementation of the WANB Memorandum of Understanding (MOU) between One-Stop Partners.
 - Coordinate with One-Stop Partners to develop agendas and facilitate meetings.
 - Contact Partner managers at least monthly and ensure service coordination is progressing.
 - Convene other partner meetings as required to support MOU implementation; and
 - Produce and disseminate meeting minutes.
- Ensuring the implementation of partner responsibilities and contributions agreed upon in WANB’s Memorandum of Understanding
- Undertake other functions, including outreach to partners who are not on-site at the One-Stops to coordinate service delivery to all One-Stop customers, and to partners who are at the AJCC to expand their breadth of services as they relate to workforce development.

It is important to note that there are certain restrictions Local Boards must adhere to when defining the One-Stop Operator’s role. Within the defined roles and responsibilities, the AJCC One-Stop Operator may not perform any of the following:

- Convene system stakeholders to assist in the development of the Local Plan.
- Prepare and submit Local Plans.
- Be responsible for oversight of itself.
- Manage or significantly participate in the **competitive selection process** for WIOA Adult, Dislocated Worker, and Youth Service Providers.
- Select or terminate AJCC Operators, Adult and Dislocated Worker Career Services Providers, and Youth Service Providers.
- Negotiate Local Performance Accountability Measures.
- Develop and submit the Budget for activities of the Local Board in the Local Area.

If the entity is currently serving or has submitted a proposal to serve as a Service Provider at any AJCC in the WANB network, it may perform the One-Stop Operator functions listed above only when there are established Firewalls and conflict of interest policies and procedures in place that conform with Title 20 CFR Section 679.430 (Title 20 CFR Section 678.620).

SECTION 5: RATING CRITERIA

All proposals received will be evaluated by the RFP Evaluation Committee. During the evaluation process, WANB may require a respondent's representative to answer specific questions orally and/or in writing. Once a finalist or group of finalists is selected, additional interactions or information may be required. A qualified individual representing the respondent will present their offer to the Local Workforce Development Board, and WANB staff will present the Evaluation Committee's recommendations.

Proposals will be evaluated according to the guidelines outlined in this RFP. All bids will be evaluated based on responsiveness to this RFP.

Negotiations will be started with the bidder(s) whose proposal(s) have been judged most appropriate concerning all factors, including quality and cost. The lowest-priced proposal will not necessarily be selected, as cost is only one of the factors that will be considered.

SECTION 5.1 SCORING:

Proposals will be evaluated with the following:

Criteria	Points
Respondent identified a clear strategy on how they will sufficiently address the project scope of work and deliverables Considerations: <ul style="list-style-type: none"> • Proposer statement regarding how they will accomplish the scope of work and a strategy of how the requirements within the scope of work will be accomplished. 	35
Proposer sufficiently addressed their demonstrated knowledge of WIOA, operation of state or federal workforce programs, and one or more required partners Considerations: <ul style="list-style-type: none"> • Proposer statements of their knowledge, • Details of other projects, assignment or work that involved One Stop Operator and WIOA, • Information on past involvement of one or more required partner programs, • Understanding of federal guidance and resources available, • Proven understanding of WIOA intention to collaborate. 	25

<p>Proposer has sufficient qualifications to conduct the scope of services and satisfy all requested requirements to fulfill the role of a One-Stop Operator</p> <p>Considerations:</p> <p>Respondent’s statements of their qualifications include the following elements:</p> <ul style="list-style-type: none"> • Identifies examples of facilitation of distinct groups to gain consensus. • How the respondent will work with Service Provider and partners. • The expertise concerning various demographics in the local area • Skill in mediation or negotiation 	20
<p>Respondent’s compensation is reasonable and competitive according to their qualifications around experience, skills, abilities and education.</p> <p>Considerations:</p> <p>Proposer statement on compensation includes the following elements:</p> <ul style="list-style-type: none"> • Proposer’s cost seems reasonable within current business environment, • Understanding of respondent’s background is clearly identified, • If Respondent is a for-profit entity, profit is separately stated and separately negotiated as required by WIOA, • Proposer is agreeable to potential negotiation. 	20
<p>Total</p>	100

SECTION 5.2 REVIEW PROCESS

WANB may, at its discretion, request presentations by, or meetings with, any respondents to clarify or negotiate modifications to the proposals. However, WANB reserves the right to make an award without further discussion of the proposals submitted.

Therefore, proposals should be submitted initially on the most favorable terms the Respondent can provide from both technical and price standpoints. WANB anticipates awarding the contract to the proposer with the highest total points. If multiple proposals are scored near each other, WANB may negotiate with all competitive parties to create a clear distinction between proposals.

SECTION 6 PROPOSAL REQUIREMENTS AND FORMAT

All proposals must be organized and assembled according to the requirements of this section and in the order described:

1. **Proposal Cover Sheet.** The cover sheet form is included at the end of this RFP (pages 24 & 25) that includes the name of the respondent, the type of organization, the address and contact information, and the name of the person authorized to submit the proposal on behalf of the organization.

