

REQUEST FOR PROPOSALS

Workforce Innovation and Opportunity Act (WIOA)

ONE-STOP OPERATOR

Managing the WorkSource Pierce One-Stop Center

RFP # WIOA-ONE-STOP OPERATOR – 3-3-2021

RELEASE DATE	March 3, 2021
NOTIFICATION OF INTENT TO BID DUE DATE	March 31, 2021, 5:00 pm PST
PROPOSAL DUE DATE	April 14, 2021, 5:00 pm PST
ANTICIPATED SUBAWARD PERIOD	July 1, 2021 through June 30, 2022 <i>* Potential annual extension through June 30, 2025</i>

WorkForce Central

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WIOA ONE STOP OPERATOR

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SECTION I: INTRODUCTION AND BACKGROUND

A. Introduction

The Pierce County Workforce Development Council, in partnership with the Pierce County and City of Tacoma Chief Local Elected Officials (CLEOs), is responsible for overseeing Pierce County's workforce development system, called WorkSource Pierce. WorkForce Central is issuing this Request for Proposals (RFP) on behalf of the Pierce County Workforce Development Council and CLEOs to identify and select a qualified entity to serve as the WorkSource Pierce One-Stop Operator (OSO), funded by Department of Labor (DOL) federal funds under the [Workforce Innovation and Opportunity Act \(WIOA\)](#) (Public Law No: 113-128).

This RFP is seeking proposals from qualified entities with demonstrated expertise, neutrality and capacity to manage the WorkSource Pierce One-Stop Center to ensure it is customer focused, welcoming and fully accessible to all, integrated with onsite and community workforce development services, and offers comprehensive solutions to job seekers, workers and businesses. The OSO will coordinate with WorkForce Central and its partners to minimize duplication and promote seamless service delivery at the One-Stop Center that aligns with WIOA standards and the [Local Integrated Workforce Plan](#).

The vision for the One-Stop Operator is a servant leader who works collaboratively with WorkForce Central and our One-Stop Center partners to create a harmonious and productive space where excellent customer experience is the focus and center of all activity. The selected OSO will demonstrate partnership orientation, commitment to equity, diplomacy, an unbiased approach with all stakeholders, and knowledge of local needs and resources. As the keeper of goodwill and standards, the OSO will maintain operational oversight and functional leadership that aligns with partners to enhance services, making the WorkSource Pierce One-Stop Center a vibrant foundation for workforce development in our community.

Geographic Area: Pierce County, Washington

Proposed Subaward Amount: The One-Stop Operator will be funded as a WIOA Title I subaward. For planning purposes, bidders should estimate WIOA funding of **up to \$150,000** for this RFP. WorkForce Central reserves the right to increase or decrease the total estimated subaward amount; it is provided solely as guidance to bidders in preparing their proposal budget. Bidders are not required to request the full amount of estimated funding available.

Type of Subaward: Cost reimbursement subaward

Anticipated Subaward Start Date: July 1, 2021

Initial Subaward End Date: June 30, 2022

Option to Extend: WorkForce Central reserves the right to extend the subaward for another three years on an annual basis through June 30, 2025, based on future funding availability, any additional regulations or rule-making from the Federal Department of Labor, community need, subrecipient's performance, and other factors.

B. Workforce Innovation and Opportunity Act (WIOA) Overview

On July 22, 2014 President Obama signed into law the Workforce Innovation and Opportunity Act (WIOA). WIOA is designed to improve and streamline access to federally funded employment, education, training, and support services. Every year the key programs that form the pillars of WIOA help tens of millions of job seekers and workers to connect to good jobs and acquire the skills and credentials needed to obtain them. The enactment of WIOA has provided an opportunity for reforms to ensure the WorkSource One-Stop Delivery System is job-driven, responding to the needs of employers and preparing workers for jobs that are available now and in the future.

WIOA has six main purposes:

1. Increase access to and opportunities for employment, education, training, and support services for individuals, particularly those with barriers to employment.
2. Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
3. Improve the quality and labor market relevance of workforce investment, education, and economic development efforts.
4. Promote improvement in the structure and delivery of services.
5. Increase the prosperity of workers and employers.
6. Provide workforce development activities that increase employment, retention, and earnings of participants and that increase post-secondary credential attainment and as a result, improves the quality of the workforce, reduces welfare dependency, increases economic self-sufficiency, meets skills requirement of employers, and enhances productivity and competitiveness of the nation.

C. Subrecipient Designation

The awardee of this award will be a subrecipient. A subrecipient is a non-Federal entity that receives a subaward from a pass-through entity to carry out all or part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency (2 CFR §200.93 Subrecipient).

