



REQUEST FOR PROPOSALS

Overview & Instructions

WORKFORCE INNOVATION AND OPPORTUNITY ACT

One Stop Operator

RFP# 23-513

Release Date:
March 15, 2024

Due Date:
April 15, 2024
5:00 PM PST

The Southwestern Oregon Workforce Investment Board (SOWIB) is an equal opportunity employer and provider of employment and training programs. Auxiliary aids and services are available upon request to persons with disabilities.

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SECTION I: GENERAL INFORMATION

PURPOSE OF REQUEST FOR PROPOSALS (RFP)

The Southwestern Oregon Workforce Investment Board (SOWIB) is soliciting proposals from eligible applicants to perform the following functions for Coos, Curry, and Douglas counties:

- Serve as the One-Stop Operator

Due to the desire to streamline administrative functions, increase efficiency, and maximize the percentage of resources that are spent on direct participant services, a strong preference has been articulated by the SOWIB board of directors to enter into a single contract with one entity to be the One-Stop Operator for all three counties in our area.

Contracts resulting from this RFP are anticipated to begin July 1, 2024 and end June 30, 2025, with the option to be extended for up to an additional two years on a year-to-year basis, contingent upon future funding availability, contractors' satisfactory performance, and other factors.

SOWIB strongly encourages any eligible entity with an interest to submit proposals. For any entity that has not previously contracted with SOWIB or performed services under WIOA, there will be training and support provided through any transition period that may occur.

ELIGIBLE APPLICANTS

The entities that are eligible to receive a contract to perform the role of One-Stop Operator include:

- Institutions of higher education
- Community-based organizations
- Nonprofit organizations
- Private for-profit entities
- Government agencies
- Other interested organizations or entities, which may include a local chamber of commerce or other business organization, or a labor organization

SCHEDULE FOR RFP SUBMISSION, REVIEW, AND AWARDS

RFP Released: March 15, 2024

Proposals Due: **April 15, 2024** (Must be received by 5:00 PM PST)

Evaluation Committee Review: April 16, 2024 – May 6, 2024

Evaluation Committee Recommendations Presented to Board: May 16, 2024

Contract Award Notifications May 31, 2024

Contract Development: June 1 – June 15, 2024

Contract(s) Start Date: July 1, 2024

SOWIB reserves the right to make changes to the above timeline. Any changes will be posted on the SOWIB website: www.sowib.org. It is the responsibility of interested responders to check the website and stay apprised of any changes or updates to this solicitation.

SECTION II: BACKGROUND INFORMATION

SOWIB OVERVIEW

SOWIB was formed on July 1, 2015, for the purpose of accepting and utilizing federal and state funds to administer WIOA Title I programs for the Coos, Curry and Douglas County Local Workforce Development Area. Founded as a public non-profit organization and authorized pursuant to an inter-local agreement with the Coos, Curry, Douglas Consortium (Consortium), its members are appointed by the Consortium.

With a 19-member board comprised of a majority of private business, along with economic development, education, labor and community action representatives, SOWIB works with community partners and others to formulate strategies for workforce development that meet the needs of business and help propel job seekers into family-sustaining employment.

AREA CHARACTERISTICS AND POPULATION DEMOGRAPHICS

Southwestern Oregon is characterized by its large rural area. It has geographic challenges (with boundaries of ocean on the west and mountains on the east), transportation obstacles, including large distances to the I-5 corridor and state highways subject to landslides and flooding, and higher than statewide average unemployment and high school dropout rates. Its economy has been in transition since its natural resource foundation industries, such as fishing and timber, have been diminished by changes in supply and environmental regulation.

The labor force of Southwestern Oregon is representative of many rural Oregon areas, which tend to be older, have higher rates of unemployment, and have less formal education.

For additional information, please click the links below to see the most recently completed Community Needs Assessments for our area:

Coos & Curry Counties

<https://advancedhealth.com/community-focus/community-health-assessment-cha-2/>

Douglas County

<https://www.ucancap.org/wp-content/uploads/2022/10/ucan-2022-needs-assessment.pdf>

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

In 2014, Congress voted to enact the Workforce Innovation and Opportunity Act (WIOA). The vision of WIOA is to achieve and maintain an integrated, job-driven workforce system

that links our diverse, talented workforce to our nation’s businesses and improves the quality of life for our citizens. The six main goals of WIOA are to:

- Increase access to education, training, and employment--particularly for people with barriers to employment
- Create a comprehensive, high-quality workforce development system by aligning workforce investment, education, and economic development
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts
- Promote improvement in the structure and delivery of services
- Increase the prosperity of workers and employers
- Reduce welfare dependency, increase economic self-sufficiency, meet employer needs, and enhance the productivity and competitiveness of the nation

WORKSOURCE OREGON

The cornerstone of the workforce investment system is a one-stop service delivery model that is designed to meet the needs of both job seekers and employers. This delivery system is the mechanism through which programs and services are integrated within each community. In Oregon, the one-stop system is referred to and branded under the name “WorkSource Oregon (WSO).”

