

Request for Proposals

Section I: Background and General RFP Information

A. The South Central Workforce Investment Board (SCWIB) is issuing this Request for Proposals (RFP) to procure a contractor that will provide staffing in Missouri Career Centers within the region. These staff will deliver workforce development services to both job seeker and employer customers as required by this RFP. Bidders desiring to serve as a contracting organization should note that the following are fundamental principles of the Missouri Career Center system.

Integrated Service Delivery: The South Central Region Missouri Career Center system will deliver workforce development services through an integrated service delivery model. Included in this integration model will be staff who will deliver state funded services through Workforce Investment Act (WIA), Wagner-Peyser, Trade Adjustment Assistance (TAA), Missouri Employment and Training Program (METP) and Veterans Services programs. The purpose of this RFP is to identify a contractor that can provide staffing through WIA funding in the context of this integrated environment.

Functional Leadership: In the South Central Region Missouri Career Center system integrated model, functional supervision will play a key role within the operations. To implement this supervisory approach the full-service Career Center will include a Functional Leader who is directly responsible for day-to-day operational activities. The Functional Leader will make operational decisions concerning customer flow, deploy staff as necessary to manage the customer flow, and be responsible for the overall quality and effectiveness of Missouri Career Center services. The functional supervision model recognizes that the contracting organization is considered the employer of record and has internal human resource functions that must be managed within their organization. Such functions would include final hiring and firing decisions, benefits administration, and time and attendance reporting. However, it should be noted that even in these critical human resource areas, the Functional Leader will have input and the opportunity to influence decisions. The Functional Leader and the contracting organization of record will ultimately report to the SCWIB.

Team-Based Staff Deployment: In the South Central Region Missouri Career Center system integrated model, staff will be deployed in functional teams that work together to meet the needs of job seeker and employer customers. The specific functional teams that will operate in each Missouri Career Center at a minimum will include the Welcome Team, the Skills Team, the Employment Team, and the Outreach Team. Through this RFP, the SCWIB is seeking a contractor that can staff these functional teams with high energy professional staff. These staff should be able to deliver high quality services to customers and have the ability to determine the need for supportive services and employment and training, by assessing availability, suitability, and identifying resources to meet those needs.

Section II: Contractor Requirements

- A. The SCWIB has identified the following key functions of staff that will work in the South Central Region Missouri Career Center:
- Interview job seekers to identify barriers to employment and refer them to Missouri Career Center services that will help address these barriers.
 - Deliver a variety of skill development and job seeking services for customers addressing their needs in the areas of education and employment. These services are delivered in a one on one setting; however, these services can also be delivered in a group setting.
 - Facilitate and deliver workshops and group sessions instructing customers on various skills, including basic skills development, customer service, computer, job search, and career readiness.
 - Determine eligibility for activities such as On the Job Training (OJT) and subsidized employment based on the SCWIB's priority level of service.
 - Assess customer readiness for training and commit financial resources according to the SCWIB local policy to support customers with tuition, books, and other training-related expenses.
 - Meet with customers to assist them on their job search efforts (resumes, interviews, internet job search, and other topics). Assist job seekers in locating appropriate job openings and assist these individuals in applying for these jobs.
 - Maintain documentation of customer activities in the Missouri Career Center management information system, currently known as Toolbox 2.0.
 - The SCWIB may also require the contracted staff to perform other duties as deemed necessary.
- B. The South Central Region consists of the twelve counties of Butler, Carter, Douglas, Howell, Oregon, Ozark, Reynolds, Ripley, Shannon, Texas, Wayne, and Wright. There are full-service Missouri Career Centers in Poplar Bluff (Butler County) and West Plains (Howell County). The contractor must provide satellite Missouri Career Center sites in Winona, Piedmont, Doniphan, Houston, Mountain Grove, Van Buren/Ellington, Ava/Gainesville, and Alton/Mountain View.
- C. The SCWIB is seeking interested organizations that demonstrate the objectives listed below:
- Competent and cooperative management with a vision for staffing and supporting the Missouri Career Center system. The successful bidder will also need to identify a single point of contact who will work with the Functional Leader and SCWIB on all such issues.

- A commitment and ability to ensure that customer service oriented staff are available to serve job seekers and employers.
- A willingness to integrate resources and activities with other organizations.
- Flexibility in deploying human resources and an ability to adapt to change as economic conditions and operational needs evolve.
- Flexibility to move between teams as the need is identified by the Career Center Functional Leader.

