

**WESTCHESTER/PUTNAM LOCAL WORKFORCE DEVELOPMENT BOARD**

**REQUEST FOR PROPOSALS FOR A**

**ONE-STOP OPERATOR TO COORDINATE EMPLOYMENT AND TRAINING SERVICES  
UNDER THE WORKFORCE INNOVATION AND OPPORTUNITY ACT OPPORTUNITY ACT  
(WIOA) of 2014**

**ISSUE DATE:** Tuesday, January 17, 2017

**DUE DATE:** Friday, March 31, 2017 at 12:00 PM EST

**I. Section V Scope of Work**

**Section V of the Scope of work was replaced in its entirety to now include specific performance measures and responsibilities.**

Pursuant to Title 20 CFR Section 678.620, the One-Stop Operator will be provide operational implementation, monitoring and coordinate services between the WIOA One-Stop Partners (WIOA Title 1, Adult Education, Vocational Rehabilitation, and Wagner-Peyser Employment Services) in the One-Stop System and Center(s) in accordance to the One-Stop Partnership Memorandum of Understanding. The Contractor responsibilities include:

**Coordinate of One-Stop Partnership**

- Work with partners to continuously improve the system
- Conduct six (6) meetings per year with representatives of the service providers in the One-Stop System.
- Arrange and offer at least two (2) cross-partner frontline staff training annually.
- The partners have agreed to adhere to the following procedures for resolving disputes that may arise between or among the partners.

**Process and Service Provision**

- Develop processes to monitor that all customers receive appropriate, timely, and effective WIOA services.
- Help implement a formal referral process for services within and outside of the Center(s).

**Accountability and Reporting**

- Use the established a system to gather, analyze, and report performance of

core partners, center processes, and system services.

- Monitor local, state and federal performance standard which require written finds and appropriated corrective action plan for the career service providers.
- Ensure compliance with all State and local policies and procedures relative to One-Stop System and One-Stop Center.
- Prepare and submit monthly and quarterly reports for the Workforce Development Board

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<sup>1</sup> The members of the One-Stop partnership included: Westchester/Putnam Career Center Putnam County, DSS Mount Vernon Employment Center, Peekskill Employment Center, ACCES-VR White Plains District Office, NYSCB White Plains Area, Office Urban League of Westchester County, and Westchester County DSS.

## **II. Section VI Proposal Narrative**

**Section VI of the Proposed Narrative was replaced in its entirety to clarify that the Proposers response should demonstrate previous experience in monitoring and managing workforce development, human services, education or economic development programs. This revision does not change the criteria impact scoring.**

**Narrative Content:** (Limited to 10 Pages) – (See Schedule A” – Proposal Narrative)

Include a detailed description of activities related to the requirements outlined in the One-Stop Operator Requirements as identified in Schedule “A”. Identification of any new or innovative initiatives designed to improve the One-Stop system/center outcomes. Include a description of both initial implementation activities and on-going operational functions.

### **1. Experience of Proposer’s Organization and Staff (25 Points)**

Briefly describe the purpose, activities, and services currently provided by your organization Describe experience working in a workforce development, human services, education, economic development, or other similar fields in order to successfully perform the duties required by the LWDB. Scoring of this criterion will be based on the following:

- Demonstrated previous experience directly monitoring, coordinating, overseeing, and/or developing workforce development, human services, education, or economic development programs;
- Demonstrated previous success in the management, coordination and/or oversight of workforce development, human services, education, or economic development programs;
- Demonstrated knowledge and understanding of state and regional policies and priorities for workforce Development programs
- Membership in appropriate professional organizations.

### **2. Plan of Service (40 points)**

The respondent must have a detailed plan for successfully completing the duties of a One-Stop Operator, as outlined in this RFP. It is of key importance that the respondent's plan strongly adheres to the goals and objectives established by the LWDB within its local plan. Scoring of this criterion will be based on the following:

- Provide a detailed narrative of how the County's scope would be performed to meet the goals and objectives established by the LWDB within its local and regional plans.
- List the information that is not provided in the RFP that is necessary for the County to provide to you in order to complete the scope of work.
- Provide a timetable for completion of the assignment (if the County has set forth specific deadlines above, then provide a timeline for meeting those deadlines, including all interim milestones necessary to complete the project).

### **3. Partnerships and Coordination (15 points)**

The respondent, if selected, will serve a key role in serving as the partnership liaison for the WPWDB, and the primary facilitator and monitor of regional workforce development, education, and economic development partnerships within Westchester and Putnam counties. Scoring of this criterion will be based on the following:

- Demonstrated knowledge and understanding of the required role of a "One-Stop" Operator.
- The efficacy and relevance of the proposer's plan and approach to promoting the need for life-long learning, educational attainment, and career aspirations within The Region.
- The efficacy of the proposer's approach towards monitoring the necessary outreach to employers within the counties of Westchester and Putnam.

### **4. Staffing Plan and Organization (10 points)**

The respondent, if selected, will monitor the delivery of workforce services in the One-Stop Career Centers. Scoring of this criterion will be based on the following:

- Appropriate number of staff required to achieve the required roles of a One-Stop Operator.
- Credentials, experience and resumes of the proposed staff.
- Demonstrated understanding and vision for a "seamless service delivery.
- Quality of plan for managing communications and disseminating information.

### **5. Budget and Financial Information (10 Points)**

The fee proposed for these services shall be indicated as part of the proposal. Failure to

include the fee proposal amount with the proposal shall disqualify the proposal. If the fee is a not-to-exceed amount based on your estimate of hourly rates and costs necessary to complete the scope of work, you must provide a detailed budget outlining all such hourly rates and cost estimates.

Provide a separate Budget for the One Stop Operator activities being proposed.

Contractors will receive reimbursement for actual allowable costs of operating the program. The Contractor will bill only for actual and accrued costs to meet immediate cash needs. All costs associated with contract payments will be supported by original documentation charged to appropriate cost classifications and subject to audit.

Each proposer shall complete the proposed budget form (Schedule B-1) and budget narrative form (Schedule B-2). Instructions on how to fill out the forms follow:

- a. Proposer - Type in the name of the agency submitting the proposal.
- b. Budget - For each applicable budget line (Schedule B-1) item, fill in the budget amount for each year.

Budget Narrative - Fill out the corresponding budget narrative pages (Schedule B-2). For each account title used on the budget, there must be a narrative that describes how the budget total was arrived.