A subrecipient must comply with all applicable uniform administrative requirements, cost principles and audit requirements. In this situation, the pass-through agency of the funds has a responsibility to monitor the subrecipient to ensure the grant funds are being used for authorized purposes and as required by the grant agreement and applicable regulations. For more information, please see: 2 CFR Part 200; 2 CFR Part 2900; TEGL 15-16; and ESD Policy 5250 Subrecipient/Contractor Pass-Through Entity Determination Requirements. For information on uniform guidance 2 CFR 200 and 2 CFR 2900, visit:

<https://www.gpo.gov/fdsys/granule/CFR-2014-title2-vol1/CFR-2014-title2-vol1-part200/content-detail.html> OR

<https://www.gpo.gov/fdsys/search/pagedetails.action?granuleId=CFR-2016-title2-vol1-part2900&packageId=CFR-2016-title2-vol1>

D. WIOA's Local Governing Body: Pierce County Workforce Development Council, WorkForce Central Executive Board, and WorkForce Central

An inter-local agreement between the City of Tacoma and Pierce County provides the foundation for workforce development initiatives across Pierce County. Elected officials from the City of Tacoma and Pierce County, as well as a representative of business, form our governing body, the Executive Board, which works closely with and appoints members to the Pierce County Workforce Development Council. Together, their mission is to ensure coordination of the WorkSource Pierce workforce system.

The Governor-certified Pierce County Workforce Development Council is a business-led council comprised of community leaders with expertise in the public, private and philanthropic sectors. With a wealth of expertise, the Pierce County Workforce Development Council works side-by-side with the Chief Local Elected Officials to address workforce deficiencies, upskill workers, develop potential employees, and ensure the workforce system offers the highest quality service to its customers. WorkForce Central, established as Tacoma-Pierce County Employment & Training Consortium in 1982, fulfills the vision of the Chief Local Elected Officials and the Pierce County Workforce Development Council.

In partnership with the Executive Board, the Pierce County Workforce Development Council and WorkForce Central have established the [Local Integrated Workforce Plan](#) that strategically supports Washington State's "Talent and Prosperity for All" plan and the full implementation of WIOA, including the integrated service delivery system. The local service delivery area encompasses incorporated and unincorporated Pierce County.

E. Pierce County Workforce Development Council Vision, Mission, Objectives and Values

Vision: Economic prosperity for our customers and the region.

Mission: Provide easy access to and enhance delivery of workforce development services for individuals and businesses.

Objectives

1. Increase business engagement with the workforce system.
2. Create an integrated system that is aligned to the goals.
3. Expand and improve the talent pipeline of disconnected young adults and adults to quality jobs.
4. Support individuals to gain employment through a system of wraparound services that is responsive to their diverse experience and needs.

Core Values: We believe in the following shared principles, beliefs, and priorities:

- Empowerment - We support our customers in gaining the skills and confidence to make choices right for them and their families.
- Innovation - We embrace ongoing innovation, creativity, and change for achieving continuous improvement and growth.
- Results - We deliver our very best in all we do, holding ourselves accountable for results.
- Respect - We treat our team members, customers, and partners with mutual respect and sensitivity, recognizing the importance of diversity. We respect all individuals and value their contributions.

- Stewardship - We are stewards of the public trust and take seriously our responsibility for fiscal management.
- Social Justice - We will actively work to undo the historic harm done to communities of color throughout Pierce County by targeting our financial and strategic resources to those communities. We will purposefully identify, discuss, and challenge issues of race and the impacts they have on our organization, each partner organization, its respective systems, and the people we serve, with an aim toward active contributions to racial and gender equity along the way. We will continually challenge ourselves to understand and correct the inequities we discover within the workforce development system, gain a better understanding of ourselves during this intentional process, and work to ensure that power is shared among all stakeholders in our community.

SECTION II: SOLICITATION INFORMATION

A. Solicitation Timetable

Request for Proposal (RFP) Release	March 3, 2021
Virtual Bidders' Conference	March 18, 2021, 1:30 – 3:00 pm, PST
Deadline for Written Questions Email questions with RFP number in title to: procurement@workforce-central.org Questions and answers will be posted to: One-Stop Operator RFP	March 30, 2021, 5:00 pm PST
Notification of Intent to Bid Due	March 31, 2021, 5:00 pm PST
Proposal Package Due Email proposal package with RFP number in title to: procurement@workforce-central.org	April 14, 5:00 pm PST
Technical Review	April 15 - 19, 2021
Evaluation of Proposals & Virtual Oral Interviews (if held)	April 19 – May 18, 2021
Announcement of Subaward	On or near May 21, 2021
Subaward Negotiations and Development	May 24 – June 25, 2021
Anticipated Subaward Start Date	July 1, 2021

B. Eligible Bidders

The WorkSource Pierce One-Stop Operator must be an entity (public, private, or nonprofit), or a consortium of entities that includes at least three (3) of the required One-Stop partners with demonstrated effectiveness, located in Pierce County. Such entities may include:

- Government agencies or governmental units, such as local or county governments, school districts, state agencies, and federal WIOA partners
- Employment Service State agencies under Wagner-Peyser Act, amended by title III of WIOA
- Native American Tribes, tribal organizations, Alaska Native entities, Native American-controlled organizations serving Indigenous people, or Native Hawaiian organizations
- Educational institutions, such as: institutions of higher education, nontraditional public secondary schools such as night schools, and area career and technical education schools (however, elementary, and other secondary schools are not eligible to become a one-stop operator)
- Community-based organizations, nonprofit entities, or workforce intermediaries
- Other interested organizations capable of carrying out the duties of the One-Stop Operator, such as a local chamber of commerce, other business organization, or labor organization
- Private for-profit entities
- Local Workforce Development Boards, if approved by the Chief Elected Official (CEO) and the Governor as required in WIOA sec. 107(g)(2)

WorkForce Central is interested in receiving proposals from qualified individuals as well as from organizations. For an individual to be selected as the subrecipient, they must have a current business license or have filed a master business application prior to the execution of this Contract. The Subrecipient would need to provide WorkForce Central with its Washington Unified Business Identifier (UBI) number and its Washington Department of Revenue tax account number, and, if applicable, their Labor and Industries account number and Unemployment Insurance tax number. Required information will need to be provided prior to the Subrecipient commencing services under this Contract. Information about applying for a Washington State business license can be found at <https://dor.wa.gov/open-business/apply-business-license>.

