

I have received a copy of the One-Stop Operator RFP.

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Company Name

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Signature

Date

**Workforce Innovation & Opportunity Act (WIOA)  
Request for Proposals  
For  
One Stop Operator**

**Timeframe  
July 1, 2017 through June 30, 2018**

**Section 1. Introduction & Key Provisions**

The Northeast Arkansas Chief Elected Officials (NEACEOs) are seeking proposals from eligible organizations or a consortium of eligible entities to provide One-Stop Operator Services. The service delivery area is comprised of seven counties: Clay, Craighead, Greene, Lawrence, Mississippi, Poinsett, and Randolph. The Northeast Arkansas Workforce Development Area (NEAWDA) has three Arkansas Workforce Centers which are located in Blytheville, Jonesboro, and Paragould.

The Northeast Arkansas Workforce Development Board (NEAWDB) is the coordinating body for workforce development activities in the service delivery area. The NEAWDB was created by the Workforce Innovation & Opportunity Act. Various partners will provide the funds to operate the Arkansas Workforce Center System in Northeast Arkansas.

The Workforce Innovation & Opportunity Act (WIOA), related Federal Regulations, and Training & Employment Guidance Letter No. 15-16 can be accessed on the Department of Labor's website at [www.doleta.gov](http://www.doleta.gov) and State information can be accessed on the Arkansas Workforce Development Board's website at <http://dws.arkansas.gov/AWDB/index.htm>. The proposer is responsible for reading, understanding, and implementing of all Federal and state requirements.

**Section 2. One-Stop Operator Eligible Entities**

WIOA sec. 3(41) defines one-stop operator as one or more entities designated or certified under WIOA sec. 121(d). Such designation or certification shall utilize a competitive process. The one-stop operator must be an entity (public, private, or nonprofit) or a consortium of entities that, at a minimum, includes three or more of the required one-stop partners of demonstrated effectiveness, located in the Local Area. Entities selected and serving as one-stop operators are subrecipients of Federal funds and thus are required to follow the Uniform Guidance and all required federal, state, and the requirements herein addressed.

Such entities may include the following:

- Government agencies or governmental units, such as: Local or county governments, school districts, State agencies, and Federal WIOA partners;
- Employment Service State agencies under the Wagner-Peyser Act, as amended by title III of WIOA;
- Indian Tribes, tribal organizations, Alaska Native entities, Indian-controlled organizations serving Indians, or Native Hawaiian organizations (collectively referred to herein as "Indian Tribes");

- 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 that are 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 WDBs, if approved by the Chief Elected Official (CEO) and the Governor as required in WIOA sec. 107(g)(2).

### **Section 3. Roles of the One-Stop Operator**

The operator is charged with coordinating the service delivery among partner agencies in the Arkansas Workforce Centers. Duties include but are not limited to:

- Managing daily operations in coordination with WIOA fiscal agent for the lease, utilities and other activities to support the center. Coordinate with Department of Workforce Services (DWS) to utilize existing leases or arrangements.
- Managing partner responsibilities defined in the Memorandum of Understanding (MOU) among partners.
- Managing hours of operation.
- Managing services for individuals and businesses.
- Ensure that basic services are available such as orientations, labor market information, resource room.
- Implementing of NEAWDB & NEACEOs Policies.
- Adhering to all federal, state, and local regulations and policies.
- Reporting to the NEAWDB on operations, performance, continuous improvement recommendations, and addressing any required corrective action plans.
- Coordination among partners and partner services.
- Schedule, conduct, and/or attend regular meetings with partners, employers or clients.
- Resolve conflicts and other issues.
- Ensure compliance and services are delivered appropriately.
- Additional roles may be added by the NEAWDB or NEACEOs.

## **Section 4. General Information**

### **A. Questions and Answers**

Prospective proposers are invited to ask questions or request additional information relative to this RFP by sending an e-mail to [mayor@paragouldcity.org](mailto:mayor@paragouldcity.org) or correspondence to:

City of Paragould  
Attention: Mayor Mike Gaskill  
301 W. Court St.  
Paragould, AR 72450

### **B. Key Events and Dates**

- RFP issued on April 24, 2017
- Deadline for receipt of formal proposals on May 25, 2017 by 12:00 p.m. (noon)
- Written notification to successful bidder and contract negotiations will be finalized by June 30, 2017

### **C. Delivery of Proposals**

Proposals (1 original and 15 copies) are **due by 12:00 p.m. (noon) on May 25, 2017.**

Proposals should be mailed to the following address:

City of Paragould;  
Attention: Mayor Mike Gaskill  
301 W. Court St.  
Paragould, AR 72450

Important - Late Proposals will not be considered irrespective of the delivery method chosen by the proposer.

