

# **Kansas Local Workforce Development Area II**

## **REQUEST FOR PROPOSAL**

### **Workforce Innovation and Opportunity Act ONE-STOP OPERATOR**

**Program Year July 1, 2022 – June 30, 2026**

**Counties Included:**

Atchison, Brown, Clay, Doniphan, Douglas, Franklin, Geary, Jackson, Jefferson,  
Marshall, Nemaha, Osage, Pottawatomie, Riley, Shawnee, Wabaunsee and  
Washington

Request for Proposal Release Date:	May 11, 2022
Notice of Intent to Propose Due:	May 27, 2022 at 5:00 p.m. CDT
Questions Due Date:	May 20, 2022 at 5:00 p.m. CDT
Proposals Due Date:	June 6, 2022 at 5:00 p.m. CDT

## **Introduction to the Local Area**

The Kansas Local Workforce Development Board for Local Area II is one of five Workforce Development Boards in Kansas designated by the Governor under the Workforce Innovation and Opportunity Act. Local Area II is comprised of seventeen counties in northeastern Kansas: Atchison, Brown, Clay, Doniphan, Douglas, Franklin, Geary, Jackson, Jefferson, Marshall, Nemaha, Osage, Pottawatomie, Riley, Shawnee, Wabaunsee and Washington counties.

For the purposes of this request for proposal, Kansas Local Workforce Development Board for Local II will be referred to as Workforce Development Board.

The Kansas Local Workforce Area II's workforce center system is designed to provide a full range of services and assistance opportunities to job seekers and employers under one roof.

Established under the Workforce Innovation and Opportunity Act, Kansas Local Workforce Area II centers offer referrals to employment, work-based learning opportunities, career counseling, job listings, recruitment and incentive services to employers, access to training programs and similar employment-related services. In addition, Kansas Local Workforce Area II also has business service teams comprised of professionals who work directly with employers to meet their specific staff needs at no cost to the employer. Services available to employers include online posting of job vacancies, screening of applicants, job seeker resume searches, applicant referrals, individual hiring events and job fairs, training subsidies, access to interview space within local offices, video conferencing accessibility for long distance interviews, and Rapid Response assistance to employers dealing with layoffs or company closure.

The Workforce Development Board's Mission Statement is: ***To develop a well-educated, well-trained and self-sufficient workforce that can compete in the changing global marketplace. Essential to our mission is the creation of a seamless, coordinated system of education, training and employment; delivered through our Workforce Centers that emphasize the following:***

- ***Customer-centered and easily accessible.***
- ***Meets the needs of both employers and job seekers; for work-ready individuals and persons who face barriers to the kind of employment which provides economic self-sufficiency.***
- ***A high level of commitment and collaboration from business, education, government and community agencies including economic development, employment and training, and social services.***
- ***Defined goals and performance outcomes.***

The Vision Statement is: ***To be a successful and highly regarded workforce development system supporting enterprise and improving the quality of life by meeting and exceeding employment and workforce needs in Northeast Kansas.***

***Heartland Works, Inc. will accomplish this by promoting economic prosperity and the self-sufficiency of individuals and families by creating a workforce that is competitive in the global marketplace.***

Organizational Values include the following:

- Meeting customer needs and exceeding their expectations.
- Providing universal access to training and employment opportunities.
- Creating workforce development that is critical to the economic well-being of northeast Kansas.
- Facilitating lifelong learning and upgrading of skills.
- Promoting economic self-sufficiency for our customers.
- Workforce development is an investment and will be measured as such.
- A commitment to continuous quality improvement.
- A pledge to succeed through leadership, trust and integrity.

## **Request for Proposals**

Kansas Local Workforce Area II is seeking proposals for a public, private, non-profit entity or consortium of entities to serve as One-Stop Operator for the comprehensive, affiliate, and WIOA Title I only One-Stop Centers in Kansas Local Workforce Area II.