All WSO centers must implement WSO Operational Standards, a statewide framework for workforce service delivery. These operational standards provide the minimum-level content/services required to be available at all WSO centers, provide clarity about what WSO is at both the state and local levels, and what it offers.

In the SOWIB area, there are currently three WSO Centers:

WorkSource Coos 990 S. 2 nd St Coos Bay, OR 97420	WorkSource Curry 16261 US 101 Brookings, OR 97415	WorkSource Douglas 846 SE Pine St Roseburg, OR 97470
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EXPECTATIONS AND REQUIREMENTS

One-Stop Operator

Under WIOA, local workforce development boards are required to have a One-Stop Operator, which has been selected through a competitive procurement process, in place by July 1, 2020 and every 3 years thereafter. The Operator’s role, further defined below, is to work with the local board to help ensure the integration of services within the one-stop centers, as well as management of the one-stop system Memorandum of Understanding.

SECTION III: PROGRAM COMPONENTS

ONE-STOP OPERATOR

A One-Stop Operator is the entity or consortium of entities that coordinates the service delivery of required one-stop partners and service providers. WIOA outlines the specific roles of Operators, as well as those functions they cannot perform.

One-Stop Operator roles, to be performed at the direction of the Local Workforce Development Board, include:

- Convening LLT and partners staff for continuous improvement activities either through face to face or electronic means
- Ensuring compliance with regard to partner responsibilities defined in the Memorandum of Understanding (MOU) among partners
- Ensuring compliance of staffing levels and hours of operation
- Ensuring provision of services for individuals and businesses
- Ensuring that all required services are made available (orientations, labor market information, resource room, etc.)
- Ensuring implementation of Local Workforce Development Board Policy
- Ensuring adherence of all federal and state regulations and policies, including ensuring the accessibility of centers for all individuals with disabilities
- Reporting to Local Workforce Development Board on operations, performance and continuous improvement recommendations

In Oregon, Operators may also work with the local boards to co-convene and facilitate meetings of Local Leadership Teams and must be willing to promote WorkSource Oregon as the delivery mechanism through which the public workforce system functions.

Roles that **may not** be fulfilled by One-Stop Operators and that must remain the responsibility of the Local Workforce Development Board include:

- Developing, preparing and submitting local plans
- Managing or assisting in the competitive procurement process for selecting Operators
- Managing or terminating contracts for One-Stop Operators, Adult/Dislocated Worker service providers, or Youth service providers
- Negotiating performance measures or budgets

SOWIB is seeking to partner with entities that are able to demonstrate the following characteristics:

- Provide inspirational, visionary, goal-driven leadership
- Possess adept communication skills
- Be flexible and a champion of innovation
- Work collaboratively to put the needs of the entire system before the needs of any one partner
- Act creatively to solve problems and develop solutions that help job seeker and business customers alike
- Be willing and able to work under the direction of SOWIB

SECTION IV: SOLICITATION PROCESS AND TERMS

COMMUNICATION AND CLARIFICATION PROCEDURES

The SOWIB website (www.sowib.org) will be used as the primary mode of communication with potential bidders. Beginning March 15th, 2024, interested parties can download the RFP Response Package, which will include the specific information requested and questions to be answered. At that time, a question and answer page will be available on the website and will be updated frequently through the date proposals are due. It is the bidders' responsibility to check the web page as necessary to stay connected and apprised throughout the process.

RFP INQUIRIES, QUESTIONS AND ANSWERS

An entity interested in submitting a proposal may ask additional clarifying questions by providing them in writing to SOWIB staff via e-mail at RFP@sowib.org.

Questions will be accepted until 5:00 PM PST on April 10, 2024. To ensure that all potential bidders have access to the same information, questions submitted orally will not be answered. Answers to questions will be posted on the SOWIB website. It is the proposers' responsibility to check the website frequently to see the most recently updated Q & A page.

In order to avoid actual conflicts, the appearance of conflicts, or undue influence over the process, all potential bidders to this RFP are prohibited from contacting board members or staff for the Southwestern Oregon Workforce Investment Board and the Southwestern Oregon Workforce Consortium regarding this solicitation. **Violations may result in the rejection of the related proposal.**

PROPOSAL REVIEW AND EVALUATION PROCESS

Proposals will be screened for compliance with the federal and state WIOA requirements, as well as the specifications of this RFP through the following three-phase process:

Phase I: SOWIB staff will initially evaluate each proposal for technical compliance, with emphasis on completeness and ensuring that all required documents have been submitted.