2. **Executive Summary (limited to 2 pages).**

Each proposal must include an executive summary which at a minimum describes the respondent organization, summarizes its relevant experience and qualifications, and outlines the scope of services being proposed.

The RFP does not include a Form for the Executive Summary. WANB expects a narrative that includes the major emphasis of the proposal, titled and separately numbered. This narrative must follow the cover letter.

3. **Narrative. (limited to 15 pages)**

A written narrative statement to include:

- Experience and background of respondent in providing services requested in this RFP, including the ability to meet specifications, and the technical skills to accomplish the work.
- Bidder should demonstrate knowledge of the national workforce system funded in part by the Workforce Innovation and Opportunity Act and the relationship of the system's key stakeholders.
- Bidder should include specific plans for complying with the scope of work including the approach to accomplishing specific tasks.
- Bidder should include names, qualifications, and experience of personnel to be assigned to the project.

4. **Contract budget. (two separate forms Attachment B and C)**

These two forms are included in the back of the RFP (pages 27 & 28) and include a line itemization by natural classification of cost (e.g., payroll, benefits, travel...), and that same amount spread to the major functions as contained in the Scope of Work.

5. Letters of Reference.

Each proposal may include up to five (5) signed letters of reference from entities for whom the bidder has provided services. These letters of reference will be considered “Attachments” and will not count towards the page limits.

6. Optional Bidder Attachments.

Other attachments (not including Letters of Reference) are limited to five (5) pages.

7. Signed Conflict of Interest Form (Attachment “A”)

This form can be found at the end of the RFP on page 26.

SECTION 7 OTHER INFORMATION

ACCESS TO SCORING SHEET AND COMMENTS

Individual scoring sheets and comments used during the evaluation process may be provided in the form of summaries as prepared by WANB staff. Actual scoring sheets will not be disclosed. These summaries will be provided to applicants of the RFP who submit a written request. Requests for this information shall be responded to within ten (10) business days of the final contract/agreement recommendations made to the WANB Local Board. The purpose of releasing this information is for technical assistance and continuous improvement.

NEGOTIATION/AGREEMENT

All Respondents shall designate an authorized negotiator. (The name and contact information for this person must be included on the cover page of the proposal.) This designated person must be empowered to make binding commitments for the primary respondent and its subcontractors. WANB reserves the right to negotiate the final terms of the contract/agreement with the successful Respondent. Items that may be negotiated include but are not limited to, the scope of work, the staff as proposed, the implementation schedule, and the final award amount.

NOTIFICATION OF AWARD

It is expected that a decision will be made within 30 days of the closing date. Upon conclusion of final negotiations with the successful proposer, all proposers will be informed in writing of the name of the successful firm/individual.

SECTION 8: DISCLAIMERS AND GENERAL PROVISIONS

SECTION 8.1 DISCLAIMERS AND GENERAL PROVISIONS

At the discretion of WANB, if it becomes necessary to revise any part of this RFP, an addendum will be provided to all known recipients of this RFP and posted on WANB's RFP website. Any clarification will become an addendum to this RFP.

Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFP (e.g., WIOA reauthorization, changes to performance measures, and revisions to the timeline).

RIGHT TO CANCEL

WANB reserves the right to cancel all or any part of this RFP at any time without prior notice and reserves the right to modify the RFP process and timeline as deemed necessary.

CONFLICT OF INTEREST

WANB staff or Workforce Development Board members may not participate in the evaluation of proposals, discussions, and/or voting on proposals if the member or staff has a conflict of interest or has had any ex-parte communication with the respondent regarding this RFP.

SECTION 8.2 APPEALS PROCESS

Only respondents to this RFP may appeal the results if they believe the procurement process was violated in some manner, and/or Federal, State, and/or WANB procurement guidelines have been violated. An appeal will not be allowed to contest individual scores, the rating system, disqualification, or dissatisfaction with the evaluation results.

The appeal process is:

- A written letter of appeal will be sent to Bruce Wilson at bwilson@workforcealliancencorthbay.org including evidence for appeal and the specific relief sought.
- The written appeal must be received by WANB within ten business days from the date the RFP award is posted on WANB's website.
- An appeal review panel appointed by the WDB Executive Committee will review the appeal.
- The panel will review the appeal and collect information.

- Once all the information is gathered and reviewed, the panel will issue a written decision to the appellant and the WDB. This action typically can occur within 30 days of the appeal panel's finding.
- The decision of the appeal review panel will be final.