This Request for Proposal was prepared based upon the Workforce Innovation and Opportunity Act of 2014 (WIOA) and associated U.S. Department of Labor Regulations and guidance. This Federal Law was implemented to consolidate, coordinate, and improve employment, training, literacy and vocational rehabilitation programs in the United States. WIOA provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed. Mandatory core program partners include: Adult/Dislocated Worker/Youth, Wagner-Peyser, Adult Education and Literacy, and Vocational Rehabilitation, along with required partners specified in the Act. Offerors are strongly encouraged to read Training and Employment Guidance Letter 04-15 issued by the U.S. Department of Labor that outlines the vision for the One-Stop system under WIOA.

The three hallmarks of WIOA include:

1. The needs of businesses and workers drive workforce solutions, and local boards are accountable for this within the communities they serve.
2. One-Stop Centers provide excellent customer-centric services and focus on continuous improvement; and,
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

WIOA is built around the following key principles:

- Increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market.

- 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 to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages, and to provide employers with the skilled workers they need to succeed in a global economy.
- Promote improvement in the structure and delivery of services to better address the employment and skill needs of workers, jobseekers, and employers.
- Increase the prosperity of workers and employers and the economic growth of communities, regions, and states, and the global competitiveness of the United States.
- Provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention and earnings of participants, and increase attainment of recognized postsecondary credentials by participants.

The Workforce Development Board oversees the Workforce Innovation and Opportunity Act (WIOA) funds for the seventeen-county area in northeastern Kansas. Currently, the Workforce Development Board is the Administrative Entity and serves as Service Provider for WIOA funded Youth, Adult, and Dislocated Worker Services.

In Section 107 of the legislation and in § 678.605 of WIOA Regulations Local Workforce Boards are required to competitively procure the One-Stop Operator role and responsibilities. The Workforce Development Board has contracted with an independent consultant to solicit and select a One-Stop Operator. § 678.615 says that firewalls must be in place to ensure that the competition is free of conflict of interest. Therefore, no one working for or with the Board may be involved in conducting the competitive process. The procurement is separate from the Local Workforce Development Board to ensure the absence of conflict of interest in the event the Workforce Development Board or its staff makes the decision to propose to serve as the One-Stop Operator. In the event the Workforce Development Board does become an Offeror, the independent consultant will provide a recommendation for award to the Local Elected Officials for approval to eliminate conflict of interest. Should the Workforce Development Board or its staff choose not to submit a proposal, the Workforce Board will vote on the independent consultant's recommendation.

Through this independent process, the Workforce Development Board is soliciting proposals to identify a single One-Stop Operator for the Kansas Local Workforce Area II comprehensive, affiliate, and WIOA Title I only Centers:

- Comprehensive Center Location
  - Topeka
- Affiliate Center Locations
  - Junction City

- Lawrence
- Manhattan

For more information about the local area see [www.heartlandworks.org](http://www.heartlandworks.org)

## Resource Information

Potential Offerors may get helpful background information from the Local Workforce Board website at [www.heartlandworks.org](http://www.heartlandworks.org)

The United States Department of Labor has a WIOA Online Community of Practice that provides information sharing needed to implement and maintain WIOA at: <http://on.workforcegps.org>.

WIOA law and regulations can be found at: [www.doleta.gov/wioa/](http://www.doleta.gov/wioa/)

The State of Kansas WIOA Policies and Procedures can be found at: <https://ksworksstateboard.org/policies-and-procedures/#>

