

Request for Proposals

One-Stop Operator

Worksystems is seeking qualified and experienced organizations or individuals to serve as the Operator for the WorkSource Portland Metro one-stop system.

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Part I: Introduction

Worksystems is a non-profit agency that supports economic growth in the City of Portland, Multnomah and Washington counties by pursuing and investing resources to improve the quality of the workforce. We design and coordinate workforce development programs and services delivered through a network of partners to help people get the skills, training and education they need to go to work or to advance in their careers. Our partners include employers, labor groups, government, community colleges, high schools, community-based and economic development organizations. Since 1998, Worksystems has invested over \$300 million in our community.

Part II: Background

Worksystems is the Local Workforce Development Board for the City of Portland, Multnomah and Washington Counties. The Workforce Innovation and Opportunity Act requires local workforce boards to competitively select a One-Stop Operator at least once every four years. The role of the One-Stop Operator is to help coordinate service delivery by multiple partners in an integrated workforce system.

Part III: Available Funding

Worksystems is seeking proposals from organizations and individuals with expertise working in complex and dynamic system environments to serve as the Operator for the WorkSource Portland Metro workforce development system. The Operator contract will be for the remaining duration of Program Year 2020 (October 1, 2020 through June 30, 2021). Organizations or agencies funded to provide services in the local workforce system that are interested in submitting a proposal must demonstrate in their response the existence of sufficient firewalls and conflict of interest policies and procedures to be able to effectively oversee the service delivery system that includes their own staff as well as other partner agencies and staff.

Cost and Budget

The total maximum award under this RFP is \$37,500 for services to be performed between October 1, 2020 and June 30, 2021. Full budget details will be negotiated prior to finalizing an Operator contract.

Up to three extensions will be available (through PY23 which ends June 30, 2024) for subsequent program years' at Worksystems' sole discretion. Contractor's performance will be a factor considered in agreement extension, as will funding availability.

Part IV: One-Stop Operator Roles and Responsibilities

In consultation with Worksystems, the Operator will:

- Provide support for coordination across integrated management teams at each WorkSource Center.
- Provide logistical, operational and process support for a team-based approach to WorkSource programs, grants and initiatives. Key areas that the Operator will support during PY20 include:
 - WorkSource Center COVID re-opening plans.

- Implementation of revised WorkSource Oregon standards.
- Outreach and recruitment strategies for new training opportunities in construction/trades.
- Implement a “no wrong door” strategy that facilitates customer access to services across all programs, partners and locations.
- Facilitate continuous improvement efforts through data collection, analysis, and process improvements.

Once an Operator is selected, Worksystems will develop and negotiate a set of deliverables for the contract which will focus on measurable progress in completing the above tasks.

Part V: WorkSource Portland Metro System

WorkSource Portland Metro provides access to a robust menu of preparatory, training, and employment services such as career exploration, job readiness validation, occupational skills training, and job search assistance. Prior to the current pandemic and economic downturn, the system served over 30,000 job seekers annually. The number is expected to increase dramatically this year and for the foreseeable future.

WorkSource Partners

Key WorkSource partners include:

- Worksystems, the Local Workforce Development Board, convenes and coordinates partner activities, oversees services and pursues and integrates resources. Worksystems funds career and skill development services that are provided by partners stationed in WorkSource Centers.
- Portland Community College, Mt Hood Community College, SE Works and Immigrant and Refugee Community Organization (IRCO) provide career and skill development services in the Centers. They are WIOA Title 1B-funded providers of services to adults and dislocated workers.
- Oregon Employment Department provides customer intake, job search assistance, and workforce recruitment services for local employers.
- Oregon Department of Human Services’ Self-Sufficiency Programs deploy Supplemental Nutrition Assistance Program (SNAP) Navigators to help job seekers enroll in SNAP and workforce services targeted to SNAP recipients.
- The NextGen WIOA-funded youth program serves low-income and out-of-school youth ages 17-24.
- Oregon Department of Vocational Rehabilitation, Job Corps, YouthBuild, and WIOA Title V programs (providing services to seniors) have staff located at one or more Centers.
- Other WIOA partners such as Oregon Commission on the Blind and community college adult education/ESL programs are referral and planning partners.

WorkSource Centers

WorkSource Portland Metro is comprised of five one-stop centers, and two express locations:

- WorkSource Gresham at 19421 SE Stark St., Gresham.
- WorkSource North/Northeast at 30 N Webster St, Suite E, Portland.

