



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

## **REQUEST FOR PROPOSAL**

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**Workforce Innovation and Opportunity Act**

**One-Stop Operator for the Eastern Oregon**

**Workforce Area**

**Release Date: April 25, 2017**

**Due Date: May 25, 2017 at 4:00 PM**

The Eastern Oregon Workforce Investment Board DBA Eastern Oregon Workforce Board (EOWB) is an equal opportunity employer and provider of employment and training programs. Auxiliary aids and services are available upon request to persons with disabilities.

# TABLE OF CONTENTS

## Contents

Release Date: April 25, 2017 .....	1
Due Date: May 25, 2017 at 4:00 PM .....	1
SECTION I: PURPOSE .....	3
OVERVIEW .....	3
ELIGIBLE RESPONDENTS .....	3
ESTIMATED AWARD .....	3
SECTION II: BACKGROUND .....	3
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA).....	3
EASTERN OREGON WORKFORCE BOARD AND WORKFORCE SYSTEM .....	4
SECTION III: OPERATOR ROLES AND RESPONSIBILITIES .....	6
SECTION IV: SUBMISSION INFORMATION AND REQUIREMENTS.....	7
TIMELINE .....	7
COMMUNICATION.....	7
CONTACT WITH BOARD MEMBERS OR STAFF.....	8
BIDDERS CONFERENCE .....	8
LETTER OF INTENT TO BID .....	8
SUBMISSION .....	8
WITHDRAWAL .....	9
APPEALS.....	9
SECTION V: PROPOSAL CONTENT .....	9
PROPOSAL FORMATTING .....	10
PROPOSAL NARRATIVE.....	10
Executive Summary .....	10
Administration (Total Points Available for this Section: 20 Points) .....	10
Experience and Approach (Total Points Available for this Section: 60 Points) .....	11
One Stop Operator Budget Form (Total Points Available for this Section: 20 points).....	11
SECTION VI: EVALUATION AND SELECTION .....	11
SECTION VII: PROVISIONS & DISCLAIMERS.....	12

## ***SECTION I: PURPOSE***

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### **OVERVIEW**

The Eastern Oregon Workforce Investment Board doing business as Eastern Oregon Workforce Board (EOWB) is soliciting proposals to identify an entity to serve as the one-stop operator within the Eastern Oregon Area's workforce system. The Eastern Oregon Area encompasses Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union and Wallowa counties. The one-stop operator will serve a significant role in the integrated one-stop delivery system in the Eastern Oregon Area.

### **ELIGIBLE RESPONDENTS**

Entities that are eligible to submit a response to this request for proposal include:

- Educational institutions, such as: institutions of higher education, nontraditional public secondary schools such as night schools, and area career and technical education schools (Please note that elementary and other secondary schools are not eligible to become the one-stop operator.);
- Community-based organization, non-profit entities, or workforce intermediaries;
- Private for-profit entity;
- Government agency or governmental units such as local or county governments, school districts, or state agencies;
- Indian Tribes, tribal organizations, Alaska Native entities, Indian-controlled organizations, or Native Hawaiian organizations; or
- 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.

### **ESTIMATED AWARD**

The sub-award for the one-stop operator will be awarded in an amount not to exceed \$30,000. As a result of a successful proposal, the selected entity will enter into a legally binding agreement for one year of services, with the option for the sub-award to be renewed for an additional three years, one year at a time. Renewal of sub-award is at the discretion of EOWB and is contingent upon availability of funding, performance, and other factors determined by EOWB.

## ***SECTION II: BACKGROUND***

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### **WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

This RFP was developed based upon the Workforce Innovation and Opportunity Act of 2014 and applicable federal regulations. WIOA is designed to improve and streamline access to federally funded employment, education, training, literacy, and vocational rehabilitation programs throughout the United States. The enactment of WIOA directs the nation's one-stop delivery system to respond to the needs of business and to prepare individuals for new and future jobs. The work authorized under WIOA is the foundation of workforce development activities in the Eastern Oregon Area.