## Request for Proposal Timeline

- |         |   |
|---------|---|
| 5/11/22 | Request for Proposal Released and Posted on the Kansas State website and requested for notice in multiple industry-specific posting forums and available by emailing <a href="mailto:austin@parkerparkerlawfirm.com">austin@parkerparkerlawfirm.com</a>                               |
| 5/20/22 | Questions Due May 20, 2022 by 5:00 p.m. CDT to Austin Parker at <a href="mailto:austin@parkerparkerlawfirm.com">austin@parkerparkerlawfirm.com</a>  |
| 5/27/22 | Notice of Intent to Propose Due by 5:00 p.m. CDT to Austin Parker at <a href="mailto:austin@parkerparkerlawfirm.com">austin@parkerparkerlawfirm.com</a> with RE: <b>Kansas Area II RFP</b>  |
| 5/25/22 | Questions and Answers Released and emailed to Potential Offerors submitting questions, posted on <a href="http://www.heartlandworks.com">www.heartlandworks.com</a> and also available by emailing <a href="mailto:austin@parkerparkerlawfirm.com">austin@parkerparkerlawfirm.com</a> |
| 6/03/22 | Proposals Due Electronically by 5:00 p.m. CDT to Austin Parker at <a href="mailto:austin@parkerparkerlawfirm.com">austin@parkerparkerlawfirm.com</a> with RE: <b>Kansas Area II Proposal and Attachments</b>  |
| 6/22/22 | Evaluation and Award Recommendation Announcement to Local Elected Officials and/or Workforce Board  |
| 6/22/22 | Local Elected Official and/or Workforce Board Approve Recommendation  |
| 6/30/22 | One-Stop Operator Agreement Completed   |
| 7/01/22 | One-Stop Operator Start Date  |

## Technical Details

The contract and/or agreement resulting from this Request for Proposal begins July 1, 2022 and will be for the period through June 30, 2026 with the option for the Chief Elected Officials and/or Local Workforce Development Board to

terminate the contract due to financial or performance considerations annually upon thirty (30) days written notice at the end of a program year.

Once the contract and/or agreement have been awarded, the Workforce Development Board, in collaboration with the Chief Elected Officials, reserves the right to modify delivery design. In the event the modification requires additional labor hours on the part of the One-Stop Operator terms will be negotiated and the contract and/or one-stop operator agreement modified. The Board also reserves the right to de-obligate funds from the One-Stop Operator if it fails to meet contractual and/or agreement requirements.

The Successful Offeror will be required to agree to the contract and/or agreement General Terms and Conditions, have all controls securely in place, and agree to comply with any policies created by the Workforce Development Board and any applicable Federal or State policies, regulations, or laws. The Successful Offeror to this Request for Proposal may be expected to participate in contract negotiations to establish the exact services to be provided and the costs of those services if a proposal needs clarification. The final negotiated proposal narrative and budget schedule will constitute the Statement of Work for the contract and/or agreement. Offerors are advised that documents in the possession of the consultant, and upon completion the Board Administration, are considered public records and subject to disclosure under Kansas Public Records Law.

This Request for Proposal does not commit the Workforce Development Board and/or Chief Elected Officials to direct the award of a final contract and/or agreement and will not pay any costs incurred in the preparation of a proposal to this request. The Workforce Development Board and/or the Chief Elected Officials reserve the right to request additional data, discussion, or presentation in support of written proposals. The Board may reject any or all proposals received and reserves the right to cancel in whole or in part this Request for Proposal if it is in the best interest of the Board to do so.

An Offeror may not be recommended for funding regardless of the merits of the proposal submitted if it has a history of contract non-compliance with the Workforce Development Board or any other funding source. Such non-compliance must be outlined in the proposal. Subcontracting is not permitted.

The Workforce Development Board and the Chief Elected Officials will vote on the final selection. In the event the Workforce Development Board is an Offeror, the final selection will be voted on by the Chief Elected Officials.

Offerors who have submitted a proposal may protest the award of the contract according to the following process:

1. Protests must be filed electronically and be received by the Board's consultant at [austin@parkerparkerlawfirm.com](mailto:austin@parkerparkerlawfirm.com) by 5 p.m. CDT on June 24, 2022. All protests are public information after the protest period ends.

2. All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a State or Federal contracting law, rule, or regulation applicable to the contracting process.
3. During any part of the review or consideration, the protester may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this Request for Proposals.
4. The consultant will review the protest and will issue a written response that is intended as a complete and final answer to the protest. A response will be issued no later than June 29, 2022.
5. The consultant will document the submission of a protest and the findings.