- WorkSource Southeast at 7916 SE Foster Road, Suite 104, Portland.
- WorkSource Tualatin at 7995 SW Mohawk, Tualatin.
- WorkSource Beaverton-Hillsboro at 241 SW Edgeway Drive, Beaverton.
- WorkSource Express Center at Central City Concern at 2 NW 2nd Ave, Portland.
- WorkSource Express Center at Washington County Jail at 215 SW Adams Avenue, Hillsboro.

Each Center is led by an integrated management team that includes management from the Oregon Employment Department, WIOA Title 1B-funded contractors and a Worksystems staff liaison known as the Center Lead.

Aligned Partner Network

The Aligned Partner Network comprises over 25 community-based organizations that serve a diverse array of community members who experience poverty and barriers to employment. These organizations provide one on one Career Coaching to participants including outreach, career plan development and barrier reduction as they progress through services to employment and advancement.

Many key services incorporated in career plans, such as occupational training and job placement, are provided through the WorkSource Portland Metro system. The Aligned Partner Network includes organizations from the Economic Opportunity Program, a City of Portland-funded employment program, A Home for Everyone, a joint City of Portland/Multnomah County-funded initiative to provide rent assistance and eviction prevention for individuals engaged in career services, NextGen and other CBOs that partner with Worksystems to bring workforce services to their populations.

Grants and Industry Initiatives

Worksystems pursues funding from federal, state, local and private sources and deploys it through the WorkSource system and partners. Grants are often targeted to specific population segments (e.g. individuals receiving SNAP or TANF) and directed to help train new and current workers and meet other workforce challenges in our target industries: Construction/trades, health care, high tech and manufacturing.

Impact of COVID-19 Shutdown

The pandemic has forced WorkSource Portland Metro to close all WorkSource Centers to the public. Worksystems-contracted Title 1B partners responsible for career services, training services and WIOA youth services are providing services to customers via phone and video. Oregon Employment Department staff that provide job seeker services in Centers have been temporarily deployed to support the statewide demand for Unemployment Insurance (UI) and Pandemic Unemployment Assistance (PUA). Other WIOA partner staff co-located at Centers are also working remotely. Most of the services that were previously available in-person at Centers are now being offered virtually, including resume, interview and other workshops. The website www.worksourceportlandmetro.org has the most up to date information about how the system has adjusted during the shutdown.

Part VI: Proposal Narrative Content and Evaluation Criteria

Proposals should be no longer than four pages, single sided. Font size of 12 point is preferred. Page limitation excludes Proposal Cover Sheet, Reference information and the Budget Narrative.

Section A: Organizational Capacity and Experience

(30 points)

- a) Briefly describe your organization structure, mission and history; highlighting the expertise you will bring to the Operator role.
- b) Identify and describe the professional qualifications of the individual who will perform the Operator function.
- c) Provide two business references, including telephone and email contact information for a representative with personal knowledge of your/your agency's work.

Section A Evaluation Criteria:

- Experience coordinating partners in a complex, multi-funded, political environment.
- Strong organizational and communication skills.
- Experience with continuous improvement.
- Commitment to team approach.
- Adaptability to change and responsiveness to multiple leaders and needs of a variety of customers.

Section B: Operator Role and Responsibilities

(40 points)

- a) Describe your approach to coordination of management level representatives.
- b) Describe your approach to managing processes that are implemented across multiple partners.
- c) Describe how you, as the Operator, would address one of the three key areas for PY20 listed in Part IV. One-Stop Operator Roles and Responsibilities.
- d) If you have a current role within the local workforce system (e.g. receive funding from Worksystems to deliver workforce services, are a WIOA-defined partner agency or program), describe the firewalls you would implement, including a discussion as to how you will prevent conflicts of interest in conducting the Operator role.

Section B Evaluation Criteria

- Presents an effective leadership model
- Knowledge of process management practices and techniques.
- Demonstrates an understanding of the Operator role in key program area
- Firewalls are sufficient to allow the organization to manage integrated Center services.

Section C: Budget Narrative

(18 points)

- a) Submit a budget with line item detail and/or billable hours per month and corresponding rates that are proposed.
- b) The budget is to be developed for the necessary operations costs required to manage the services being proposed.

Funding Restrictions

- All proposed project costs must be necessary and reasonable and in accordance with Federal guidelines. Determinations of allowable costs will be made in accordance with the applicable Federal cost principles. Disallowed costs are those charges that are determined as unallowable in accordance with the applicable Federal cost principles or other conditions required by the funding source.
- Equipment or capital expenditures may not be purchased with funds for this project.
- To claim any administrative costs that are also indirect costs, the applicant must have an approved Federal indirect cost rate or must obtain an Indirect Cost Rate Agreement from its Federal Cognizant Agency within 90 days of receiving a cost reimbursable contract award.