D. The SCWIB intends to be as inclusive as possible in this solicitation. The goal is to receive several high quality proposals that articulate clear and aggressive strategies for staffing Missouri Career centers and ensuring the delivery of workforce services to customers. The resulting contract with the successful bidder will be for a one-year period which shall begin at a mutually agreeable time, but no later than July 1, 2010. The SCWIB may elect to renew the contract for up to two additional one-year periods, based on the region's evaluation of the contractor.

E. The SCWIB has identified the potential for 17 positions to be funded through this contract. Initial staffing needs are projected as follows:

- Poplar Bluff, Butler County, Missouri Career Center 5 total positions
- West Plains, Howell County, Missouri Career Center 4 total positions

Satellite Offices:

Winona, Shannon County, 1 position - full time 5 days a week
 Piedmont, Wayne County, 1 position - full time 5 days a week
 Doniphan, Ripley County 1 position - full time 5 days a week
 Mountain Grove, Wright County, 1 position - full time 5 days a week
 Houston, Texas County, 1 position - full time 5 days a week
 Van Buren, Carter County, full time 3 days a week
 Ellington, Reynolds County, full time 2 days a week
 Ava, Douglas County, full time 3 days a week
 Gainesville, Ozark County, full time 2 days a week
 Alton, Oregon County, full time 3 days a week
 Mountain View, Howell County full time 2 days a week

Office of record will be the office the position reports to the most days per week. No mileage paid for transportation to the office of record.

There are three funding options as outlined below: (Note in Letter of Intent)

Option 1: Butler, Carter, Douglas, Howell, Oregon, Ozark, Reynolds, Ripley, Shannon, Texas, Wayne and Wright counties.

Option 2: Butler, Carter, Reynolds, Ripley, Shannon and Wayne counties.

Option 3: Douglas, Howell, Oregon, Ozark, Texas and Wright counties.

Note: Of the above options, it should be noted that we will accept only two (2) of the options per bidder. For example, you may bid on option one and two, or option one and option three, or option two and option three.

F. The minimum hours of operation for each Missouri Career Center sites are 8:00 am to 5:00 pm, Monday through Friday. Staff coverage must be available for no less than 40 hours per week. Satellite sites are 8:00 am to 5:00 pm on their specified days.

G. The contractor is not required to provide staffing on the following Holidays and any other dates as designated by the Governor: (Holidays subject to change)

New Years Day
Martin Luther King, Jr. Day
Lincoln Day
Washington's Birthday/President's Day
Truman's Birthday (Observed)
Memorial Day
Independence Day (Observed)
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day (Observed)

H. In the event of staff turnover the contractor will replace staff within a maximum of thirty days. The successful bidder will also need to identify a single point of contact who will work with the Functional Leader and SCWIB on all such issues.

I. The SCWIB reserves the right to approve or reject all staff hired under this RFP.

J. The bidder shall propose its administrative/overhead fee, expressed as a percentage of the total contract price. Administrative/overhead fee will not exceed 5% of the total contract.

K. Contractor should provide staffing for the following teams (cross-training will occur and is the responsibility of SCWIB):

- The Welcome Team – the Welcome team greets visitors, conducts initial assessments, completes Missouri Career Center enrollment activities, and makes referral decisions based on information obtained in the process. Enters all required and pertinent data elements into the state management information system.
- The Skills Team – the Skills Team works with job seeker customers on a variety of skill development issues including basic skills, technology skills, soft skills, occupational-specific skills, and others. Enters all required and pertinent data elements into the state management information system.

- The Employment Team – the Employment Team works with job seeker customers on a variety of job searching activities, including resume development, interview preparation, job referrals, and others. Enters all required and pertinent data elements into the state management information system.
 - The Outreach Team - the Outreach Team provides all of the above services in the county locations.
- L. The successful contractor will be responsible to follow all local and state procedures and to provide services to existing customers (customer carry over from the prior year).

Section III: Additional Information

- A. This RFP is not in itself an offer of work nor does it commit the SCWIB to fund any proposals submitted. The SCWIB is not liable for any costs incurred in the preparation or research of proposals. The SCWIB reserves the right to make an award to any bidder or to make no awards, if that is deemed to serve the best interests of South Central Region. In addition, the SCWIB reserves the right to: 1) amend or withdraw this RFP at any time, 2) reject any and all proposals, and 3) re-issue this RFP.