### **Eligible Applicants**

Organizations eligible to submit proposals may fall within any of the following categories:

- Governmental Agencies
- Private Non-Profit Organizations
- Private For-Profit Businesses
- Educational Entities
- 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.

### **One-Stop Operator Roles and Responsibilities**

The One-Stop Operator must coordinate the service delivery of core and required one-stop partners and other community partners working with the comprehensive, affiliate, and WIOA Title I only Centers listed in this Request for Proposals. This includes managing partner responsibilities that are outlined in the local Memorandum of Understanding (MOU).

The One-Stop Operator will work with ALL workforce system partners and represent the system and not just WIOA Title I. This will require close working relationships with all of the core and required partners.

The WIOA MOU serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system. This includes the sharing of resources, referral agreements, etc. In the end, the overall goal is to ensure efficiency within the Kansas Local Workforce Area II workforce system.

WIOA was signed into law on July 22, 2014 and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998, and amends the Adult

Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

WIOA has two tiers of partners: Core Program Partners and Required Partners.

The Core Program Partners who are required to collaborate and participate in the One-Stop System include: WIOA Adult, Dislocated Workers, Youth; Wagner-Peyser labor exchange; Adult Education and Literacy; and, Vocational Rehabilitation. Core Program Partners are in the common performance measures pool and must work closely together to achieve success.

Required Program Partners must participate in the MOU process and provide coordinated services with the comprehensive One-Stop Centers. Required Program Partners include the four Core Program Partners as well as: Career and Technical Education, Title V Older Americans, Job Corps, Native American Programs, Migrant Seasonal Farmworkers, Veterans, Youthbuild, Trade Act, Community Services Block Grant, HUD, Unemployment Compensation, Second Chance, and TANF. In the event any of the required partners do not have funding in the Kansas Local Workforce Area II, their participation is waived.

The One-Stop Operator will be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and WIOA Title I only Centers. This will include convening partner meetings on a regular basis as well as stakeholder meetings including all core program partners and advising the Administrative Entity, Partners, and Board Staff on partner operational challenges and successes.

In support of the WIOA MOU the One-Stop Operator responsibilities will include the following tasks. Each proposal should address how the proposer, as the One-Stop Operator, will address and accomplish each of the following tasks.

- Ensure partner organizations adhere to the Memorandum of Understanding documents.
- Facilitate modifications in the Memorandum of Understanding and Resource Sharing Agreement covering the Center activities.
- Convene regional partner meetings to discuss and share general information, updates to the law and local program updates from all partners.
- Communicate with partners prior to regional meetings to determine suitable agenda and to allow partner additions to agenda.
- Provide minutes of regional partner meetings after each meeting to partners and Workforce Board.
- Ensure relevant stakeholders are invited and engaged in regional partner meetings.
- Coordinate service delivery among partners located in the Centers and referrals to and from partners housed outside the Centers.
- Facilitate customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes as agreed upon in the WIOA MOU

- Communicate Board and Administrative policies and procedures to all partners
- Delegate One-Stop Operator responsibilities amongst members of your One-Stop Operator team
- Report to the Workforce board on an annual basis on the topic of Section 188 compliance. See <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/statutes/section-188-workforce-innovations-opportunity-act/checklist#:~:text=In%20demonstrating%20compliance%20with%20Section%20188%2C%20it%20is,and%20systems%20contained%20in%20its%20State%27s%20WIA%20MOA.?msclkid=dc0cd084d13d11ec9ac5c6c30cf58565>
- Recommend partner technical assistance needs to the Workforce Board.
- Develop and apply performance matrices for both MOU and One-Stop Operations partners of the Workforce Board.
- Provide an oral presentation and/or a written report to the Workforce Board on a quarterly basis on all applied performance matrices, including but not limited to career center data and a summary report on deliverables by partner agencies, for both MOU and One-Stop Operations partners.
- Address customer complaints within the One Stop Operation.
- Ensure appropriate and proper firewalls are in place for the performance of One-Stop Operator functions and One-Stop Operations partners.

