



EASTERN OREGON WORKFORCE BOARD

Serving Baker, Grant, Harney, Malheur, Morrow,
Umatilla, Union and Wallowa Counties

REQUEST FOR PROPOSALS

Internship Management System for the

Eastern Oregon Workforce Area

Release Date: March 14, 2023

Due Date: March 30, 2023 at 12 P.M. (PDT)

EOWB is an equal opportunity employer. With 48 hours of notice, auxiliary aids and services, and alternate formats are available to individuals with disabilities and/or limited English proficiency free of cost. Requests can be made directly to EOWB or with the assistance to TTY: Oregon Relay services at 1-800-735-1232.

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SECTION I: PURPOSE

OVERVIEW

The Eastern Oregon Workforce Investment Board doing business as Eastern Oregon Workforce Board (EOWB) is seeking proposals from qualified vendors to develop a customized responsive Employer and Internship Management System (EIMS) with a user friendly interface. The eastern Oregon area includes Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union and Wallowa counties. The EIMS should meet the following requirements:

Compliance with the Americans with Disabilities Act (ADA) Guidance on Web Accessibility:

The EIMS must comply with the ADA.gov accessibility standards (www.ada.gov/resources/web-guidance/).

Privacy Policy: The EIMS must include a privacy policy that complies with Oregon law, including the requirements of the Oregon Consumer Identity Theft Protection Act (ORS 646A.600 to 646A.628).

Copyright and Trademarks: The EIMS must comply with all applicable copyright and trademark laws, including the Digital Millennium Copyright Act (DMCA) and the Lanham Act.

Information Security: The EIMS must have appropriate security measures in place to protect against unauthorized access, use, disclosure, modification, or destruction of data, including personal information.

Content Management System: The EIMS must be built on a content management system that is easy to use and allows for easy content updates by non-technical staff.

Mobile-Friendly Design: The EIMS must be designed with a responsive design that adapts to different screen sizes, including mobile devices.

Search Engine Optimization: The EIMS must be designed with search engine optimization (SEO) in mind, including the use of appropriate meta tags and other techniques to improve search engine visibility.

Training: The vendor must provide training for EOWB's staff on how to use the content management system and make updates to the EIMS.

Maintenance and Support: The vendor must provide ongoing maintenance and support for the EIMS after launch, including security updates, bug fixes, and technical support.

SECTION II: SCOPE OF THE PROJECT

Purpose and responsibility of the system

- Automation of the internship posting, application, hiring and reporting process
- Ability to assign different levels of access to different user types
- Allows employers to post positions (and manage applicant progress) and applicants to apply for them.
- Employers and program coordinators can send notifications through the system and set up events that trigger canned notifications
- Create workflows and track status of applicants

User roles, access and functionality

All Users

- View host sites and job descriptions
- View and submit applications to be a host site, intern and/or mentor.
- View status of posted internships (open or filled).
- NEW positions as they are added (applicants receive notifications when new positions have been added until their status is closed – ie., they have accepted an internship).
- View Calendar for the following and filter by their internship program/location:
 - Host site meetings, due dates and orientation.
 - Intern due dates, orientation and trainings/workshops.
 - Training and education event due dates.
 - Mentor due dates and orientation.

Program Coordinator

- Customizable dashboard
- View and edit all host site, intern and mentor applications for their program
- View and edit internship job descriptions submitted by host sites, prior to publishing
- Ability to send emails to lists (host sites, etc.).
- Set up automatic email replies (ie., your application has been received, etc.)
- Create and update event triggers (system automatically sends email when application is placed under review, when an applicant is selected for an internship, close applicant upon hire, allow viewing by WSO if certain criteria is met, etc.).
- Surveys, including if statements.
- Create and update events and due dates on the calendar.
- Individual program branding alongside of EO Works.
- Can place limitations on who can qualify to apply for certain internships (ie., at least 16 years old, graduating this year, other by position, etc.).
- Forward or share applicant's program/internship application to WorkSource Oregon to connect with the intern and see if they qualify for any programs that can help fund their internship and support services.