SECTION 8.3 GENERAL DISCLAIMERS

- This RFP does not commit the WANB Workforce Development Board (WDB) to award a contract.
- No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under the Workforce Innovation and Opportunity Act. Any costs incurred before the date of the contract for transitions from an old One-Stop Operator to a new One-Stop Operator will not be paid to the successful respondent by this award.
- All data, material, and documentation originated and prepared by the bidder according to the contract shall belong exclusively to the WANB and be subject to disclosure under the Freedom of Information Act.
- Formal notification to awarding a contract and the actual execution of a contract are subject to the following: receipt of Workforce Innovation and Opportunity Act funds by WANB, and continued availability of Workforce Innovation and Opportunity Act funds. Any changes to the Workforce Innovation and Opportunity Act program, funding level, or board direction may result in a change in contracting.
- Bidders selected for funding must comply with WIOA Laws and regulations.
- WANB may require selected bidders to attend oral interviews.
- Any proposal approved for funding is contingent on the results of a pre-award site visit that may be conducted by WANB staff. This site visit will establish, to WANB's satisfaction, whether the bidder is capable of conducting and carrying out the provisions of the proposed contract. If the results of the site visit indicate, in the opinion of WANB, that the bidder may not be able to fulfill contract expectations, WANB reserves the right to make a recommendation to the WDB and Governing Board to not enter into contract with the organization, regardless of WANB scoring and recommendations made previously.
- All bidders must ensure equal opportunity for all individuals. No individual in the WANB Regional area shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act-funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, or political affiliation or belief.
- All bidders must ensure access to individuals with disabilities according to the Americans with Disabilities Act.
- Bidders will allow local, state, and federal representatives access to all Workforce Innovation and Opportunity Act records, program materials, staff, and participants. In addition, bidders are required to maintain all Workforce Innovation and Opportunity Act records for three years, beginning on the last day of the program year (29 CFR Part 95).

- The contract award will not be final until WANB and the bidder have executed a mutually satisfactory contractual agreement. WANB reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin before final WANB approval of the award and execution of a contractual agreement between the successful bidder and WANB.
- Respondents are advised that most documents in the possession of WANB are considered public records and subject to disclosure under federal and state public records laws.

Cover Sheet

Name of Respondent:	
Business Address:	
Phone:	
Fax:	
Years in Business:	
DUNS Number:	FEIN Number:
Name, title and contact information of person authorized to answer any questions about the proposal, negotiate the contract terms and contractually bind the respondent:	
Name and Title: _____	
Phone: () _____ Fax: () _____	
Email: _____	
I do hereby certify that this proposal is submitted in accordance with the provisions and conditions outlined, that this individual or entity acknowledges and accepts the terms and conditions of this RFP by tendering an offer to WANB; that all the information is complete and accurate, and that this proposal represents a firm and fixed offer to provide the requested services. This offer	

shall remain valid for a minimum of 90 days. I also certify that the fees in the proposal have been arrived at independently, without consultation, communication, or agreement with any other bidder or with any other competitor for the purpose of restricting competition, as to any matter relating to such fees; and no attempt has been made or will be made by the bidder to induce any other person or organization to submit or not submit a proposal for the purpose of limiting or restricting competition. I further certify that I can and will provide and make available, at a minimum, all services described in the proposal.

Signature of Authorized Representative

Date

Printed Name and Title

Attachment A

Conflict of Interest Form

By submitting a proposal, the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if WANB awards you or your agency a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. WANB reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

Principal Agent Signature

Date

Attachment B

**Line-Item Budget
 One-Stop Operator
 For Fiscal Year 2021/22**

Natural Classification of Cost	Cost Reimbursement	Hours	Fee
Personnel Costs			
Salaries for contractor staff (or individual earnings)			
Hours and Fees			
Benefits			
Other Operating Costs			
Travel			
Communications			
Office Supplies			
Equipment - lease and rental			
Office Space			
Office Utilities			
Other (Specify)			
Overhead			
Indirect Cost Rate _____			
Cognizant Agency _____			
Total Cost			
<i>(not to exceed the \$135,000 funding table in Section 1.7)</i>			

The Total cost will be the combination of salaries and benefits for cost-reimbursable agreements plus Other Operating Costs. For individuals who are bidding for a fee-based contract, it will be the hours estimated times the hourly rate plus Other Operating Costs.

Attachment C

Functional Activity Budget One-Stop Operator For Fiscal Year 2025/26

Please distribute the total budget into the functional activities. If you believe there are other functions, please list them at the bottom. If any of these functions will be paid to a third-party subcontractor, please put those amounts in column C.

Column A	Column B Contractor	Column C subcontractor
Partner Coordination	\$	
Operational Efficiency All Programs		
Developing Best Practices		
Assessing Common Services		
Enhancing AJCC Delivery Processes and Customer Flow		
Assessing and Improving Services to New Customers		
Monitoring Customer Visits and Customer Satisfaction		
Meeting with Partners		
Developing Operational Guidelines		
Eliminating Redundancies of Services		
Maintaining MOU Infrastructure		
Evaluating Opportunities for sharing staff		
Coordinating Operations amongst Partners		
Working and Reporting Out to WANB and WDB		
Total (must not exceed the funding detailed in SECTION 1.7) Must reconcile to the Line-item budget Attachment C)		