WIOA has the following key principles:

- Increase access to and opportunities for employment, education, training, and support services for individuals, particularly those with barriers to employment.
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
- Improve the quality and labor market relevance of workforce investment, education and economic development efforts.
- Promote improvement in the structure and delivery of services.
- Increase the prosperity of workers and employers.
- Provide workforce development activities that increase employment, retention, earnings of participants, and increase post-secondary credential attainment which results in:
  - Improvement of workforce quality,
  - Reduction welfare dependency,
  - Increase economic self-sufficiency,
  - Meet the skills requirement of employers, and
  - Enhance productivity and competitiveness of the nation.

The terms and conditions of this RFP may change based on WIOA final regulations and/or guidance letters issued by the US Department of Labor and policies issued by the State of Oregon. The successful proposer to this RFP will be expected to remain informed on and comply with all WIOA regulations and requirements. For more information about WIOA, visit [www.doleta.gov/wioa](http://www.doleta.gov/wioa).

### **EASTERN OREGON WORKFORCE BOARD AND WORKFORCE SYSTEM**

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.

Adopted in 2015, EOWB's vision for the Eastern Oregon Area is to be a thriving and prosperous area with strong, innovative community partnerships, ensuring residents have good jobs and businesses have access to the talent they need to compete.

In order to move towards this vision, the Eastern Oregon Workforce area also set the following goals:

- Champion the strong network of partners in Eastern Oregon that collaborate to provide holistic solutions to the community, businesses and individual customers.

- Actively engage businesses and sector partnerships to define and satisfy their workforce and training needs.
- Advance education and training opportunities that respond to business demands for skills and match the needs of diverse students and job seekers.
- Grow EOWB's financial base by identifying and pursuing additional sources of revenue and leveraging resources among partners.

The cornerstone of the Eastern Oregon Area's workforce system is the one-stop service delivery system that services the needs of dual customers: job seekers and businesses. This delivery system is the mechanism through which programs and services are integrated within each community. In Oregon, this one-stop system is referred to and branded under the name WorkSource Oregon (WSO).

The mission of WorkSource Oregon is to effectively respond to workforce challenges through high-quality services to individuals and businesses, resulting in job attainment, retention and advancement. Released in May of 2015, the WorkSource Oregon Operational Standards provide the minimum-level of services delivered at all centers across the state. Currently, being implemented across Oregon, the standards solidify Oregon's commitment to an integrated workforce delivery system. More information about the WorkSource Oregon standards can be found at:

[http://wsostandards.weebly.com/uploads/5/8/7/9/58796091/wso\\_operational\\_standards\\_document\\_final\\_5-22-15.pdf](http://wsostandards.weebly.com/uploads/5/8/7/9/58796091/wso_operational_standards_document_final_5-22-15.pdf).

The current locations of the seven WorkSource Oregon Centers in the Eastern Oregon Area are listed below.

- WorkSource Pendleton, 408 SE 7<sup>th</sup> Street Pendleton, Or. 97801
- WorkSource Hermiston, 950 SE Columbia Dr. Ste. B Hermiston Or. 97838
- WorkSource La Grande, 1901 Adams Ave. La Grande, Or. 97850
- WorkSource Baker City, 1575 Dewey St. Baker City Or. 97814
- WorkSource Ontario, 375 SW 2<sup>nd</sup> Ave Ontario Or. 97914
- WorkSource Canyon City, 120 S Washington St. Canyon City Or. 97820
- WorkSource Burns 809 W. Jackson St. Suite 400 Burns, Or. 97720

The Eastern Oregon's Local Leadership Team (LLT) is a significant component of the Eastern Oregon Area's workforce system. The LLT has managed the implementation of the WorkSource Oregon Operational Standards and other system changes to create a seamless public system throughout the area. The team is comprised of representatives from EOWB, Oregon Employment Department, WIOA Title I services providers, Adult Basic Skills programs, Department of Human Services' Vocational Rehabilitation Program and Self Sufficiency Programs and other partner organizations. These representatives manage the programs and those staff directly providing the services to customers. The team meets monthly to discuss programmatic changes. In order to achieve the vision for the Eastern Oregon Area, EOWB

envisioning the one-stop operator will work in close collaboration with EOWB, the LLT, and other stakeholders to create and maintain an effective workforce system that is responsive to the needs of businesses and individuals.