- Manage host site, intern and mentor applications
 - Questions on applications that include conditional statements leading to other questions (ie., financial ability to pay).
- View and edit job descriptions
- Can screen/view intern applications before forwarding to host sites for review.
- Ability to match mentors with interns manually, by matching mentors to positions, or by allowing mentors to apply to positions
- View instant reports (how many interns hired, how many open positions, etc.)
- Create customized reports
- Can create multiple “application templates” to use for different internship types and assign by internship program, area, employer, or other group.
- Can view reports with unidentifiable reporting info (underrepresented and underserved demographics)

Host Sites/Employers

- View host site dashboard (their internship applicants and statuses, etc.)
- Submit employer profiles, one profile for each department
- Submit, update, and change status of internship descriptions
 - Can place limitations on who can qualify to apply for certain internships (ie., has driver’s license, at least 18 years old, graduating this year, other by position, etc.).
- Review and manage intern applications for those received for their own posted positions.
- Move applicants through workflows (new, interviewed, hired, etc.).
- Create host site account and profile (may use internship descriptions from previous year).
- Complete surveys (submit feedback on interns and mentors).
- View who their interns’ mentor is, including contact info & area(s) of expertise.
- Can select the area(s) of their internship focus to help students match with their training/interest (ie., welding, healthcare, etc.).
- Create comments linked to intern profiles for them and program coordinators to see.

Interns

- Create, submit (and update) internship application with attachments (cover letter, resume, etc.).
- Apply for multiple internships with one submission. If an applicant accepts an internship, they should automatically be given the option to withdraw their other applications letting the other employers know they are no longer interested...or keep them open if they are still interested in additional internships.
- Easily apply for NEW positions using existing info and be notified of new positions.
- Ability to register for orientation, workshops, etc. (with attendance at events able to be captured by program coordinator and used in reports).
- Can select the area(s) of their internship focus to help match internships with their

training/interest (ie., welding, healthcare, etc.) and help match with mentors.

- View limited mentor info upon accepting a position (contact info & areas of expertise).
- Create an intern account and profile (ability to copy application from previous year).
- Complete surveys (submit feedback on host site and mentor), including weekly internship reports.
- View limited host site info (contact info).
- Display the option to “withdraw” their application(s) with reason or write in another reason, automatically notifying the host site and program coordinator.

Mentors

- Complete application to be a mentor and update, post and close or put on hold, as necessary.
- Complete surveys (can submit feedback on host site and intern).
- Limited intern info for their assigned intern (contact info & experience/resume).
- View host site info for their intern’s assignment (contact info & intern’s supervisor).
- Program Coordinator copied on application to add background check approval before forwarding to host site and intern.

Education Partners/Trainers/Presenters

- View limited student info for their students, with student permission (position accepted)
- Enter number of students enrolled in each grade each year (to get percentages of participants)
- Share opportunities offered at/by the school (resume workshops, etc.)

Additional Phase 1 Deliverables:

- Schools should be listed within school district, county, and ESD (which cross counties).
- Pass/fails
- Workflows
- Triggers
- Drop down informing applicants of status (not invited to interview, etc.).
- Able to post jobs across multiple terms (summer, semester 1 and semester 2, etc.).
- A wide variety of canned and customizable reports.
- Ability to see who the host site is, employer of record, status of intern’s hiring and pay with pay cutoff and pay dates.
- Surveys can be pre-loaded (pre-, post, week 1, mid-term, etc.) and sent to interns and host sites at certain intervals/statuses.
- Ability to keep track of hours left, if set hours, or weeks left, if set weeks, etc.
- Ability to direct share information on each job description to help with outreach efforts.

Note: EOWB will review and evaluate all written proposals based on the criteria identified in this solicitation. Subsequent evaluation, such as to select firms for negotiation, may include, but are not limited to, review of more detailed quotes. Any subsequent evaluations will be based

on the same criteria. EOWB also reserves the right to negotiate to obtain an acceptable price. Negotiations may involve discussions of reduction of quantity, quality, or other cost saving mechanisms. The final negotiated contract shall be subject to final approval of EOWB, in its sole discretion.

TIMELINE

The timeline below lists the activities related to this RFP. This timeline is subject to change and all times are Pacific Daylight Savings Time.

DATE	ACTIVITY AND TIME
March 14, 2023	Release of Request for Proposal (RFP)
March 22, 2023	Required Letter of Intent to Apply Due by 11 AM
March 22, 2023	Bidders Zoom Conference from 2 P.M. to 2:30 P.M.
March 27, 2023	Last day to submit RFP questions by 4:00 P.M.
March 30, 2023	Proposals due to EOWB by 11:59 P.M.
March 31- April 5, 2023	Evaluation of proposals
April 1-6, 2023	Forward Recommendation(s) to EOWB Committee
April 7, 2023	Award Announcement
April 8- April 16, 2023	Appeal Time Period, Accepted until 4 P.M.
April 17, 2023	Contract Begins

ELIGIBLE RESPONDENTS

Entities that are eligible to submit a response to this request for proposal include all interested organizations that are capable of carrying out the duties of the contract.