Phase II: Proposals that have met the minimum criteria, as stated above, will then be reviewed and ranked by the Evaluation Committee.

Proposals will be ranked based on evaluation criteria outlined in the next section. These rankings will be used as a guide for discussion and determination of recommendations. Note: The SOWIB retains the right to request additional information from any applicant or request oral presentations from applicants. If no response adequately addresses the services and outcomes requested, the committee may recommend that no award be made.

Phase III: The recommendations of the Evaluation Committee will be presented to the full SOWIB board for approval. All contract awards will be considered provisional pending receipt of any additional documentation regarding administrative qualifications and/or any other areas of concern and the successful completion of contract negotiations.

PROPOSAL EVALUATION CRITERIA

The Evaluation Committee will evaluate each submitted proposal based on the following:

- | | |
|---------------------------------|-------------|
| 1) Cover Page | (Pass/Fail) |
| 2) Proposal Checklist | (Pass/Fail) |
| 3) Proposal Summary | (Pass/Fail) |
| 4) Statement of Compliance Form | (Pass/Fail) |
| 5) Organizational Capacity | (35 points) |
| 6) Operator | (65 points) |
| 7) Budget | (Pass/Fail) |

The maximum number of points available is 100. Sections 1-4 & 7 will be evaluated on a pass/fail basis. Points will be awarded for responses to Sections 5-6. These sections ask proposers what they will do, how they will do it, and how qualified they are to successfully carry out their proposal.

All sections are required to be completed. Failure to complete all of the sections to the satisfaction of SOWIB may eliminate the proposer from consideration.

For Section 5-6 scoring will be based on a review of proposals by the Evaluation Committee. Specific scoring elements are further broken down by section below:

ORGANIZATIONAL CAPACITY	Points
<i>Prior Experience Overseeing Workforce Programs</i>	10
<i>Qualifications of Executive/Administrative Staff</i>	10
<i>Demonstrated Ability to Partner</i>	15
TOTAL	35

ONE-STOP OPERATOR FUNCTIONS	Points
<i>Prior Experience Serving as a One-Stop Operator/Managing MOUs</i>	15
<i>Demonstrated Spirit of Collaboration and Adaptability</i>	10
<i>Experience with Functional and Fluid Lines of Supervision</i>	10
<i>Demonstrated Organizational Leadership</i>	10
<i>Ability to Manage Conflict Between Operator and Service Provider Roles</i>	20
TOTAL	65

APPEALS AND DISPUTES

Any bidder who wishes to contest the award(s) of funding under this RFP must write to the SOWIB within 10 business days of the notice of funding award. SOWIB will issue a decision on appeals within 30 days of receipt.

Appeals may be made regarding the RFP process and whether SOWIB followed proper protocol based on the contents of this document, board policies, and state and federal requirements. Bidders may not appeal based on the scoring recommendations provided by the Evaluation Committee.

SOWIB encourages the use of informal resolution to address complaints or disputes related to RFP process issues. Written complaints should be addressed to:

Southwestern Oregon Workforce Investment Board
P.O. Box 415
Coos Bay, OR 97420

SECTION V: RFP RESPONSE INSTRUCTIONS

SUBMISSION REQUIREMENTS

All proposals must be received by SOWIB by **5:00 PM PST on April 15, 2024**. Proposals not received by this time will be automatically disqualified from competition - **no exceptions**. A postmark will not be accepted if the proposal does not arrive by the deadline. Please **mail** proposals to:

Southwestern Oregon Workforce Investment Board
REQUEST FOR PROPOSALS
P.O. Box 415
Coos Bay, OR 97420

The submitted proposal package must include one (1) original copy of the proposal in a sealed envelope marked "Request for Proposals" and one (1) additional single-sided copy. In addition, an electronic copy should be emailed to RFP@sowib.org. However, **this emailed copy will not serve as the formal proposal submittal.**

Include all of the required forms, and narrative answers that pertain to your proposal. Failure to do so will disqualify your proposal from competition.

Proposals are limited to the number of pages corresponding to each section.

Responses must follow the outline and use the forms provided in the RFP Response Package.

Letters of recommendation will not be accepted.

All proposals are to be submitted in accordance with the terms, conditions and procedures stated in the RFP.

Any submitted proposal shall remain a valid proposal for one year after the closing date of the RFP.

Withdrawals

A submitted proposal may be withdrawn prior to the application due date. A written request to withdraw the proposal must be submitted to SOWIB. If a bidder does not withdraw a proposal by the due date, the proposal becomes the property of the SOWIB and may be subject to public disclosure according to the Freedom of Information Act.