Proposals must include a staffing plan.

## **One-Stop Operator Budget**

The Workforce Development Board has set aside approximately \$70,000 for the One-Stop Operator award. This is an annual figure for the period July 1, 2022 through June 30, 2023 and each program year thereafter.

Proposals must include a detailed budget on the provided chart that shows all costs related to serving as One-Stop Operator. Costs must be categorized as administrative, program, and profit. In the event a consortium is competitively bidding, the budget needs to clearly show how the role of One-Stop Operator will be paid for including any proposed shared costs. All proposals must include staffing and associated expenses including space rent (if operating outside of existing one-stop operation locations), equipment, wages, benefits and other costs. Staffing costs should consider percent of time an individual will spend on One-Stop Operator roles and responsibilities. Proposals should include proposed cost of any equipment.

## **Submission Information and Requirements**

### ***General Submission Information***

To be considered for funding, an entity must submit a proposal along with other supporting documentation in accordance with the instructions in this request for

proposal. When evaluating a proposal, the consultant will consider how well the Offeror has complied with these instructions and provided the required information. The consultant reserves the right to request clarifications from any Offeror regarding information in their proposals and may request an oral presentation if deemed appropriate and necessary to make a final recommendation.

Offerors may request clarifications during the Question-and-Answer period commencing on May 11, 2022 through May 20, 2022 by emailing Austin Parker at [austin@parkerparkerlawfirm.com](mailto:austin@parkerparkerlawfirm.com). The consultant will respond to all questions on May 25, 2022 and email the answers to entities submitting questions at the email address from which the questions were sent to the consultant. The questions and answers will also be posted on [www.heartlandworks.com](http://www.heartlandworks.com). Offerors shall not direct questions or have conversations regarding this request for proposal with the Consultant except during the official "question" period. All questions must be communicated through [austin@parkerparkerlawfirm.com](mailto:austin@parkerparkerlawfirm.com). Questions submitted should be electronic and include in the subject line **Questions Kansas Local Area II One-Stop Operator Procurement**. Questions without the assigned subject line will not be considered.

The proposal, as well as any reference materials presented, must be typed in English in at least 12-point font and must be on standard portrait 8 ½ " by 11" size with no less than one inch margins on one side of the paper. Landscape orientation containing charts, spreadsheets, and oversize exhibits is permissible. There are no page limits. Sufficient information should be provided to make an informed decision.

#### ***Contract Funding Source***

Funding for One-Stop Operator is made possible by a grant from the U.S. Department of Labor and is administered by the Workforce Development Board on behalf of the Chief Elected Officials. Partners may participate in the funding as negotiated.

#### ***Compliance Requirements***

Any award of a contract and/or agreement under this request for proposal will be subject to applicable requirements of the funding sources, including the U.S. Department of Labor, State of Kansas, and the Workforce Development Board.

These terms and conditions include, without limitation, provisions regarding reporting, insurance, indemnification, audits, nondiscrimination, minority and women's business enterprise requirements, veterans' priority of service, conflict of interest and local hiring provisions.

#### ***Public Records***

Offerors are advised that documents in possession of the consultant and/or the official record provided to the Workforce Development Board following the award, are considered public records and subject to disclosure under the Kansas Public Information Act.

### ***Contractor Qualifications and Responsibilities***

All businesses/organizations must meet a minimum level of administrative and fiscal capacity in order to contract as One-Stop Operator. Therefore, all applicants given selection notification must provide the following Documentation of Qualifications within a ten-day period after notification. Failure to satisfactorily provide the following documentation could result in disqualification of proposed award.