Led by EOWB, the Eastern Oregon Area is in the early stages of developing the Memorandum of Understanding as required by WIOA. This MOU will solidify each partners' roles and responsibilities within the WorkSource Oregon centers as well as outline the contributions of infrastructure and other costs to support center operations.

### **SECTION III: OPERATOR ROLES AND RESPONSIBILITIES**

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Under the direction of EOWB, the One-Stop Operator will be responsible for the following:

- Perform an annual, in-depth, objective assessment of the service delivery and analysis of customer flow in each WorkSource center from a quality assurance perspective
- Evaluate the WorkSource centers to ensure partners remain in compliance with the Memorandum of Understanding (MOU) as well as the WorkSource Oregon Operational Standards
- Establish a methodology for measuring and ensuring services, especially workshops, are of the highest quality and are meeting job seekers and businesses needs
- Create a report which highlights assessment finding and recommendations as established by EOWB
- Provide recommendations for continuous improvement to maximize center efficiencies and effectiveness
- Utilize feedback from business, job seekers, and staff to drive continuous improvement
- Identify best practices and tools from across the state and nation
- Interpret applicable federal and state regulations, WorkSource Oregon Operational Standards, EOWB policies, and the MOU to identify gaps in service delivery operations, practices and processes
- Ensure all centers are compliant with Equal Employment Opportunity (EEO) including assuring EEO posters and processes are in place.
- Participate in and report to EOWB on operations, performance and improvement recommendations as necessary
- Visit each center, quarterly, to track progress on improvements activities. In consultation with EOWB, cadence and quantity of center visits will be determined by essential improvements needed in each center.

It will be required for EOWB staff to participate in the selection process to identify the individual(s) to serve as the one-stop operator if the bidding agency proposes to hire the individual(s) after the award of the sub-award.

All activities performed under the sub-award resulting from this RFP will be delivered in accordance with WIOA, applicable regulations, Uniform Guidance 2 CFR part 200 and 2 CFR

Part 2900, policies and procedures that have been enacted by the U.S. Department of Labor, the State of Oregon, and/or EOWB.

## **SECTION IV: SUBMISSION INFORMATION AND REQUIREMENTS**

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### **TIMELINE**

The timeline below lists the activities related to the One-Stop Operator RFP. Timeline is subject to change. All times noted in the timeline are Pacific Standard Time.

<b>DATE</b>	<b>ACTIVITY AND TIME</b>
April 25, 2017	Release of Request for Proposal (RFP)
May 9 2017	Bidders Conference from 2 (PDST) to 3 PM (PDST)
May 12, 2017	Letter of Intent to Bid due to EOWB by 5:00 PM (PDST)
May 19, 2017	Last day to submit RFP questions by 4:00 PM (PDST)
May 25 , 2017	Proposals due to EOWB by 4:00 PM (PDST)
May 26 – May 31, 2017	Evaluation of proposals
June 1, 2017	Recommendation(s) presented to EOWB Officer's Committee for approval
June 5, 2017	Provisional award announcement
July 1, 2017	Program Year Commencement
July 5, 2017	Deadline for appeal by 5:00 PM (PDST)

### **COMMUNICATION**

EOWB's website will be used as the primary mode of communication between EOWB and potential bidders. Beginning April 25, 2017 interested parties can download the Request for Proposals at <http://www.eowb.org>. Bidders may submit additional questions in writing to EOWB staff via e-mail at [info@eowb.org](mailto:info@eowb.org) through 4:00 PM on May 19, 2017. Questions will not be answered over the phone. Instead, questions and answers will be posted on EOWB's website on a daily basis, or more frequently as needed. It is the bidders' responsibility to check the website frequently to stay connected and apprised throughout the process. Questions received after 4:00 PM on May 19, 2017 will not be answered.

### **CONTACT WITH BOARD MEMBERS OR STAFF**

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

### **BIDDERS CONFERENCE**

A bidders' conference will be held to review detailed, non-competitive information on the RFP and submission process so that all interested parties will have the benefit of the same answer. EOWB strongly encourages all interested parties to attend the bidders' conference. It will be held:

May 9, 2017  
2 PM to 3 PM (PDST)  
WorkSource Center  
1901 Adams Avenue  
La Grande, OR 97850

Notes of the Bidders Conference will be posted on EOWB's website at <http://www.eowb.org>. 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 calling 541-963-3693.