The SCWIB may negotiate the proposal with the successful bidder before the SCWIB will make any final commitment. All commitments made by the SCWIB are contingent upon the availability of funds.

- B. Bidding organizations should note that under the requirements of the Chapter 610, RSMo, the contents of your proposal or other information submitted to the SCWIB is subject to public release upon request, except those items specifically exempt from disclosure. The bidder shall mark as "proprietary" those parts of its proposal that it deems proprietary. However, the bidder is alerted that this marking is advisory only and not binding on the SCWIB. If there is a request from the public under chapter 610, RSMo, to inspect any part of the proposal so marked, the SCWIB will advise the bidder and request further justification in support of the "proprietary" marking. If the SCWIB determines, after receipt of the justification, that the material is releasable, the bidder will be notified immediately. Under no circumstances will a proposal or any part of a proposal be released prior to the contract award decision.
- C. Confidentiality- All staff will abide by the DWD Confidentiality Policy, DWD Issuance 2008-01 and all attachments can be found at <https://worksmart.ded.mo.gov> under Policies/Issuances, Issuances Library, confidentiality.
- D. Contractor Status - The contractor staff shall not represent himself/herself to be an employee of the State of Missouri or SCWIB. Therefore, the contractor shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, worker's compensation, employee insurance, minimum wage requirements, overtime, etc., and agrees to indemnify, save, and hold the State of Missouri and SCWIB, its officers, agents, and employees, harmless from and against, any and all loss; cost (including attorney fees);

and damage of any kind related to such matters. The contractor will be responsible for informing their staff of the above statements.

E. Contractor will submit an invoice to SCWIB for reimbursement at least once monthly.

Section IV: Submission of Proposal

In order for the Committee to adequately evaluate proposals uniformly and objectively, all proposals will be submitted in accordance with the below format. The proposal should be prepared simply and economically, providing straight-forward and concise information as requested.

Use A-G of this section as a checklist to ensure you have included all items required in this RFP and have met all deadlines. Failure to include all required information could result in rejection of your proposal.

A. To ensure a fair and open process for all interested bidders, the following time table will be used with this RFP process:

| | |
|---------------------------------------|--|
| RFP Issued | <u>March 15, 2010</u> |
| Questions & Answers Deadline | <u>March 18, 2010 (Noon)</u> |
| Bidders Conference | <u>March 22, 2010 (1PM)</u> |
| Letter of Intent to Bid | <u>March 29, 2010 Must include option bid</u> |
| Proposals Due | <u>April 12, 2010 (Noon)</u> |
| Bid Opening | <u>April 12, 2010 1PM</u> |
| Proposal Review Completed | <u>April 23, 2010</u> |
| SCWIB Approval | <u>April 27, 2010</u> |
| Contractor Begins Delivering Services | <u>July 1, 2010</u> |

B. Proposals must be received by April 12, 2010 at Noon. No proposal will be accepted after this date and time.

C. Complete and return the Business Certification, Affidavit and E-Verify – Please see Attachment A
A copy of the E-Verify MOU must also be provided

D. To be complete, your proposal must include one original, and four copies, along with one electronic copy in Word format as well as: Attachments A-D

E. Attachment D Assurances must be signed and submitted.

F. Your response to the narrative section of the proposal is limited to no more than 3 pages. This limitation does not include other sections of your proposal such as attachments, your audit or annual financial reports, and other attachments such as resumes and organizational charts.

G. Proposals may be hand delivered or mailed to the following address:

SCWIB, 1105 Independence Drive, West Plains, MO 65775 - Envelopes must be marked:
Sealed Bid: Next Generation Career Center

- H. Questions regarding this RFP may be submitted in writing to the Tana Holder, Executive Director via mail or email (tholder@centurytel.net). Questions received by March 18, Noon, will be addressed at the Bidder's Conference March 22, 2010.
- I. Attachment E, Proposal Evaluation Criteria.

Attachment A

EXHIBIT V
BUSINESS ENTITY CERTIFICATION, ENROLLMENT DOCUMENTATION,
AND AFFIDAVIT OF WORK AUTHORIZATION

Business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term “**business entity**” shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term “**business entity**” shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term “**business entity**” shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

Note: Regarding governmental entities, business entity includes Missouri schools, Missouri universities, out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

BUSINESS ENTITY CERTIFICATION:

The Contracting Agency must certify their current business status by completing either Box A or Box B below.