SECTION VI: PROVISIONS & DISCLAIMERS

1. This RFP is for one year and is renewable at the discretion of the board until PY 2026.
2. SOWIB reserves the right to accept or reject any or all proposals received.
3. SOWIB reserves the right to waive informalities and minor irregularities in offers received.
4. This RFP does not commit SOWIB to award a contract.
5. This RFP is for WIOA One Stop Operator services and other related services which may become available to SOWIB during this funding period.
6. SOWIB may accept any item or group of items of any offer, unless the bidder qualified its offer by specific limitations.
7. SOWIB may select an Operator based on initial offers received, without discussion of such offers. Accordingly, each offer should be submitted on the most favorable terms from a price and technical standpoint that the bidder can submit to SOWIB.
8. SOWIB reserves the right to request additional data or oral discussion or documentation in support of written offers.
9. No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under WIOA.
10. All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to SOWIB and be subject to disclosure under the Freedom of Information Act.
11. Formal notification to award a contract and the actual execution of a contract are subject to the following: receipt of WIOA funds anticipated, results of negotiations between selected bidders and SOWIB staff, and continued availability of WIOA funds.
12. Any changes to the WIOA program, performance measures, funding level, or board direction may result in a change in contracting. In such instances, SOWIB will not be held liable for what is in the bidder's proposal or this Request for Proposals package.
13. Proposals submitted for funding consideration must be consistent with, and if funded operated according to, the federal WIOA legislation, all applicable federal regulations, State of Oregon policies, and SOWIB policies and procedures.
14. Service providers selected for funding must also ensure compliance with the following, as applicable: U.S. DOL regulations 2 CFR 200.
15. Service providers will be expected to adhere to SOWIB procedures to collect, verify, and submit required data as required and monthly invoices to SOWIB.
16. Additional funds received by SOWIB may be contracted by expanding existing programs or by consideration of proposals not initially funded under this RFP, if such proposals were rated in the competitive range. These decisions shall be at the discretion of SOWIB.
17. SOWIB may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of SOWIB, the services proposed are not needed, or the costs are higher than SOWIB finds reasonable in relation to the overall funds available, or if past management concerns lead SOWIB to believe that the bidder has undertaken more services than it can successfully provide.

18. SOWIB has a right to fund a lower ranked proposal over a higher ranked proposal because of valid policy considerations, including but not limited to, geographical considerations, leveraging of outside resources, and target populations.
19. Any proposal approved for funding is contingent on the results of a pre-award review that may be conducted by SOWIB staff. This site visit will establish, to SOWIB'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 SOWIB, that the bidder may not be able to fulfill contract expectations, SOWIB reserves the right not to enter into contract with the organization, regardless of SOWIB approval of the bidder's proposal.
20. SOWIB is required to abide by all WIOA legislation and regulations. Therefore, SOWIB reserves the right to modify or alter the requirements and standards set forth in this RFP based on program requirements mandated by state or federal agencies.
21. All bidders must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA-funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
22. All bidders must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
23. Bidders must accept liability for all aspects of any WIOA program conducted under contract with SOWIB. Bidders will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
24. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a bidder fails to meet expenditure, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.
25. Bidders will allow local, state, and federal representatives access to all WIOA records. In addition, bidders are required to maintain all WIOA records according to records retention policies and guidance.
26. The contract award will not be final until SOWIB and the bidder have executed a mutually satisfactory contractual agreement. SOWIB reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to final SOWIB approval of the award and execution of a contractual agreement between the successful bidder and SOWIB. If no mutually satisfactory contractual agreement has been reached within 14 days of the expected contract start date with the initially selected entity, SOWIB reserves the right to seek alternative solutions to ensure the delivery of required services, including potentially entering into contract negotiations with one of the other bidders.
27. SOWIB reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.
28. SOWIB reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process. Bids submitted which are over the maximum amount of funds specified for this RFP will be rejected.

29. The proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.
30. SOWIB reserves the right to reject any or all proposals received and to negotiate with any and all bidders on modifications to proposals.
31. SOWIB reserves the right to accept proposals with minor clerical errors such as misspellings, incorrect page order or similar non-consequential errors.
32. All contractors shall purchase annually an organization-wide audit according to the requirements of the Super Circular (2 CFR 200), as appropriate.
33. Each party shall be responsible for the negligence of its own employees or agents in the performance of this contract. All contracts warrant that the contractor will maintain coverage sufficient to cover contracting activities. At the request of SOWIB, the contractor will provide certification of third party insurance or self-insurance and bonding. Insurance and bonding coverage will be effective for the term of the contract.
34. Applicants are advised that most documents in the possession of SOWIB are considered public records and subject to disclosure under the State of Oregon's Public Records Law.