All entities that are eligible to submit a response to this request for proposal are required to submit a **Letter of Intent to Apply** by **March 22, 2023 by 11:00 am** by email to RFP@eowb.org or via the website contact. The Letter of Intent must include the following:

- Name of organization
- Category that qualifies the organization
- Contact Name, phone number, and email address

As a result of a successful proposal, the selected entity will enter into a legally binding agreement to complete contracted services.

SECTION III: BACKGROUND

EASTERN OREGON WORKFORCE BOARD, THE WORKFORCE SYSTEM, AND INTERNSHIPS

Eastern Oregon Workforce Investment Board is a 501 (c)(3) non-profit organization focusing on workforce development in the eastern Oregon area which includes Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union and Wallowa counties. As the designated local workforce development board, EOWB oversees and coordinates the public workforce system within the eight-county area. The oversight and administration of workforce services for the area is chartered to EOWB in partnership with the Eastern Oregon Jobs Council, an intergovernmental jurisdiction of a County Commissioner from each of the eight counties. EOWB works on behalf of and in coordination with the local elected officials in the eight-county area.

EOWB's Vision

Eastern Oregon has a qualified labor pool that contributes to a healthy local economy.

In moving towards this vision, EOWB works with employers and community partners to identify and provide customized workforce solutions to help area businesses thrive by coordinating the delivery of a qualified workforce.

One important workforce solution is the Eastern Oregon WORKS internship program that connects our employers with the area's emerging workforce. This internship program is the mechanism through which many youth programs and services are integrated within each community. EOWB aids in collaboration of multiple separate internship programs to serve its employers and help connect its emerging workforce with WorkSource Oregon services that connect individuals with the training and career services needed to qualify them to enter and advance in high-wage and high-demand jobs right here in eastern Oregon.

With these multiple separate, but integrated internship programs, EOWB collaborates with employers and supports community partners to provide individuals with information, education, and experiences that engage their interests, spur further career development, and connect them to those employers and support partners. This EIMS will help EOWB reach its goals and support eastern Oregon's WSO system by making career connected and/or work-based learning opportunities easily accessible for both employers and the emerging workforce with an intuitive system.

SECTION IV: Proposal Requirements

Under the direction of EOWB, the EIMS will be responsible for the following:

Vendors should submit a proposal that includes the following information:

- **Company Information:** A brief overview of the vendor's company, including its history, size, and experience with applicant tracking/management system development.
- **Project Team:** The names, roles, and years of experience of the individuals who will be working on the project, including project management, design, development, and testing.
- **Technical Approach:** A detailed description of the vendor's technical approach to website development, including the content management system to be used, design methodology, and development process.
- **Project Timeline:** A detailed timeline for the project, including milestones, deliverables, and deadlines.
- **Budget:** A detailed breakdown of the vendor's proposed budget for the project, including all costs associated with website development, training, and ongoing maintenance and support.
- **References:** Three references from previous clients for the development of similar projects.

SECTION V: SUBMISSION INFORMATION AND REQUIREMENTS

Proposals should be submitted electronically to EOWB by **March 30, 2023 by 11:59 p.m.** to RFP@eowb.org. Any questions or requests for clarification should be submitted in writing to RFP@eowb.org by **March 27, 2023 by 4:00 p.m.**

Proposals will be evaluated based on the following criteria:

- Compliance with Oregon legal requirements and accessibility standards
- Technical approach and proposed content management system
- Project timeline and budget
- Experience and references

COMMUNICATION

EOWB's website will be used as the primary mode of communication between EOWB and potential bidders. Beginning **March 14, 2023** interested parties can download the Request for Proposals at <http://www.eowb.org/RFP>. Bidders may submit additional questions in writing to EOWB staff via the website through **March 27, 2023 not later than 4:00 P.M.** All questions and their answers will be posted on EOWB's website on a daily basis, or as needed. It is the bidders' responsibility to view the website frequently to stay connected and apprised throughout the process. Questions received after **4:00 p.m. on March 27, 2023** will not be acknowledged.