### **LETTER OF INTENT TO BID**

EOWB would like potential bidders to submit a Letter of Intent to Bid. This is not a requirement. EOWB wants to ensure bidders receive any subsequent RFP guidance. This letter should be electronically submitted to [info@eowb.org](mailto:info@eowb.org) by 5:00 (PDST) on May 12, 2017. Include the name, address, and email address of the contact person of the organization.

### **SUBMISSION**

EOWB must receive the proposals and all related documents **no later than 4:00 PM (PDST) on May 25, 2017**. Proposals not received by this time will be automatically disqualified from competition— **no exceptions**. Bidders must include one paper copy of the complete proposal and one electronic copy of the complete proposal on USB flash drive. Both the paper and electronic copy of the proposal must be provided to EOWB within a sealed envelope with the name of the organization clearly labeled on the envelope and USB flash drive. The package can be mailed or delivered in person to EOWB.

If mailed, the postmark will not be accepted if the proposal does not arrive by the deadline.

**Mail proposals to:**

EOWB  
PO Box 933  
La Grande, OR 97850



Or, **deliver** to EOWB staff at EOWB's office located at:

EOWB  
1901 Adams Avenue, Suite 8  
La Grande, OR 97850

All proposals that are hand delivered to EOWB's office will be date and time stamped.

### **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 complaints should be addressed to:

EOWB  
P.O. Box 933  
La Grande, Or. 97850

## **SECTION V: PROPOSAL CONTENT**

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

- One-Stop Operator Proposal Cover Form Pass/Fail
- Proposal Narrative
  - Executive Summary Pass/Fail
  - Administration 20 Points
  - Experience and Approach 60 Points
- One-Stop Operator Budget Form 20 Points
- Administrative Requirements Pass/Fail
  - Organizational Chart: Provide an organization chart not to exceed 2 pages.
  - Copy of documentation proving legal entity (i.e. articles of incorporation, 501(c)(3) letter).
  - Copy of last year's audited financial statements and/or monitoring reports. Or, if your agency is a new organization and has not had an audit or a financial

statement performed, submit a statement from an independent CPA identifying the accounting system and specifying the system is sufficient to meet federal and state requirements.

- Proof of current insurance coverage for general liability with a limit no less than \$1,000,000

On the USB flash drive, the documents listed above must be submitted as a single PDF file. Be sure there are no passwords protecting the USB drive or PDF file.

### **PROPOSAL FORMATTING**

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

Font	12 point, Times New Roman
Margins	One (1) inch for all margins
Spacing	Double Spaced

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 and how its work relates to workforce development.

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

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

Proposal must describe organizational capacity for administration and management of funds in the following areas:

- Briefly describe your organization’s mission, history, organizational structure and connection to workforce development. Describe how this proposal relates to your organization’s goals.
- Describe your prior experience and processes that are in place for managing federal and/or other governmental funding.
- Describe your organization experience with federal financial management standards. Discuss how the organization ensures compliance with those standards.
- Describe how your organization has resolved any monitoring and audit findings or any other issues raised in the audit reports, management letters, and any related corrective action plans for each of the last two years.

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

- Describe your organization's experience and approach to executing an objective assessment of a complex human-centered system.
- Describe your experience with developing recommendations for system changes to improve operations and performance.
- Describe your organization's experience developing and implementing a methodology for evaluating effectiveness of services.
- Describe your experience interpreting and applying regulations and policies.
- Describe your experience with identifying best practices from across the state and nation.
- Describe your experience and strategies for building and maintaining partnerships. Include an example of how you have fostered a partnership.

**One Stop Operator Budget Form (Total Points Available for this Section: 20 points)**

Please complete the One-Stop Operator 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 will not necessarily be the amount funded.

***SECTION VI: EVALUATION AND SELECTION***

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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 that have 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's Officer's committee for approval. All sub-awards 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 VII: PROVISIONS & DISCLAIMERS***

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- 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 bidders 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 equal opportunity to all individuals. 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.