

Monroe County/Rochester Workforce Development Board (WDB)

Request for Proposals

Workforce Innovation and Opportunity Act of 2014 One Stop Operator

Contract Period: July 1, 2017 to June 30, 2018

** At its discretion the WDB may amend contracts based on performance and funding availability, and/or renew contracts for up to 3 consecutive contract periods (July 1 through June 30) based on performance and funding availability, through June 30, 2021.*

Essential Information w/Dates

Release Date	2/10/17
Question Deadline	Questions Due by: 3/3/2017 Electronic Response posted as FAQs by 3/6/2017
Deadline for Submission	3/13/2017
Workforce Board Approval	3/21/2017
Formal Award Notification	4/3/2017
Target Start Date	7/1/2017

Contracting Entity:
RochesterWorks, Inc.
www.rochesterworks.org

RochesterWorks, Inc.
255 N. Goodman Street
Rochester, New York 14607

1. BACKGROUND

RochesterWorks, Inc. (RWI) is Monroe County's largest employment and training system. The RWI system was created under the Workforce Investment Act of 1998 (WIA), which took effect in the year 2000 and connects multiple federally funded employment and training programs in Monroe County. The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014 and supersedes WIA with the intent of strengthening the workforce system through alignment of services to promote innovation, as well as individual and national economic growth. (To read the full law: <https://www.doleta.gov/wioa/>) Inclusive in the requirements under WIOA is the necessity to competitively select a 'one-stop operator' to support the implementation of services within the career center system locally.

RWI, a not-for-profit corporation serves as fiscal agent, provider of WIOA Title I services, and serves as the research and development staff for the Monroe County/Rochester Workforce Development Board, which oversees millions of dollars in workforce development resources. RWI is located at 255 North Goodman Street, Rochester, NY 14607.

To service the local areas, thousands of local job seekers and businesses receive employment and training services through three (3) Career Center operations. This includes, two comprehensive career centers located at 255 North Goodman Street, Rochester, NY 14607 and 276 Waring Road, Rochester, NY 14609, and one affiliate career center, located at 691 St. Paul Street, Rochester, NY 14605, with additional services supported through competitively procured contracts with local organizations.

The Career Centers are "one-stop" access points for services available through the system. Job seekers can utilize resource rooms stocked with computers, copiers, faxes, telephones, and job search materials, attend workshops, receive one-to-one job search assistance, career counseling, and access training funds to improve skills. Businesses find qualified employees, post jobs, access training funds to upgrade their workforce skills, and use the Career Centers to conduct recruitment events, get tax credit information, access outplacement services for laid-off employees and get connected to other economic development resources and initiatives. Additional information on programs and services can be found at www.rochesterworks.org.

2. PURPOSE

Background:

WIOA's focus is on further enhancing the high quality one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. The new law places greater emphasis on local resource coordinator to better meet the needs of jobseekers, workers, and businesses. This includes the cultivation of partnerships and strategies necessary for one-stops to provide job seekers and workers with the high-quality career services, education and training, and supportive services. Therefore, under WIOA the Career Centers are required to partner with a range of federally funded employment and training programs to promote the coordination of services on behalf of job seekers and businesses. The One Stop Operator will be integral in supporting the system and coordinating these services. The mandated partners include:

- WIOA Title I: RochesterWorks, Inc.
- WIOA Title II: NYS Department of Education
- WIOA Title III/Trade Act/Unemployment Compensation/Wagner Peyser: NYS Department of Labor
- WIOA Title IV: Rehabilitation Act, NYS Commission for the Blind and ACCES-VR