CONTACT WITH BOARD MEMBERS OR STAFF

To avoid conflicts of interest, the appearance of conflicts of interest, or undue influence over the process, all potential bidders to this RFP are prohibited from contacting Board members, EOWB staff, and the Eastern Oregon Jobs Council regarding this solicitation. **Violations may result in the rejection of the related proposal.**

BIDDERS CONFERENCE

EOWB requires all interested parties to provide written notification of Intent to Apply to this RFP, listing an agency contact. All applicants are required to attend the bidders' conference.

A bidders' conference will be held to review detailed, non-competitive information on the RFP, and the submission process so that all interested parties will have the benefit of the same answer. It will be held via Zoom Teleconference on **March 22, 2023 at 2:00 p.m.** The location will be shared with those providing written notification of intent to apply.

Notes of the Bidders Conference will be posted on EOWB's website at <http://www.eowb.org/RFP>. This meeting location is accessible to persons with disabilities. Request for accommodations for persons with disabilities should be made at least 48 hours before the meeting by sending a message via the website.

SUBMISSION

EOWB must receive the proposal and all related documents **no later than March 30, 2023 by 11:59 p.m.** Proposals not received by this time, or if the applicant did not attend the Bidders Conference, will be automatically disqualified from competition - **no exceptions.**

Bidders will provide either an electronic copy or six (6) paper copies of the complete proposal. Either paper or electronic proposals must be provided to EOWB by the timeframe stated in this proposal.

Electronic copies of the proposal must be sent to RFP@eowb.org. The documents listed above must be submitted as a single PDF file. If submitting a paper copy of proposal, six (6) paper copies must **arrive** by stated deadline to:

ATTN: RFP EIMS
Eastern Oregon Workforce Board
1901 Adams Ave Ste 8
La Grande, OR 97850

WITHDRAWAL

A submitted proposal may be withdrawn prior to the proposal due date. A written request to withdraw the application must be submitted to EOWB. If a bidder does not withdraw a proposal by the due date, the proposal becomes the property of EOWB and may be subject to public disclosure per the Freedom of Information Act.

APPEALS

Appeals can only be submitted if a party believes EOWB did not follow the process outlined in the RFP. Appeals may not be submitted in contention with the score, outcome, or awards of the RFP. Any bidder who wishes to contest the process of the award of funding under this RFP, must write to EOWB within seven (7) days of notice of funding award. EOWB will issue a decision on appeals within 30 days of receipt.

Written Appeal should be addressed to:

Eastern Oregon Workforce Board
1901 Adams Ave Ste 8
La Grande, OR 97850

Or, email written Appeal to RFP@eowb.org.

SECTION VI: PROPOSAL CONTENT

The proposal shall clearly demonstrate the respondent's ability to provide the requested project. A responsive proposal is one that complies with the format and content requirement of the RFP. To simplify the review process and obtain the maximum degree of comparison, the proposals must contain the following documents in the order listed below:

- EIMS Proposal Cover Form *No page count* Pass/Fail
- Proposal Narrative
 - Executive Summary Pass/Fail
 - Administration 20 Points
 - Experience and Approach 60 Points
- EIMS Budget Form 20 Points
- Administrative Requirements *No page count* Pass/Fail
 - Copy of documentation proving legal entity (i.e. articles of incorporation, 501(c)(3) letter).
 - Proof of current insurance coverage for general liability with a limit no less than \$1,000,000.

PROPOSAL FORMATTING

All parts of the Proposal Narrative must follow the formatting in the table below:

Font	12 point, Calibri
Margins	One (1) inch for all margins
Spacing	Normal Spacing Styles

All pages of the Proposal Narrative must contain a footer that includes the page number and organization name.

PROPOSAL NARRATIVE

Executive Summary: Provide a summary not to exceed one (1) page that must include an organizational overview or chart and the experience level creating applicant management systems, or other highly complex custom data management systems.

Instructions: The proposal must address all bulleted items listed under the headings below, Administration, and Experience and Approach, in 12 pages or less. Pages in excess of the requirement will be discarded and not included in the proposal evaluation and scoring. In addressing each bulleted item, do so in consecutive order, by re-typing each bullet, then responding directly below it. Be sure to answer each bulleted item completely.