C. WorkForce Central Procurement

WorkForce Central conducts all procurements in a manner providing full and open competition as required under 2 CFR 200, other federal and state laws and regulations, and WorkForce Central's Procurement Policy. This RFP identifies all relevant requirements, technical review process, evaluation factors, scoring point range, and selection process. Technical Review will be completed for all proposals received by **April 14, 2021, 5:00 pm PST** and for which Notifications of Intent to Bid were received by **March 31, 2021, 5:00 pm PST**.

WorkForce Central reserves the right to revise any part of the RFP at any time before the submission deadline date, if necessary. These revisions will become addendums to the RFP and will be posted on the WorkForce Central website, OSO RFP page: [One-Stop Operator RFP](#). Bidders are responsible for checking the website frequently to remain informed about the procurement process. Bidders must amend proposal packages as addendums make necessary. Failure to acknowledge any addendum that impacts proposal requirements will result in disqualification of the proposal.

D. Notification of Intent to Bid

Entities planning to submit a proposal in response to this RFP are required to **submit a Notification of Intent to Bid via email by March 31, 2021, 5:00 pm PST**. Email the organization's name; contact person's name, email address and phone number; and statement of intent to submit a proposal to procurement@workforce-central.org. Please include the RFP number in the email subject line. If the Notification of Intent to Bid is not received or arrives after the due date, proposals will be disqualified.

E. Proposal Minimum Requirements and Submission Instructions

To be considered for review, proposals must follow the submission instructions in this RFP, provide all information required in the proposal narrative, and include all required forms and attachments (signed and dated by your organization's representative, as indicated). The bidder selected through this solicitation will be required to agree to the General Terms and Conditions in WorkForce Central's contract and must also comply with all applicable federal and state laws and regulations, and with local policies established by the Pierce County Workforce Development Council.

Please submit proposals by email to procurement@workforce-central.org and include the RFP number in the title of the email. The proposal must be emailed as one PDF document that includes all attachments. All proposals must be received **before April 14, 2021, 5:00 pm PST**. Proposals not submitted by this date and time will be automatically disqualified, without exceptions. Faxed or hard copy proposal packages will not be accepted.

F. Bidders' Conference and Written Questions

Potential bidders and others who may be interested in the OSO RFP are invited to a virtual Bidders' Conference on **March 18, 2021, 1:30 – 3:00 pm PST**. This is an opportunity to ask questions about the RFP and proposal requirements, with WorkForce Central staff present to share information and answer questions. Those who want to attend the Bidders' Conference must **request an Outlook invitation with the Zoom meeting link prior to the Bidders' Conference**. Please email procurement@workforce-central.org, with the RFP number in the email subject line, to request an invitation.

WorkForce Central also welcomes questions about the RFP submitted by email. Please submit questions in writing by emailing procurement@workforce-central.org, with the RFP number in the email subject line. The deadline for written questions is **March 30, 2021, 5:00 pm PST**. Questions submitted after this deadline will not receive a response to their question.

All questions and answers from the Bidders' Conference and those received by email will be posted on WorkForce Central's website, OSO RFP page: [One-Stop Operator RFP](#).

SECTION III: ONE-STOP OPERATOR DESCRIPTION

A. WorkSource Pierce One-Stop Operator Scope of Work

The OSO will utilize strategic, operational, and exceptional customer service skills to collaborate with Pierce County workforce system partners to achieve the Pierce County Workforce Development

Council's objectives for the system, in alignment with the local vision, mission, and core values. The OSO will report directly to WorkForce Central and maintain regular coordination and communication. The OSO will also be accountable to all WorkSource Pierce One-Stop partners, while upholding strict neutrality and impartiality. Roles and responsibilities of the OSO are described below.