### **D. Funding Amounts**

An estimated maximum total of \$150,000 for July 1, 2017 to June 30, 2018 in WIOA Title I funding will be available for One-Stop Operator services. The NEAWDB or NEACEOs are not responsible for other partner costs associated with the One-Stop Operator. One-Stop Operator funds from WIOA title I are estimated and may be changed based on final MOU negotiations, allocation adjustments, and issuance of additional guidance and final regulations.

All funding is contingent on the availability of federal funds and continued federal authorization for program activities. Any contract awarded hereto is subject to amendment or termination due to lack of funds or authorization, or legislative changes and NEAWDB/NEACEOs requirements.

### **E. Determination of Cost/Price Reasonableness**

The NEAWIB/NEACEO Executive Committees may conduct a comparative analysis to determine if all projected costs are correctly calculated. All projected costs must be reasonable, necessary, allowable, and allocable.

## **F. Time Frame**

The contract duration for activities solicited by this Request for Proposals (RFP) will be twelve (12) consecutive months from July 1, 2017 through June 30, 2018. An annual renewal option up to an additional three years may be considered based upon performance, funding availability, acceptable negotiations, and approval by the NEACEOs.

## **G. Presentations**

At the request of NEAWDB/NEACEOs, proposers may be requested to make oral presentations in order to provide an opportunity to clarify their proposal and ensure mutual understanding.

## **Section 5. Proposal Instructions & Format for Responses**

### **A. Format**

Each submitted proposal should include the following outlined sections to format their document. Each section must be clearly labeled and should follow the same format listed below in order to be eligible to receive the maximum number of points (Evaluation Criteria Form). The proposal must address all the questions and issues included in each section. Incomplete proposals may not be considered.

Each bidder is required to submit one (1) original and fifteen (15) typed copies of each proposal(s). The originals of each proposal should have original signatures and be clearly marked "**Original Copy**" on the cover sheet.

Responses should be submitted as follows:

- typed on 8 ½" x 11" paper,
- one inch margins,
- may be single or double-sided,
- twelve or larger font size, and
- pages should be sequentially numbered

### **B. Information required in the proposal packet**

- Complete Attachment A. Cover Sheet.
- Describe specific documentable experience as a One-Stop Operator.
- Describe specific documentable experience in working with the WIOA, WIA, or other required program partners.
- Demonstrate adequate understanding of federal and state laws and regulations.
- Detail how the organization will fulfill and perform each of the roles of One-Stop Operator.
- Describe how the organization will provide outreach to customers, partners, and employers.
- Complete Attachment B. Operational Budget. Provide a detailed anticipated budget. The budget should include individual line items and should be for a twelve month period. Budget negotiations may change the actual budget amount.
- Disclose any disallowed or questioned costs by your organization in the past five (5) years.

- Disclose if the organization or entity's principle employees are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by an Federal department or agency.
- Disclose if the organization is unable to be properly bonded or insured.
- Disclose if the organization or its employees are engaged in fraud or abuse.
- Disclose any Labor union disputes or issues.

**Section 6. Proposal Evaluation**

The evaluation team will be composed of NEACEOs not having a conflict of interest. All proposers are urged not to contact any board member, other than the designated NEACEOs' representative, in order to avoid any conflict of interest. Mayor Mike Gaskill is the authorized contact and will answer questions regarding the RFP for the NEACEOs. During the evaluation process, proposers may be requested to participate in an oral interview with the evaluation team in order to clarify their proposals as deemed appropriate or necessary by the NEACEOs.

The evaluation will be based on the following evaluation criteria information. The proposal must meet a minimum aggregate average of 70 Total Points from the total 100 points possible in order to be considered for funding. The NEACEOs are not obligated to recommend and/or approve any proposer, as a result of this solicitation.

<b>Section</b>	<b>Possible Points</b>
Complete Cover Sheet	<b>0</b>
Describe specific documentable experience as a One-Stop Operator.	<b>15</b>
Describe specific documentable experience in working with the WIOA, WIA, or other required program partners.	<b>15</b>
Demonstrate adequate understanding of federal and state laws and regulations. Detail how the organization will fulfill and perform each of the roles of One-Stop Operator.	<b>20</b>
Describe how the organization will provide outreach to customers, partners, and employers.	<b>10</b>
Complete Attachment B. Operational Budget. Provide a detailed anticipated budget. The budget should include individual line items and should be for a twelve month period. Budget negotiations may change the actual budget amount.	<b>25</b>
Disclosures	<b>15</b>
<b>Total Points</b>	<b>100</b>

Disclaimer – The NEACEOs reserve the right to accept or reject any or all proposals. If your organization is selected by the NEACEOs, it does not guarantee your organization a contract. The NEACEOs and the successful proposal will begin negotiations on the final contract. If negotiations do not result in a contract, NEACEOs reserve the right

select another proposer or reissue the RFP. All proposers shall receive notification as to if their proposal was successful or unsuccessful by e-mail.