Administration (Total Points Available for this Section: 20 Points)

The organization must be able to deliver this system by the due date:

- Briefly describe your organization’s capacity to deliver this system by the **June 25, 2023 due date**

Experience and Approach (Total Points Available for this Section: 60 Points)

Describe the organization’s experience:

- Developing complex data management systems or applicant management systems
- Developing systems that include any of the required components of the project

Criteria	Score
Response fully and clearly addresses all requirements and criteria	5
Demonstrates a thorough understanding of the project scope and goals	5
Proposal is well-written, easy to read, and visually appealing	5
Includes innovative and effective design	5
Vendor has a strong track record and provides excellent references	5
Budget is reasonable and transparent	5
Response mostly addresses all requirements and criteria	4
Demonstrates a clear understanding of the project scope and goals	4
Proposal is well-written and easy to read	4
Includes some innovative and effective design	4
Vendor has a good track record and provides satisfactory references	4
Budget is reasonable and mostly transparent	4
Response addresses most requirements and criteria, but may be incomplete or unclear in some areas	3
Demonstrates a basic understanding of the project scope and goals	3
Proposal is adequately written and organized	3
Includes some standard design, but may lack innovation	3
Vendor has an adequate track record and provides acceptable references	3
Budget is generally reasonable, but may lack transparency	3
Response does not fully address all requirements and criteria	2
Demonstrates a limited understanding of the project scope and goals	2
Proposal is poorly written and difficult to read	2

Lacks innovative or effective design	2
Vendor has a limited track record and provides weak references	2
Budget is vague or unrealistic	2
Response does not address key requirements and criteria	1
Demonstrates a clear lack of understanding of the project scope and goals	1
Proposal is poorly written, disorganized, or unreadable	1
Lacks any innovative or effective design	1
Vendor has a poor track record and provides no or weak references	1
Budget is unrealistic or poorly presented	1

Project Budget Form (Total Points Available for this Section: 20 points)

Please complete the EIMS Budget Form. The successful bidder may be required to submit a more detailed budget prior to the execution of the contract. Be aware that the proposed budget may not necessarily be the amount funded.

SECTION VII: EVALUATION AND SELECTION

Proposals will be reviewed for compliance with the specifications of this RFP through the following three-phase process:

Phase I:

Each proposal will undergo a technical review to ensure it is complete. The following minimum criteria will be used to determine which proposals will continue to Phase II:

- The proposer has met specified deadlines
- The proposal meets formatting requirements
- The proposal includes all requested information and documentation in the RFP

Phase II:

Proposals having met the minimum criteria, as stated above, will then undergo an evaluation of the narrative responses using a scoring rubric. The evaluation will be performed by a committee comprised of individuals who have no fiduciary interest in bidding for funding under this RFP. Committee members will review and score proposals according to the criteria and assigned points specified in this RFP. EOWB retains the right to request additional information or request oral presentations from bidders. If no response adequately addresses the services and outcomes requested, the committee may recommend that no award be made.

Phase III:

The recommendations from the evaluation committee will be presented to the EOWB RFP Review Committee for approval. Any award will be considered provisional, pending receipt of any additional documentation regarding administrative qualifications and/or any other areas of concern and the successful completion of contract negotiations.

SECTION VIII: PROVISIONS & DISCLAIMERS

- EOWB reserves the right to withdraw this request from publication at any time.
- EOWB reserves the right to waive informalities and minor irregularities in offers received.
- This RFP does not commit EOWB to award a contract.
- EOWB may accept any item or group of items of any offer, unless the bidder qualified its offer by specific limitations.
- EOWB reserves the right to request additional data or oral discussion or documentation in support of written offers. 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 EOWB and be subject to disclosure under the Freedom of Information Act. Applicants are advised that most documents in the possession of EOWB 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 bidder and EOWB staff, and continued availability of funds.
- 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 EOWB policies and procedures.
- Additional funds received by EOWB may be contracted by expanding existing programs. These decisions shall be at the discretion of EOWB.
- EOWB 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 EOWB, the services proposed are not needed, or the costs are higher than EOWB finds reasonable in relation to the overall funds available, or if past management concerns lead EOWB to believe that the bidder has undertaken more services than it can successfully provide.
- EOWB 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 bidders must ensure compliance with the Nondiscrimination & Equal Opportunity Assurance (29 CFR Part 37) and all Federal statutes relating to nondiscrimination. No individual 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, national origin, age, disability, or political affiliation or belief.
- All bidders must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
- EOWB 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.