1. Equally represent all the partners in the WorkSource Pierce One-Stop Center and be responsible for promoting and living the vision, mission, and goals of the Pierce County Workforce Development Council.
2. Form, expand, and coordinate committees to address the needs affecting the WorkSource Pierce One-Stop Center. Committees might be internally facing (e.g., staff development, hospitality, integrated service delivery) or customer facing (e.g., marketing, accessibility, safety, continuous improvement, and aesthetics).
3. Ensure WorkSource Pierce One-Stop Center partners continue to align through the lens of integrated services.
4. Understand and comply with WIOA, local, state, federal laws, policies, regulations, and guidance.
5. Maintain and provide training and technical assistance in the development, implementation, and oversight of WorkSource Pierce One-Stop Center's standards/procedures/protocol to ensure exceptional customer experience for jobseekers, workers, and businesses.
6. Oversee day-to-day operations of the WorkSource Pierce One-Stop Center, including scheduling staffing patterns for greeting and facilitation, coordinating room reservations for the center and community partners (e.g., job fairs, large hiring events, community meetings, tours of visitors and dignitaries) and other center-based staffing responsibilities.
7. Use strong customer-centric abilities to ensure that the look and feel of the WorkSource Pierce One-Stop Center, partner affiliate sites and connection sites are welcoming and accessible. Serve as an intermediary point of contact for partner facilities and shared assets.
8. Ensure all Americans with Disabilities Act requirements are met and managed as required by WIOA.
9. Create and provide reports to WorkSource Pierce partners and other stakeholders as appropriate.
10. Promote the services of the WorkSource Pierce One-Stop Center and affiliate and connection sites, including support with marketing and outreach materials and social media, with support from WorkForce Central and One-Stop partners.
11. Engage with team members to provide day-to-day feedback regarding customer engagement. May provide functional oversight or guidance to partner staff within this realm.
12. Facilitate Equal Opportunity monitoring, hosting monitors, and responding to monitoring reports and help ensure satisfactory compliance results from monitoring visits.
13. Participate in ensuring One-Stop Center policies are current, reviewed yearly, and remain in compliance with federal, state, and local policies.
14. Provide functional leadership to WorkSource Pierce One-Stop Center frontline staff in the areas of customer engagement, universal service access within the resource room, customer service delivery, and contract compliance as outlined within the Pierce County Workforce Development Council Memorandum of Understanding (MOU).
15. Responsible for training and onboarding all WorkSource Pierce One-Stop Center staff on the essential functions of the center, resource room service delivery, shared standards outlined within the WorkSource handbook, center policies, top quality customer service expectations and practices, and new employee orientation activities. Assist in coordinating WorkSource Pierce One-Stop Center all staff meetings.

16. Ensure technology is functional and current and that equipment is maintained and appropriately secured.
17. Oversee the WorkSource Pierce One-Stop Center calendar to ensure all classes and activities are adequately staffed and offered appropriately.
18. Maintain WorkSource Pierce One-Stop Center hours, including opening and closing, posting notices, and providing community flexibility for WorkSource hours and services as applicable and necessary for connection and affiliate sites' work and service delivery.
19. May facilitate resolution of routine or occasional janitorial, parking, building security and safety matters when related to universal access and resources.
20. Conduct performance analyses to identify performance improvement opportunities for the WorkSource Pierce One-Stop Center and ensure lean operating processes that result in compliance with policies and customer service delivery expectations.

B. WorkSource Pierce One-Stop Operator Preferred Qualities & Values

Partnership and Collaboration: Prioritizes strong partnerships, aims to collaborate in a facilitative way, always works towards the win-win.

Customer Service Focus: Unwavering dedication to delivering excellent services to all WorkSource Pierce One-Stop Center customers – job seekers, workers, and businesses; also considers partners and colleagues as customers.

Systems Orientation: Ability to see, facilitate and build connections through a systems lens, looking beyond just programs.

Anti-Racism: Commitment to anti-racism and equity that includes demonstrated knowledge of and experience in effective strategies.

Facilitative Leadership: Assists others in reaching their goals; does not require center stage.

Commitment to Access: Believes in and works towards a no wrong door approach; strives to eliminate barriers and reach new audiences.

Neutrality: Works on behalf of and is equally accountable to all WorkSource Pierce One-Stop Center partners. Provides services in an equitable fashion and refrains from bias and partiality in thinking, decisions, influence, and actions.

Lived Experience: Personal experience that aligns with customers' challenges and needs is valued, in addition to professional experience.

Mediator: Conflict resolution and mediation skills at the organizational and individual levels.

Sustainability: Proactively facilitates planning that builds long-term strategies and resources.

Motivation: Excited to help the WorkSource Pierce One-Stop Center reach its full potential as the backbone of the workforce development system in our community.

C. Location of the WorkSource Pierce One-Stop Operator

The OSO is expected to have a full-time presence at the WorkSource Pierce One-Stop Center, located at 2121 South State Street, Tacoma, WA 98402. An office will be provided for the OSO; rent does not

need to be included in the proposal budget. The OSO must be able to coordinate and execute responsibilities virtually if WorkSource Pierce One-Stop Center closures are required due to the COVID-19 pandemic or other reasons.

D. WorkSource System Policies

For information about WorkSource policies and standards, please visit the [Workforce Professionals Center](#). Links to specific Training and Employment Guidance Letters (TEGL) are provided below.

TEGL 04-15: [Vision for the One-Stop Delivery System under WIOA](#)

TEGL 08-15: [Operating Guidance for WIOA](#)

TEGL 10-16 Change 1: [Performance Accountability](#)

TEGL 15-16: Selection of One-Stop Operators [Selection of One-Stop Operators](#)

TEGL 16-16: One-Stop Operator Guidance for American Job Center Network [One-Stop Operator Guidance for American Job Center Network](#)

TEGL 19-14: Vision for the Workforce System and Initial Implementation of WIOA [Vision for the Workforce System and Initial Implementation of WIOA](#)

SECTION IV: PROPOSAL TECHNICAL REQUIREMENTS

A. Required Notification of Intent to Bid submitted no later than March 31, 2021, 5:00 pm PST

B. Proposal Content Requirements & Organization

To facilitate the proposal review process and maximize comparability, proposal packages must be submitted as a single PDF document that includes all items below, in the order shown.