I certify that _____ (Company/Individual Name) **DOES NOT CURRENTLY MEET** the definition of a business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above, because: (check the applicable business status that applies below)

- I am a self-employed individual with no employees; **OR**
- The company that I represent utilizes the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

I certify that I am not an alien unlawfully present in the United States and if the business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo then _____ (Company/Individual Name) shall, prior to the performance of any services as a business entity under the contract:

- (1) Enroll and participate in the E-Verify (see below for E-Verify contact information) federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND
- (2) Provide the documentation required herein affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program; AND
- (3) Submit a completed, notarized Affidavit of Work Authorization provided below.

Authorized Representative's Name
(Please Print)

Authorized Representative's Signature

Company Name (if applicable)

Date

EXHIBIT V, continued

I certify that _____ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above.

Authorized Business Entity
Representative's Name
(Please Print)

Authorized Business Entity
Representative's Signature

Business Entity Name

Date

As a business entity, the Contracting Agency must:

- (1) Enroll and participate in the E-Verify (see below for E-Verify contact information) federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND
- (2) Provide the documentation required herein affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program; AND
- (3) Submit a completed, notarized Affidavit of Work Authorization provided below.

The Contracting Agency should complete and submit items (2) and (3) above.

E-VERIFY CONTACT INFORMATION:

Website: http://www.dhs.gov/xprevprot/programs/gc_1185221678150.shtm;

Phone: 888-464-4218;

Email: e-verify@dhs.gov.

ACCEPTABLE E-VERIFY ENROLLMENT AND PARTICIPATION DOCUMENTATION:

Acceptable E-Verify enrollment and participation documentation consists of the following:

EITHER

- From the E-Verify Memorandum of Understanding (MOU) Revised July 18, 2007, if defined as a business entity, the bidder/offeror/contractor must submit both: 1) a valid, completed copy of the first page of the MOU identifying the bidder/offeror/contractor and 2) a valid copy of the MOU signature page completed and signed by the bidder/offeror/contractor, the Social Security Administration, and the Department of Homeland Security – Verification Division.

OR

- From the E-Verify Memorandum of Understanding (MOU) Revision Date 10/29/08, if defined as a business entity, the bidder/offeror/contractor must submit the MOU signature page completed and signed by the bidder/offeror/contractor and the Department of Homeland Security – Verification Division. (The Social Security Administration is not a signatory on the 10/29/08 MOU.)

EXHIBIT V, continued

AFFIDAVIT OF WORK AUTHORIZATION:

The Contracting Agency who meets the section 285.525, RSMo definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now _____ (Name of Business Entity Authorized Representative) as _____ (Position/Title) first being duly sworn on my oath, affirm _____ (Business Entity Name) is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to any contract between the Division of Workforce Development (DWD) and the Contracting Agency for the duration of the contract. I also affirm that _____ (Business Entity Name) does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services related to any contract between DWD and the Contracting Agency for the duration of the contract.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)

| | |
|---------------------------------------|--------------|
| Authorized Representative's Signature | Printed Name |
| Title | Date |

Subscribed and sworn to before me this _____ of _____, I am
(DAY) (MONTH, YEAR)
commissioned as a notary public within the County of _____, State of _____
(NAME OF COUNTY)
_____, and my commission expires on _____.
(NAME OF STATE) (DATE)

| | |
|---------------------|------|
| Signature of Notary | Date |
|---------------------|------|

FACE SHEET – Attachment B

(This sheet or an identical facsimile shall be attached to each application).

PROPOSERS IDENTIFICATION

Entity Submitting Application _____

Address: _____ City _____ State _____ Zip _____

Contact Person: _____ Phone: (____) _____ FAX: (____) _____

Names of other partner agencies/organizations, if any, participating in this proposal:

Name and Title of Authorizing Official for Organization: (original required)

I hereby certify that, to the best of my knowledge and belief, the information in this proposal is true and correct and the attached conditions will be complied with if awarded the contract. Further, I understand that prior to the execution of a contract, additional program standards will be negotiated with agents of the Workforce Investment Board.