**Section 7. Grievance Procedures**

The NEACEOs or the NEACEOs Executive Committee is the responsible authority for handling complaints or protests regarding the proposal selection process. No protest shall be accepted by the Arkansas Workforce Development Board (AWDB) until all administrative remedies at the NEACEOs level have been exhausted. This includes, but is not limited to, false or inaccurate information, disputes, claims, protests of award, source evaluation or other matters of a contractual nature. Matters concerning violation of law shall be referred to such authority as may have proper jurisdiction.

The NEACEOs or the NEACEOs Executive Committee would like to have the opportunity to respond to any inquiry or resolve any dispute prior to the filing of an official complaint by the protester. The protester should contact, in writing, the NEACEOs Chair, so that arrangements can be made for a conference between NEACEOs and/or NEACEOs Executive Committee and the protester.

Proposers not selected by this procurement process may appeal the decision by submitting, within ten (10) calendar days of receipt of the NEACEOs notification of the procurement decision, a written request for debriefing to obtain information on the procurement process and how their proposal was received and ranked. The NEACEOs shall acknowledge receipt of the Request for Debriefing in writing within ten (10) calendar days of receipt, along with the date and time of the scheduled debriefing. The debriefing shall be scheduled as soon as possible, and no later than ten (10) calendar days from the receipt of the request for debriefing. PLEASE NOTE: the NEACEOs extend the courtesy of offering a debriefing to any proposer who is not selected for funding. The ten (10) day time frame must be adhered to only if a proposer is considering an appeal.

The purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unsuccessful proposers understand why they were not selected. The NEACEOs or its agent will meet with the appealing party and review the proposal evaluation process or the criteria for selection of proposals under the RFP, and how the appealing party's proposal was scored and/or ranked. The goal of this exchange to provide the proposer with a better understanding of the procurement process, with information on how to improve their proposal, to provide the NEACEOs with important feedback that can be used to improve future procurements, and provide an opportunity for the unsuccessful proposer to be heard.

Proposals not selected for funding may be appealed only with respect to any fault or violation of law or regulation regarding the review process. Appeals must be filed with the NEACEOs Chair within ten (10) calendar days of the debriefing. Appeals must be in writing and sent to the NEACEOs at the following address:

City of Paragould;  
Attention: Mayor Mike Gaskill  
301 W. Court St.  
Paragould, AR 72450

The appeal must include, at a minimum, the following information: 1) A description of the NEAWIB action being appealed, 2) A citation of the law or regulation allegedly violated that forms the basis for the appeal, 3) A thorough explanation of the appeal, and 4) an original signature by the appealing organization's authorized official. Appeals submitted by way of fax or e-mail will not be accepted. If the appeal does not include the minimum required information, the appealing organization will be notified and requested to respond accordingly before the deadline arrives in order for the appeal to proceed. The filing of the complete appeal with the required time frame is a condition precedent. **NO EXCEPTION WILL BE MADE TO AN APPEALING ORGANIZATION THAT DOES NOT FILE THEIR APPEAL WITHIN THE PUBLISHED DEADLINE.**

Upon receipt of a complete and properly submitted appeal, the NEACEOs Chair will arrange for a meeting with the appealing organization's representatives (not to exceed three persons), and the NEACEOs or NEACEOs Executive Committee.

Protest of the third party's disposition of the protest must be filed in writing via certified mail within ten (10) calendar days of receipt of the resolution of the initial protest. This communication should contain a thorough explanation of the reason for the protest of the objective third party's decision. Upon receipt of the protest, the NEACEOs Chair will contact the organization's representative to schedule a meeting with the NEACEOs or NEACEOs Executive Committee. The NEACEOs or NEACEOs Executive Committee will review the protest and the written disposition and reach a decision.

The NEACEOs' or NEACEOs Executive Committee's disposition of the protest will be provided to the organization's lead representative in writing via certified mail, and will be final.

**RFP Cover Sheet  
Attachment A.**

Please complete the information below.	
Legal Name of Applicant Organization	
Federal Identification Number	
Address, City, State, Zip	
Contact Person and Title	
Fax Number	
E-mail Address	
Type of Organization	
Amount of Funds Requested	
Duration of Proposal	July 1, 2017 to June 30, 2018

By signing this cover sheet, you are stating that any and all documents contained within are complete, accurate, and truthful.

\_\_\_\_\_  
Signature of Authorized Official

\_\_\_\_\_  
Date