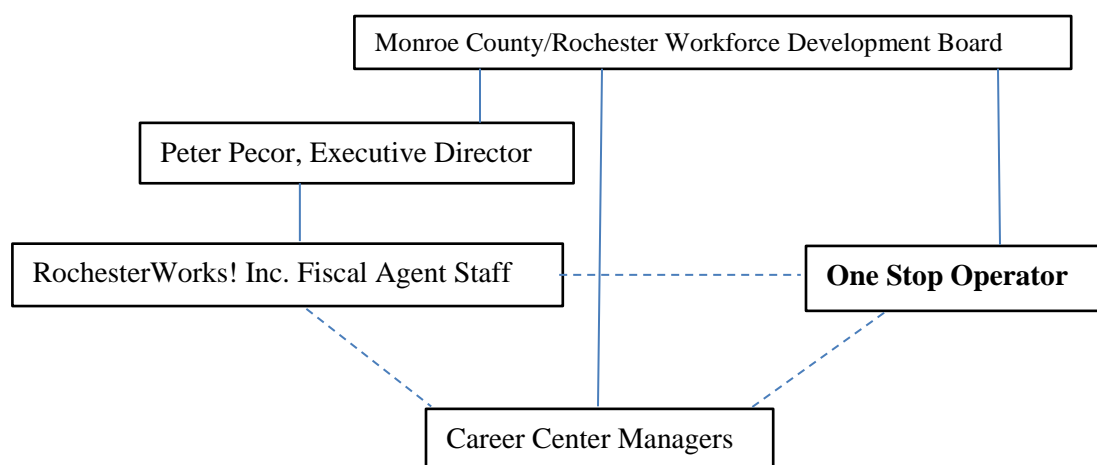
- Title V- Older Americans: Lifespan of Greater Rochester and Associates for Training and Development, Inc.
- CTE-Perkins: Monroe Community College and SUNY Rochester Educational Opportunity Center
- Community Service Block Grant: Action for a Better Community, Inc.
- Housing and Urban Development Employment & Training Programs: Rochester Housing Authority
- Second Chance Act of 2007: Monroe County Probation
- Temporary Assistance to Needy Families: Monroe County Department of Human Services
- Job Corps: Iroquois Job Corps Center
- Youth Build: Urban League of Rochester
- Migrant and Seasonal Farmworker Programs: PathStone Corporation
- Native American Programs: Native American Cultural Center

Role of the One Stop Operator:

The One Stop Operator (“Operator”), in a consultant role, will play a critical role in supporting the local workforce system to coordinate its diverse partners to achieve its service delivery vision and reach its ‘to be defined’ performance goals. Specifically, the Operator will:

- Convene up to four, three-hour meetings per year of mandated partners to support the Memorandum of Understanding (MOU)¹ implementation. The Operator will develop meeting agendas, (in conjunction with RWI staff), meeting activities, facilitate meetings, and provide meeting notes.
- Additionally, in conjunction with staff from RWI the Operator will develop an appropriate mechanism to semi-annually report on the progress and performance of the partnerships across the system to the Workforce Development Board.
- Support RWI in developing benchmarks to measure a baseline of “system performance”, e.g. customer service, system flow, etc. In future years, the expectation is that the Operator will make recommendations for continuous improvement based on this data.

Below is the expected reporting relationship for the One Stop Operator:



_____Straight line indicates a direct reporting relationship

-----Dotted line indicates a monitoring relationship

¹ Under WIOA, each mandated partner is required to enter into a Memorandum of Understanding that outlines the service delivery and financial relationship for co-located partners, and service delivery coordination and “cost sharing” for non-co-located partners. MOUs are required to be in place by July 1, 2017.

3. FUNDING

RWI intends to obligate no more than \$6,000 annually for this reimbursement-based contact. At its discretion the Board may amend contracts based on performance and funding availability, and/or renew contracts for up to 3 consecutive contract periods (July 1 through June 30). Proposers must include their hourly reimbursement rate in the proposal. The rate should be inclusive, and detail all expenses, i.e. travel, etc.

4. APPLICANT ELIGIBILITY

The WIOA Joint Final Rule requires Local Workforce Boards to use a competitive process based on local procurement policies and procedures, and the principles of competitive procurement in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200 and 2 CFR part 2900, which may be found at <http://www.ecfr.gov>. To ensure a unbiased competition, RWI through the New York Association of Training and Employment Professionals (NYATEP), is soliciting proposals from governmental units, public or private not-for-profit or for-profit entities (including corporations, partnerships, or sole proprietorships), eligible local educational agencies, faith-based and community-based agencies, and/or a consortium of WIOA partners as described in the law. For more information on eligibility see: https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16_Acc.pdf As a result of this process, the NYATEP will collect, independently review, and recommend a proposer to the Workforce Development Board's Executive Committee for selection.