1. Proposal Cover Sheet (signed) - Link: [PROPOSAL COVER SHEET](#)
2. Table of Contents with page numbers
3. Proposal Narrative (including Narrative Questions and Budget Narrative)
4. Budget Worksheet - Link: [BUDGET WORKSHEET](#)
5. Reference Forms (3) - Link: [REFERENCE FORM](#)
6. Applicant Info & Pre-Award Assessment - Link: [APPLICANT INFORMATION AND PRE-AWARD ASSESSMENT](#)
7. Audit Report (or most recent financial statements if no Audit Report is available)
8. Conflict of Interest Attestation (signed) - Link: [CONFLICT OF INTEREST ATTESTATION](#)
9. WorkForce Central Assurances & Certification (signed) - Link: [WORKFORCE CENTRAL ASSURANCES AND CERTIFICATIONS](#)

The RFP and all RFP forms are posted at [One-Stop Operator RFP](#). (Please see Section V.C., pages 11-12, for information about forms and attachments.)

C. Proposal Format Requirements

Font: 11-12 point, Times New Roman or Arial

Paper/Pages: 8 ½ x 11 inches; numbered; 1-inch margins

Maximum Page Limit of the Proposal Narrative: 15 pages (this does not include attachments)

SECTION V: PROPOSAL NARRATIVE, BUDGET & ATTACHMENTS

A. Narrative Questions

Bidders are advised to review all parts of this RFP to provide context for the following narrative questions. Please include the question before each of your responses.

1. Describe in detail what integrated service delivery means to you/your organization. How will you interact with workforce development partners to ensure customers have a seamless and supportive experience engaging with the WorkSource Pierce One-Stop Center? (8 points)
2. Share your beliefs and values about workforce development, including if and how lived experience has influenced you. How will your beliefs and values guide and motivate your role as the One-Stop Operator? (8 points)
3. Describe strategies and ideas you will help develop, promote, and initiate to improve access to services at the WorkSource Pierce One-Stop Center. (8 points)
4. How will you champion and help to infuse anti-racism, equity and inclusion into the WorkSource Pierce One-Stop Center's policies, practices, and culture? (8 points)
5. Briefly summarize your knowledge, experience, and professional network in Pierce County, the Puget Sound region, and Washington State. How will you leverage these networks to improve services and outcomes at the WorkSource Pierce One-Stop Center? If you are a current WorkSource Pierce One-Stop System partner or have professional relationships with WorkSource Pierce One-Stop System partners, please describe how you will demonstrate neutrality in a role that supports the system. (8 points)
6. Describe your understanding of a systems approach, your experience with building and improving systems, and how you will utilize a systems approach as the One-Stop Operator. (8 points)
7. Share your history of success in developing sustainable partnerships, processes, and resources and describe how you will apply your acquired knowledge and experience to create enduring assets for the WorkSource Pierce One-Stop Center. (8 points)
8. Describe your mission, services provided, current customer base, funding sources, and funding stability. How does your proposal to serve as the One-Stop Operator align with your mission, goals, skills, and capacity? (8 points)
9. Describe your experience and demonstrated success as a facilitative leader for partnerships, both generally and in the specific areas listed below. (8 points)
 - a. Keeping partners actively engaged
 - b. Maintaining awareness of and respect for partners' varying needs and goals
 - c. Holding partners accountable to commitments and shared agreements

- d. Proactive mediation and conflict mitigation or resolution
 - e. Avoiding conflicts of interest and maintaining neutrality
10. Describe demonstrated ability and knowledge in the following areas, clearly articulating years and depth of experience, specific approach, measurable outcomes, notable achievements, and any relevant credentials. (8 points)
- a. Improving customer service
 - b. Integrating anti-racism and equity into policies, processes, and culture
 - c. Expanding services to new groups (e.g., geographic, virtual services, reducing barriers)
 - d. Providing and/or coordinating training and presentations
 - e. Collaboratively developing policies, procedures, and processes
 - f. Building operations and facility management
 - g. Compliance monitoring, preparation, hosting, and follow-up
 - h. Continuous quality improvement
11. The One-Stop Operator in our community functions as a servant leader, facilitator, and manager who reports to and works on behalf of WorkForce Central and partners located at the WorkSource Pierce One-Stop Center. Please explain how you will integrate our leadership structure with your organization's chain of command and decision-making to ensure efficiency, responsiveness, and respect for the local authority and expertise of partners. (8 points)

B. Budget

1. Please complete the Budget Worksheet (Link: [BUDGET WORKSHEET](#)), including all costs for which you request funding through this RFP. All included costs must be reasonable, allowable, necessary, and allocable among the stated cost categories, and based on cost principles from 2 CFR 200 and CFR 2900. (The Budget Worksheet does not count towards the 15-page Proposal Narrative limit.) (4 points)
2. Provide a Budget Narrative that describes and breaks down all expenses in the Budget Worksheet, including sufficient details to enable assessment of cost reasonableness. Please also include the items below in your Budget Narrative. (The Budget Narrative counts toward the 15-page Proposal Narrative limit.) (8 points)
- a. Leveraged funds from your organization with explanation of how funds will support proposed OSO services.
 - b. Description of specific in-kind resources and donated time from your organization with explanation of how these resources will support proposed OSO services.
 - c. Any additional expenses related to the proposed FTE, such as travel costs, benefits, staff training, supplies, equipment rental, and any other expenses that may apply.