Documentation of Organization's Qualifications:

- Legal entity (Proof of Incorporation, 501(c) (3), etc. and Designation from the IRS of tax-exempt status) if applicable. Must submit document proving legal entity.
- Written personnel policies. Must submit table of contents of personnel policies.
- Written conflict of interest policy for staff and board. Must submit copy of Conflict of Interest Policy.
- Written grievance procedure for customers/clients. Must submit copy of grievance procedure.
- Have an ongoing quality assurance process for services. Must submit descriptions of process.
- For organizations with an annual budget of at least \$100,000, must submit most recent annual budget document identifying the various sources of the amounts.
- For organizations that have more than one revenue source, must submit revenue documentation identifying the various sources of the amounts.
- Proven fiscal capacity including capacity for fund accounting. Must submit bound copy of most recent formal audit completed within last year. Must satisfactorily address all findings.
- Verify that the program has procured and will maintain during the life of the contract the following required insurance coverage: professional liability, errors and omissions; commercial general liability insurance, including contractual liability insurance; business automobile liability (if applicable); worker's compensation coverage; and employee dishonesty insurance. Must submit copies of certificate of insurance with contract.
- Written compliance with firewall requirements within the WIOA.

### ***Proposal Content and Scoring***

Proposals will be evaluated on Three Parts:

- Part I Required Format and Content in #1 below
- Part II Experience and Philosophy (35 points) & Approach (40 points)
- Part III Budget Detail and Total Cost (25 points)

1. **All proposals must contain the following documents in this order to be considered:**

- a. Title Page Including Entity, Contact Person (email, phone, address)
- b. Executive Summary
- c. Proposal Narrative
- d. Budget and Budget Narrative
- e. Three References Attesting to Relevant Experience – hard copy letters preferred along with list and contact information
- f. In the case of a consortium, all included entities must sign a statement that they have agreed to the contents of the proposal.

2. **Experience and Philosophy** (35 points – 5 each)

Describe your experience with and/or philosophy regarding the following:

- a. Visionary leadership while operating within structured rules and guidelines.
- b. Fostering collaboration and partnerships.
- c. Measuring customer satisfaction.
- d. Working on diverse/divergent issues or agendas to reach outcomes.
- e. Serving diverse customers including employers, economically disadvantaged individuals with little or no work experience, individuals with disabilities, dislocated workers with experience, and young adults.
- f. Understanding of Federal laws and workforce or related laws, including the Workforce Innovation and Opportunity Act.
- g. Experience with operating One-Stop Centers during the current and previous legislations.

3. **Approach** (40 points – 5 each)

Describe how you will approach the One-Stop Operator roles and responsibilities identified in this Request for Proposal with detail related to virtual communication and interaction strategies:

- a. Staffing (Including Job Descriptions, Experience, and Percent of Time Allocated to One-Stop Operator Duties, and Local Hiring of Management)
  - Please note that in the event a consortium submits a bid, there must be clear and concise description of who will be the lead and how the consortium will function.
- b. Partner and Center Collaboration and Communication
- c. Performance Reporting
- d. Adherence to Board and Administrative Entity Policies and Procedures
- e. Capacity and methodology of meeting all of the tasks identified to be performed by a One Stop Operator in this Request for Proposals
- f. Comprehensive Center Coverage.
- g. Affiliate Center Coverage.
- h. System Orientations.
- i. Virtual Communication and Interaction Strategies.

4. **Budget, Budget Narrative, and Total Cost**

- a. Operator Budget Summary Chart (format to be used in Proposal)

Cost Category	Program Costs	Administrative Costs
Staff Salaries		

Staff Fringe		
Staff Travel		
Equipment		
Space Rent		
Supplies		
Postage		
Utilities		
Other: (list)		
Other: (list)		
Other: (list)		
<b>TOTAL COST</b>		

b. Budget Narrative

- Provide detail of what is covered under each program cost and administrative fee identified in the proposed budget.

c. Proposed Profit

- Provide information on profit requested and include proposed related performance requirements and thresholds to obtain the same.

d. TOTAL PROPOSED COST: \_\_\_\_\_