Qualifications are as follows:

- An understanding of the Workforce Innovation and Opportunity Act. Similarly, a general understanding of the local workforce system and its stakeholders is not required, but preferred.
- Strong, demonstrated experience (3-5 years) facilitating large, diverse stakeholder groups to a common goal or outcome is expected. The ability to remain a neutral facilitator will be critical.
- Experience in meeting agenda development, planning, and execution.
- Ability to work closely with Workforce Development Board to monitor the system's strategic objectives and make recommendations for system continuous improvements.
- Other roles and responsibilities as defined by the Board.

5. PROPOSAL INSTRUCTIONS

5.1 Deadline

Proposals submitted in response to this RFP must be received as a solitary PDF document no later than 12:00 p.m. (Noon) on March 13, 2017 via mail or email (subject line to read "One Stop Operator Proposal for RWI") to Melinda Mack at mmack@nyatep.org . All proposals should be addressed to:

Melinda Mack, Executive Director
NY Association of Training & Employment Professionals
540 Broadway, 5th floor
Albany, New York 12207

Proposals received to the above address/email on/or before the deadline and that comply with all RFP requirements will be reviewed and considered for funding.

5.2 Evaluation Criteria

A committee of the NYATEP staff will review all proposals to ensure compliance with the requirements of the RFP, and rate the proposals accordingly. NYATEP intends to host a blind evaluation, where the organization's name will be redacted during the review to ensure an unbiased review. Evaluation is based on but not limited to:

The committee will look for demonstrated experience, capability and description of proposed approach of each proposal. The rating scale (Maximum of 75 points) is as follows:

- Understanding of the local workforce system and WIOA (5)
- Convening and facilitating diverse partners to an outcome (20)
- Client engagement approach (15)
- Meeting development (10)
- Development of performance reports and outcomes for "partnerships" (10)
- Understanding of continuous improvement (5)
- Proposed hourly rate (10)

If necessary, to clarify specific points regarding what is proposed, NYATEP staff will reach out directly to the proposer.

Based on the results of the review process, NYATEP will make recommendations to Executive Committee of the Board no later than March 20, 2017. The Workforce Development Board makes the final approval of funding on March 21, 2017.

5.3 Format of Proposal

- A single optimized PDF document
- Arranged in proper order
- Not to exceed eight (8) pages of narrative
- Formatted to 8.5 x 11 paper size using 12 point font, 1 inch margins and Times New Roman
- Text lines may be single spaced
- All pages of narrative section must be numbered and contain the applicant name as the footer
- Quantify hours of service, and other crucial components of service delivery
- Any proposed collaboration must be supported by detail
- Be concise and avoid extraneous references and unnecessary detail

5.4 Content Requirements

Organizations with interest in providing the requested services should submit a proposal narrative of not more than three pages that outlines the following information (see Sections 4 and 5.2 for more detail)

- The organization or entity's understanding and experience in workforce development, including the local system, and/or of WIOA and WIA.
- Overview of the organization or entity's previous experience facilitating large, diverse stakeholder groups to a common goal or outcome is expected. Specific examples are strongly encouraged. What is your approach in navigating and resolving challenging partnerships?

- Description of the organization or entity's expected client engagement approach. Frequency and methods of communication; expected approach in meeting agenda development, planning, and execution, etc.
- Other information, experience, or products deemed relevant to this solicitation.

Required attachments will not count against the narrative page total. Such attachments include:

- Resumes of key staff who will be assigned to this project and their roles on the project;
- Hourly rate, and expenses included within the hourly rate calculation;
- and three recent (last 5 years) references.

5.5 Questions on the RFP

Questions relating to the RFP are to be sent to Melinda Mack at mmack@nyatep.org with the subject line: "Question Relating to RWI RFP" by March 3, 2017. A consolidated electronic response to the questions will be posted, and made publicly available at www.nyatep.org on March 6, 2017.