Additional support documents required for Budget Narrative response to submit for this RFP

- Copy of the organizations most current approved Federal indirect cost rate if indirect costs are included in the budget.

Section C Evaluation Criteria

- Costs are reasonable and staffing costs align with services described; proposed budget is sufficient to perform the required tasks and demonstrates fiscal responsibility and reasonableness.
- Contains no unexplained amounts for miscellaneous or contingency.

Section D: Administrative Capacity Requirements

(12 points)

Please limit Administrative Capacity response to two pages, not including the required documents.

- a) Provide the resume of the manager or director of your organization's fiscal department.
- b) Describe your organization's process for recording personnel expense by grant or cost center.
- c) Describe the processes your organization uses to safeguard federal and other governmental funds. How does your organization ensure that funds are used only for allowable costs?
- d) Describe any deficiencies or disallowed costs noted in monitoring or audits by funders in the last three years; describe how findings were resolved.
- e) If applicable, describe any negative findings from the three most recent financial and A-133 audits, and the resolution of the findings.
- f) If any of the work proposed will be sub-contracted, discuss the administrative and fiscal controls your organization will use, the experience of the staff to operate those controls and to oversee sub-contractors, and how these factors will offer effective fiscal controls and oversight of sub-contractors.

Documents required for administrative capacity response to submit for this RFP:

- IRS 501(c)(3) tax-exempt letter, or other proof of entity legal status (such as certificate of incorporation).
- Federally negotiated Indirect Cost Rate Agreement, if not provided as the budget narrative support document.
- Cost allocation plan.
- Most recent audit reports, including: Financial statements, management letter, and the report required by Uniform Grant Guidance and Schedule of Expenditures of Federal Awards (previously called “A-133” audit), if applicable.
- Timekeeping policy.
- Insurance certificate evidencing coverage for: General Liability, Professional Liability, Worker’s Compensation, Motor Vehicle, Property and Equipment and Employee Dishonesty.

Section D Evaluation Criteria

- All required documents submitted.
- Financial Management systems are sufficient to trace funds to the level of expenditure required by the grant.
- Accounting processes for recording personnel costs and allocated expenses are reasonable and equitable to all grants and cost centers.
- Financial management systems are sufficient to provide effective budget management and control over expenditures of grant funds.

Worksystems cannot enter into contract negotiations with an organization that is not legally established to conduct business within the State of Oregon or debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. Organizations meeting this minimum standard will be evaluated for Administrative Capacity. Organizations that have active exclusion records on their DUNS number, per the System for Award Management (www.sam.gov) may not be awarded a contract.

Successful respondents may be required to provide additional administrative documentation or assurances in accordance with Federal requirements prior to completion of contract negotiations. The list of required contracting documentation may be viewed in the sample “Terms and Conditions” posted in the Resource Documents section of the RFP webpage.

Part VII: Proposal Review Process

Proposals and respondent presentations will be evaluated by a committee of Worksystems staff. The funding recommendation will be made to the Executive Director for final decision.

Part VIII: Proposal Submission

Worksystems must receive the proposal and all related documents marked “(Name of Applicant) One-Stop Operator” ***no later than Friday, September 18, 2020 at 12:00 noon***. The Cover Page must be signed by an individual authorized to represent the organization, to act on its behalf and to legally bind it in all matters related to the RFP.



The Portland Metro Workforce Development Board

Please submit a signed, electronic copy only (“signature” may be electronic or demonstrated via an email from the authorized signer validating the proposal submission on behalf of the organization). No paper copies are required.

Please send the electronic submission of the proposal and administrative capacity documents to RFP@worksystems.org. Worksystems will send an email confirmation to the address on the cover page acknowledging receipt.

Complete proposal packages will include the following documents:

Proposal Documents	Submit Electronically to RFP@worksystems.org
Completed & signed Proposal Submission Cover Page	PDF format
Proposal Narrative	PDF format
References	PDF format
Budget Narrative and related documents	PDF format
Administrative Capacity Checklist	PDF format
Administrative Capacity Response	PDF format
Administrative Capacity Documents	PDF format

It is the respondent’s responsibility to ensure the submission was received. If a Worksystems confirmation email has not been received, it is the respondent’s responsibility to follow-up with another email or telephone call before 12:00 noon on September 18, 2020. Late proposals will not be considered.

Part IX: Award Notification

Provisional award results will be sent via e-mail by September 25, 2020.