C: Attachments

The attachments described below will not count towards proposal scoring but will be reviewed by the Evaluation Committee. All attachments must be included with the Proposal Narrative in the proposal

package, in the order shown on page 9, as part of a single PDF document. All attachment forms are available at [One-Stop Operator RFP](#), and links to each form are provided below.

Proposal Cover Sheet with certification - The Proposal Cover Sheet must be completely filled out and signed and dated by an authorized representative of the organization. Link: [PROPOSAL COVER SHEET](#)

Table of Contents with page numbers - Proposal packages are required to include a Table of Contents with page numbers that align with and include the required content listed on page 9.

Reference Forms - Bidders must acquire references from three organizations they have worked with by sending them the Reference Form for completion, signature, and return to the bidder. The proposal package must include all three reference forms. Link: [REFERENCE FORM](#)

Applicant Information and Pre-Award Assessment - This form requests information about the bidder's organization, management systems, audit history, accounting system, and contract/grant performance history. Link: [APPLICANT INFORMATION AND PRE-AWARD ASSESSMENT](#)

Audit Report or most recent financial statements - The Applicant Information and Pre-Award Assessment requests submission of the bidder's most recent Audit Report. If the organization does not have annual audits the bidder must instead submit the organization's most recent financial statements.

Conflict of Interest Attestation - This form requires attestation that the bidder's organization will comply with WorkForce Central's [Code of Conduct and Conflict of Interest Policy](#) and requests disclosure of any current or potential conflicts of interest, real or perceived, in serving as the WorkSource Pierce One-Stop Operator. The form must be signed and dated by an authorized representative of the bidder organization. Link: [CONFLICT OF INTEREST ATTESTATION](#)

WorkForce Central Assurances and Certification - This form must be signed and dated by an authorized representative. Link: [WORKFORCE CENTRAL ASSURANCES AND CERTIFICATIONS](#)

SECTION VI: PROPOSAL REVIEW , EVALUATION & AWARD PROCESS

A. Technical Review

WorkForce Central will conduct a Technical Review of proposals to ensure that all technical requirements of the RFP have been met, such as inclusion of all required attachments and adherence to page limits. Proposals passing Technical Review will be forwarded to the Evaluation Committee for review, evaluation, and scoring.

B. Evaluation & Selection

The proposal review and evaluation process will be conducted utilizing a fair and objective process that adheres to WorkForce Central's Procurement Policy and all other applicable state and federal regulations. All proposals will be assessed and scored by an Evaluation Committee, who will recommend a proposal for funding to WorkForce Central's Chief Executive Officer.

Proposals received by the April 14, 2021 due date and passing Technical Review will be scored by the Evaluation Committee using the following rubric.

YOUNG ADULT SERVICES RFP SCORING RUBRIC	
	POSSIBLE POINTS
PROPOSAL NARRATIVE QUESTIONS 11 questions X 8 possible points per question	88 points
BUDGET WORKSHEET	4 points
BUDGET NARRATIVE	8 points
TOTAL POSSIBLE PROPOSAL POINTS:	100 POINTS

Proposals must receive a total score of 70 points or higher to be considered for funding. After the Evaluation Committee completes proposal review and scoring, they may decide they are ready to recommend a proposal for funding to WorkForce Central's Chief Executive Officer.

Alternately, the Evaluation Committee may decide to hold virtual oral interviews with some or all bidders whose proposals scored 70 points or higher prior to making their recommendation. Up to twenty points may be added to proposal scores for oral interviews. **If held, oral interviews are planned for May 12 and 13, 2021, between 12:30–4:30 pm PST. Bidders should hold these dates in their calendars.** WorkForce Central will send oral interview invitations via email between May 6-11, 2021. Following oral interviews, the Evaluation Committee will recommend a proposal for funding to WorkForce Central's Chief Executive Officer.

If all proposals are deemed inadequate as assessed by the Evaluation Committee, WorkForce Central will have the option of re-posting the RFP or conducting a sole source procurement.

WorkForce Central may select a proposal based on the initial information received without modification. However, WorkForce Central reserves the right to conduct additional virtual or phone interviews, request further information, conduct a site visit, and/or complete a WorkForce Central management review of the evaluation process prior to making a funding award recommendation to the Executive Board. If it is determined to be in the best interest of the Pierce County Workforce Development Council, any proposal may be rejected.

C. Award Process

Each bidder submitting a proposal will be notified in writing, via email, of WorkForce Central's decision concerning their proposal. Formal notification to award a contract and the actual execution of a contract are subject to the following conditions:

- Approval by the Pierce County Workforce Development Council and the Executive Board
- Receipt of WIOA funds from federal and state administering agencies

- Continued availability of WIOA funds

WorkForce Central may require the selected bidder to participate in negotiations and modify their proposal based on the outcomes of those negotiations. WorkForce Central may decide not to fund part or all of the proposal, even though it is found to be in the competitive range, if in the opinion of WorkForce Central the services proposed are not needed, the goals of the proposal do not align with the goals of WorkForce Central, or costs are higher than WorkForce Central finds reasonable in relation to the overall funds available. If negotiations and review indicate, in the opinion of WorkForce Central, the bidder may not be able to fulfill contract expectations, WorkForce Central reserves the right to not enter into the contract with the entity, regardless of ranking and/or approval of the entity's proposal.