Signature/Executive Director

Signature/Board Chair

Print or Type Name

Print or Type Name

Date

Date

ATTACHMENT C

BUDGET NARRATIVE

| 1.1 Budget Category | <i>Detailed Description*</i> | <i>Dollar Amount</i> |
|-----------------------------|------------------------------|----------------------|
| 1.1.1 Staff Salaries/Fringe | | |
| 1.1.2 Mileage | | |
| 1.1.3 Rent/Utilities | | |
| 1.1.4 Phone/Internet | | |
| 1.1.5 Admin | | |
| 1.1.6 Total | | |

*Details should include but are not limited to:

- ✓ Benefits provided to staff
- ✓ Agency mileage rate
- ✓ Breakdown of Rent/Utilities and Phone/Internet at each outreach location

ATTACHMENT D
ASSURANCES

1. The Contracting Agency assures that it will establish in accordance with WIA Section 184, fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of and accounting for funds made available by the contract agreement.
2. The Contracting Agency assures that it will comply with the requirements of the common rule uniform administrative requirements (or as amended) applicable to the type entity receiving WIA Title I funding under this agreement.
 - 29 CFR, Part 97 – Uniform Administrative Requirements for Grants and Cooperative Agreement to State and Local Governments; or
 - 29 CFR, Part 95 – Uniform Administrative Requirements for Grants and Other Agreements with Institutions of Higher Education, Hospitals and other Non-Profit Organizations.
3. The Contracting Agency assures that it will comply with the federal allowable costs/cost principles that apply to the type entity receiving WIA Title I funding under this agreement. The regulation at 29 CFR 95.27 and 29 CFR 97.22 (and 20 CFR 667.200(c)(1-5) identify the federal principals for determining allowable costs. Additionally to the allowable costs provisions identified above, the cost of information technology (computer hardware and software) will only be allowable under WIA Title I when such computer technology is “Year 2000 Compliant” in accordance with 20 CFR 667.200(c)(6).
4. The Contracting Agency assures that it will comply with:
 - Restrictions regarding Lobbying codified at 29 CFR Part 93.
 - Requirements for a drug-free workplace codified at 29 CFR Part 98.
 - Requirements for Debarment and Suspension as codified at 29 CFR Part 98.
 - Requirements of the American’s with Disabilities Act of 1990 (or as amended) and associated Code of Federal Regulations as applicable to the entity directly or indirectly as recipients of contracted funds from the State of Missouri.
 - Equal Opportunity codified at 29 CFR Part 31, 32 and regulations.
5. The Contracting Agency assures that it will annually monitor and resolve monitoring findings when receiving funds under WIA Title I. Such monitoring shall be done in accordance with WIA Section 184(a)(4), 20 CFR 667.4000, 20 CFR 667.410, 20 CFR 667.500 and additional requirements as issued by the Contractor.
6. The Contracting Agency assures that it will establish and maintain a procedure for grievances and complaints according to the requirements of 20 CFR 667.600 and additional requirements as issued by the contractor.
7. The Contracting Agency assures to the extent practicable that it will afford employment and training activities authorized in WIA Section 134 to Veterans and DWD Issuance 09-2008 .

8. The Contracting Agency assures that it shall comply with the confidentiality requirements of WIA Section 136(f)(3) and DWD Issuance 01-2008.
9. The Contracting Agency assures that it will not use funds received under WIA to assist, promote, or deter union organizing in accordance with WIA Section 181 (b)(7).
10. The Contracting Agency assures that it with regard to Nepotism shall comply with 20 CFR 667.200(g)(1)(2).
11. The Contracting Agency assures that it will not expend funds provided under WIA Title I for those activities identified and prohibited in 20 CFR 667.260, 667.262, 667.264, 667.266, 667.268, and 667.270.
12. The Contracting Agency assures as a recipient of WIA Title I funds it will provide services through the South Central Region Workforce Investment Area Plan that are consistent with the State of Missouri Workforce Investment Plan (or as modified).
13. The Contracting Agency assures that it will expend funds provided by the contract agreement in accordance with WIA, WIA regulations, Department of Labor and Division of Workforce Development and South Central Workforce Investment Board guidance, and all other applicable federal, state, or local laws.

Signature

Date

Attachment E: Proposal Evaluation Criteria

Responsive proposals will be evaluated based on the following criteria:

- A. Experience of Management (30 points)**
- B. Procedures for Recruitment, Selection, and Management of Staff (30 points)**
- C. Cost (35 points) – Staffing/Administrative Overhead**
- D. Other (5 points) Please indicate justification**