Part X: Administrative Detail

Issuing Organization Worksystems, Inc.	Total Available Funds \$ 37,500	Agreement Form Subrecipient
<p>Funding Source Details</p> <p>Fund 200 WIOA Adult Program Awarding Agency: US Department of Labor Funding Source: Workforce Innovation and Opportunity Act Title 1B – Adult Formula CFDA Number: 17.258 Federal Award Identification Number (FAIN): AA-33251-19-55-A-41 Federal Award Date: July 1, 2020 Amount: \$11,500 – 31 percent of total Pass-through Entity: Oregon Higher Education Coordinating Commission</p> <p>Fund 210 WIOA Dislocated Worker Program Awarding Agency: US Department of Labor Funding Source: Workforce Innovation and Opportunity Act Title 1B – Dislocated Worker Formula CFDA Number: 17.278 Federal Award Identification Number (FAIN): AA-33251-19-55-A-41 Federal Award Date: July 1, 2020 Amount: \$14,500 – 38 percent of total Pass-through Entity: Oregon Higher Education Coordinating Commission</p> <p>Fund 410 WIOA Youth Program Awarding Agency: US Department of Labor Funding Source: Workforce Innovation and Opportunity Act Title 1B – Youth Formula CFDA Number: 17.259 Federal Award Identification Number (FAIN): AA-33251-19-55-A-41 Federal Award Date: July 1, 2019 Amount: \$11,500 – 31 percent of total Pass-through Entity: Oregon Higher Education Coordinating Commission</p>		

Inquiries

All questions related to this solicitation are to be submitted electronically via email with the subject “One-Stop Operator” and sent to: RFP@worksystems.org. Questions received after the solicitation has been published and before close of business September 15, 2020, will be responded to within two business days by posting in the “Questions and Answers” section for this RFP at www.worksystems.org News and Events section. Questions received after September 15 will not be answered.

Withdrawal

A submitted RFP response may be withdrawn at any time. A written request to withdraw the response must be submitted electronically to: RFP@worksystems.org.

Appeals

The following process has been established to address appeals:

- The appeal must be due to what the respondent considers a flaw in the Evaluation Committee’s funding recommendation process.
- The appeal must be submitted in writing by 5:00 p.m. September 30, 2020. Appeals must be sent to: RFP@worksystems.org. All appeals are public information.
- The organization/individual filing the appeal must specify the basis of the appeal and provide an alternative the appellant would find acceptable. Proposal rating scores may not be appealed. The mere fact that a proposal was not recommended for funding is also not open to an appeal, nor is a complaint about the amount of funding granted. The appeal must be based on a violation of the process established for the solicitation.

During any part of the review or consideration, the appellant may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by Worksystems. In the event an appellant fails to respond, the appeal will be dismissed, and no further appeal will be accepted.

Worksystems’ Executive Director and Chief Operating Officer will review the appeal and issue a written response that is intended as a complete and final answer to the appeal.

Resource Documents

- Proposal Submission Cover Page
- Administrative Capacity Checklist
- Contract Terms and Conditions

Part XI: Additional Provisions and Disclaimers

- Worksystems reserves the right to waive informalities and minor irregularities in offers received.
- This RFP does not commit Worksystems to award a contract.
- This RFP is for WIOA services and other related programs and funding streams which may become available to Worksystems during the funding period.
- Worksystems may accept any item or group of items of any offer, unless the bidder qualified its offer by specific limitations.
- Worksystems reserves the right to request additional data or oral discussion or documentation in support of written offers.
- By providing contact information for references respondents are authorizing Worksystems to contact the reference and discuss respondents' work.
- No costs will be paid to cover the expense of preparing a proposal.
- All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to Worksystems and be subject to disclosure under the Freedom of Information Act. Applicants are advised that most documents in the possession of Worksystems are considered public records and subject to disclosure under the State of Oregon's Public Records Law.
- Formal notification to award a contract and the actual execution of a contract are subject to the following: Receipt of anticipated funding, results of negotiations between selected respondents and Worksystems staff, and continued availability of funds.
- Any changes to the WIOA program, performance measures, funding level, or board direction may result in a change in contracting. In such instances, Worksystems will not be held liable for what is in the bidder's proposal or this Request for Proposals package.
- Proposals submitted for funding consideration must be consistent with – and if funded, operated according to – relevant federal legislation, all applicable federal regulations, State of Oregon policies, and Worksystems policies and procedures.
- Additional funds received by Worksystems may be contracted by expanding existing programs. These decisions shall be at the discretion of Worksystems.
- Worksystems 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 Worksystems, the services proposed are not needed, or the costs are higher than Worksystems finds reasonable in relation to the overall funds available, or if past management concerns lead Worksystems to believe that the bidder has undertaken more services than it can successfully provide.
- Worksystems 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.
- All respondents 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 WIA-funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
- All respondents must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
- Worksystems 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. 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.