WorkForce Central reserves the right to modify or alter the requirements and standards as set forth in this RFP based on requirements mandated by state or federal agencies. In such instances, WorkForce Central will not be held liable for provisions of the RFP package that become invalid.

Additional funds received by WorkForce Central may be used to expand existing contracts or to fund competitively rated proposals not initially funded under this RFP. These decisions shall be at the discretion of WorkForce Central.

D. Debriefing of Unsuccessful Bidders

Upon request, a debriefing conference will be scheduled with an unsuccessful bidder. A written request for a debriefing conference must be emailed to procurement@workforce-central.org within three (3) business days after the Notification of Unsuccessful Proposal is emailed to the bidder. WorkForce Central will acknowledge receipt of the debriefing request within three (3) business days.

Discussion will be limited to a critique of the requesting bidder's proposal. Comparisons between proposals or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted by phone, virtually, or in person (COVID-19 health and safety measures will be followed) and will be scheduled for a maximum of one hour.

E. Protest Procedure

This procedure is available to bidders who submitted a response to this solicitation document and who have participated in a debriefing conference. Upon completing the debriefing conference, the bidder is allowed three (3) business days to file a protest via email to procurement@workforce-central.org.

Bidders protesting this procurement shall follow the procedures described below. Protests that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to bidders under this procurement.

All protests must be in writing and signed by the protesting party or an authorized agent. The protest must state the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the corrective action being requested should also be included. Only protests identifying an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination, or conflict of interest on the part of the Evaluation Committee.
- Non-compliance with procedures described in the RFP document.

Protests not based on the above will not be considered. Protests will be rejected as without merit if they address issues such as: 1) an evaluator's professional judgment on the quality of a proposal, or 2) agency's assessment of its own and/or other agencies' needs or requirements.

Upon receipt of a protest, a protest review will be held by WorkForce Central. WorkForce Central's Chief Executive Officer or her designee will consider the records and all available facts and issue a decision within ten (10) business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may affect the interest of another bidder, such bidder will be given an opportunity to submit its views and any relevant information on the protest.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the agency's action.
- Find only technical or harmless errors in the agency's acquisition process and determine the agency to be in substantial compliance and reject the protest.
- Find merit in the protest and provide the agency options which may include:
 - Correct the errors and re-evaluate all proposals.
 - Reissue the solicitation document and begin a new process.
 - Make other findings and determine other courses of action as appropriate.

If WorkForce Central determines that the protest is without merit, WorkForce Central will enter into a contract with the apparent successful subrecipient. If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

F. Public Disclosure

All data, material, and documentation originated and prepared by the bidder pursuant to the RFP shall belong exclusively to the Pierce County Workforce Development Council and WorkForce Central and be subject to disclosure under the Freedom of Information Act.

SECTION VII: GENERAL INFORMATION

A. Incurred Proposal Costs

The entire cost for the preparation and delivery of the proposal or any related communication shall be at the expense of the bidder.

B. Withdrawal

A submitted proposal may be withdrawn by a written request to procurement@workforce-central.org. Please include the RFP number in the subject line of the email.

C. Termination Due to Non-Availability of Funds

When funds are not appropriated or are otherwise unavailable to the Pierce County Workforce Development Council to support continuation of this RFP or any subaward(s) herein, they shall be cancelled as of the effective date set forth in the termination notice.

D. Negotiation/Discussion

WorkForce Central, the Chief Local Elected Officials, and the Pierce County Workforce Development Council reserve the right to conduct discussions with bidders in order to ensure a full understanding of the proposal. Selection of an organization as a subrecipient does not constitute approval of the subaward proposal as submitted. Before the subaward is awarded, WorkForce Central may enter into negotiations about such items to include, but not be limited to, program components, allowable activities, staffing, funding levels, and administrative systems in place to support services implementation. If the negotiations do not result in a mutually acceptable submission, WorkForce Central reserves the right to terminate the negotiations and decline to fund the proposal. Bidders will be accorded fair and equal treatment with respect to any opportunity for discussion and revisions concerning their proposals.

E. Misrepresentation

If, in the course of the RFP process, it is determined that the bidder has made a false statement, misrepresentation, or that inaccurate information has been provided, the bidder may be terminated from the RFP process.

F. Disallowed Costs

The subrecipient selected as a result of this RFP must have sufficient funds available to reimburse any determined disallowed costs that occur during the subaward period.

G. Monitoring

A successful bidder awarded a subaward will be overseen and monitored by WorkForce Central to ensure compliance with the requirements of WIOA, the activities per the Statement of Work, performance reporting requirements, and the terms and conditions of the contract governing the subrecipient. Monitoring will include a compliance review of the requirements of WIOA, the Uniform Guidance at 2 CFR part 200 and 2 CFR part 2900. The subrecipient will also be required to develop internal monitoring procedures. The subrecipient will be responsible for monitoring any subawards it may make.

H. Assurances and Certifications

Bidders must review and sign the [WORKFORCE CENTRAL ASSURANCES AND CERTIFICATIONS](#) form, stating they will comply with all federal, state, and local requirements and all applicable WIOA regulations. This form must be included with the proposal package. Bidders are also expected to review the [WIOA ASSURANCES AND CERTIFICATIONS](#) form and be prepared to sign the form if selected for a subaward from this RFP. This form does not need to be included with the proposal package. Both Assurances and Certifications forms are available at [One-Stop Operator RFP](#).

I. Reports

Routine monthly and quarterly written reports will be required. Specific required reports will be discussed during the contract negotiation process. Subrecipients must have the capability of generating and/or providing required reports. Other reports may be required during the subaward period.

J. Conflict of Interest

Every reasonable course of action will be taken by the selected subrecipient to maintain the integrity of subaward expenditures and to avoid any favoritism or illegal conduct. The subaward from this RFP will be administered in an impartial manner, free from improper personal, financial, or political gain and must follow the requirements of WorkForce Central's [Code of Conduct and Conflict of Interest Policy](#).

SECTION VIII: DISCLAIMERS AND GENERAL PROVISIONS

The following are disclaimers and general provisions of the Pierce County Workforce Development Council (WDC)/WorkForce Central.

1. This RFP does not commit the Pierce County WDC or WorkForce Central to award a subaward.
2. No costs will be paid to cover the expense of preparing a proposal or procuring a subaward for services or supplies under WIOA.
3. Formal notification to award a subaward and the actual execution of a subaward are subject to the results of negotiations between selected bidders and WorkForce Central and continued availability of WIOA funds.
4. Any changes to the WIOA regulations and guidance, funding level or board direction may result in a change in the subaward. In such instances, the Pierce County WDC and WorkForce Central will not be held liable for what is in the bidder's proposal or this Request for Proposals package.
5. 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 Washington policies and laws, and Pierce County WDC policies and procedures.
6. Bidders selected for funding must also ensure compliance with the following, as applicable:
 - U.S. DOL regulations 29 CFR Parts 93, 37, 2 and 98;
 - Office of Management and Budget (OMB) 2 CFR 200 and 2 CFR 2900.
7. Additional funds received by the Pierce County WDC/WorkForce Central 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 the Pierce County WDC/WorkForce Central.

8. The Pierce County WDC/WorkForce Central 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 the Pierce County WDC/WorkForce Central, the services proposed are not needed, or the costs are higher than the Pierce County WDC/WorkForce Central finds reasonable in relation to the overall funds available, or if past management concerns lead the Pierce County WDC/WorkForce Central to believe that the bidder has undertaken services that it cannot successfully carry out.
9. The Pierce County WDC/WorkForce Central may choose not to award a subaward to the bidders with lowest cost or highest rating when considering other factors such as balancing services to customers.
10. Any proposal approved for funding may be contingent on the results of a pre-award site visit conducted by WorkForce Central. This site visit will establish, to the Pierce County WDC's/WorkForce Central's satisfaction, whether the bidder can conduct and carry out the provisions of the proposed sub-award. If the results of the site visit indicate, in the opinion of the Pierce County WDC/WorkForce Central, that the bidder may not be able to fulfill subaward expectations, the Pierce County WDC/WorkForce Central reserves the right not to enter into subaward with the organization, regardless of Pierce County WDC/WorkForce Central approval of the bidder's proposal.
11. The Pierce County WDC/WorkForce Central is required to abide by all WIOA legislation and regulations. Therefore, the Pierce County WDC/WorkForce Central 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.
12. Bidders will be expected to adhere to Pierce County WDC/WorkForce Central procedures to collect and verify data and submit required monthly reports as well as invoices to WorkForce Central.
13. Bidders agree to adhere to all processes and tools developed and implemented by the partners who are signatories to the Pierce County Workforce Development Council Memorandum of Understanding. Bidders understand these processes and tools are designed to facilitate integration of the workforce system's service delivery system.
14. All bidders must ensure equal opportunity to all individuals. No individual in the Pierce County local area 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, (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity) national origin (including limited English proficiency), age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I financially assisted program or activity.
15. All bidders must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
16. Bidders must accept liability for all aspects of any WIOA program conducted under subaward with WorkForce Central. Bidders will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.

17. Reductions in the funding level of any subaward resulting from this solicitation process may be considered during the subaward period should a bidder fail to meet expenditure, customer, and/or outcome goals specified in the subaward or when anticipated funding is not forthcoming from federal or state governments.
18. Subrecipients will allow local, state, and federal representatives access to all its records and financial statements, WIOA records, program materials, staff, and customers. In addition, subrecipients are required to maintain all WIOA records for three years, beginning on the last day of the program year.
19. The subaward will not be final until WorkForce Central and the successful bidder have executed a mutually satisfactory contractual agreement. WorkForce Central reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to final WorkForce Central Executive Board approval of the subaward and execution of a contractual agreement between the successful bidder and WorkForce Central.
20. The Pierce County WDC/WorkForce Central 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.
21. The Pierce County WDC/WorkForce Central reserves the right to determine both the number and the funding levels of subawards 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.