

Request for Proposals

One-Stop Operator

Worksystems is seeking qualified and experienced organizations or individuals to serve as the Operator of the WorkSource Portland Metro one-stop system.

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Part I: Introduction

Worksystems is a non-profit agency that supports economic growth in the City of Portland, Multnomah and Washington counties by pursuing and investing resources to improve the quality of the workforce. We design and coordinate workforce development programs and services delivered through a network of partners to help people get the skills, training and education they need to go to work or to advance in their careers. Our partners include employers, labor groups, government, community colleges, high schools, community-based and economic development organizations. Since 1998, Worksystems has invested over \$300 million in our community.

Worksystems is seeking proposals for a One-Stop Operator for the WorkSource Portland Metro workforce development system.

Part II: Background

The role of the One-Stop Operator is to help coordinate service delivery in the local area’s integrated workforce system. The Workforce Innovation and Opportunity Act (WIOA) requires local boards to competitively select a One-Stop Operator at least once every four years.

Part III: Available Funding

Contracts resulting from this RFP are anticipated to begin Program Year (PY) 2022 (July 1, 2022, through June 30, 2023). Additional years’ funding may be contracted for up to three one-year extensions through June 30, 2026, at a funding level to be determined each year based on available funds and contractor performance. Bidders should use the funding estimates below for their proposals. Worksystems will negotiate final budgets with the successful bidders.

Funding Source	Amount
WIOA Adult	\$25,000
WIOA Dislocated Worker	\$25,000
American Rescue Plan Act (ARPA)	\$15,000
Total	\$65,000

Part IV: Contractor Requirements

Eligibility and Qualification Requirements

Eligible applicants include public, private and nonprofit organizations, consultants and other self-employed individuals. Organizations that also provide WIOA services through the one-stop system will be required to demonstrate the firewall between Operator responsibilities and service provision responsibilities.

Performance Requirements

Worksystems will develop and negotiate with the successful respondent a set of tasks and deliverables based on the roles and responsibilities outlined below. In developing the contract, Worksystems will account for strengths of the selected respondent, expected workload associated with each task and emerging priorities.

Reporting Requirements

The successful respondent will be required to submit a program narrative on a quarterly basis documenting performance, challenges and program improvement recommendations.

Part V: One-Stop Operator Roles and Responsibilities

The goal of the Operator role is to facilitate an objective and team-based approach within each WorkSource Center and across the local workforce system that leads to seamless services for customers.

Operator roles and responsibilities may include:

- Coordinate Local Leadership Teams for each WorkSource Center (detailed description below).
- Coordinate and manage development of business processes for service delivery through the WorkSource Centers to ensure a consistent customer experience across Centers.
- Provide operational and process support for implementation of WorkSource Oregon Standards.
- Facilitate continuous improvement efforts through data collection, analysis, and process improvements.

Part VI: WorkSource Portland Metro System

WorkSource Portland Metro provides access to a menu of preparatory, training and employment services such as career exploration, job readiness validation, occupational skills training and job search assistance.

Worksystems convenes and coordinates partner activities, oversees services and pursues and integrates resources. Worksystems funds career and training services provided through the WorkSource Centers.

WorkSource Partners

- WIOA Title 1-funded providers of services to Adults and Dislocated Workers. Worksystems currently contracts with Immigrant and Refugee Community Organization (IRCO), Mt Hood Community College, Portland Community College and SE Works to provide career and training services in the Centers.
- Oregon Employment Department provides customer intake, job search assistance and workforce recruitment services for local employers.
- Oregon Department of Human Services' Self-Sufficiency Programs deploy Supplemental Nutrition Assistance Program (SNAP) Navigators to help job seekers enroll in SNAP and workforce services targeted to SNAP recipients such as Worksystems' Career Boost program.
- Oregon Department of Human Services Senior Community Service Employment Program (WIOA Title V) provides workforce services to seniors through contracts with Easter Seals and Experience Works.
- The WIOA-funded NextGen program provides long-term, intensive services to low-income and out-of-school youth ages 17-24 through contracts with local youth service organizations.

- Oregon Department of Vocational Rehabilitation assists individuals with disabilities in finding employment.
- Job Corps provides hands-on career technical training in high-growth industries for young people ages 16-24 at residential and non-residential sites.
- YouthBuild is a national program of the Department of Labor. Portland YouthBuilders, the region's only YouthBuild site, offers services to low-income youth aged 17-24 to train for careers in construction and computer technology.
- Oregon Commission for the Blind provides vocational services for individuals who are legally blind, including individualized assessment, job placement, retention and other supports.
- WIOA Title II providers of adult education and ESL programs. Mt Hood and Portland Community Colleges are Title II providers in our local area.

The Oregon Employment Department and Worksystems-funded providers of career and training services provide most of the staffing in Centers. A few other WorkSource partners also deploy staff in Centers, a practice known as co-location.

WorkSource Centers

WorkSource Portland Metro is comprised of five centers, and three express locations:

- WorkSource Gresham 18633 SE Stark Street, Suite 201, Gresham.
- WorkSource North/Northeast at 30 N Webster Street, Suite E, Portland.
- WorkSource Southeast, 6401 SE Foster Road, Portland.
- WorkSource Tigard at 11950 SW Garden Place, Suite 100, Tigard.
- WorkSource Beaverton-Hillsboro at 241 SW Edgeway Drive, Beaverton.
- WorkSource Express Center at Central City Concern at 2 NW 2nd Avenue, Portland.
- WorkSource Express Center at Washington County Jail at 215 SW Adams Avenue, Hillsboro.
- WorkSource Express Center at Inverness Jail at 11540 NE Inverness Dr, Portland.

Each Center is led by an integrated management team that includes management from the Oregon Employment Department, the WIOA Title 1-funded contractor and a Worksystems staff liaison referred to as the Center Lead. These partners are responsible for implementation of WorkSource Oregon Standards, which specify requirements and expectations for service delivery at all Centers across the state.

Local Leadership Teams

Local Leadership Teams (LLTs) are the mechanism used to facilitate collaboration among WorkSource partners (listed above) to ensure accountability and alignment in support of a seamless public system. LLTs convene to share data, information and resources and explore how to better serve customers together. They establish workgroups to address opportunities and problems in the system.

There are four LLTs in our local area. An LLT is convened for each of the three Centers in Multnomah County; Washington County has one LLT encompassing its two Centers. LLT agency representatives are most often program managers at the local and district levels. They meet at least quarterly.

Aligned Partner Network

The Aligned Partner Network comprises over 25 community-based organizations that connect community members to resources at WorkSource Portland Metro centers. These organizations focus services on individuals who experience poverty and other barriers to employment. They provide one on one career coaching to participants, including career plan development and barrier reduction, as they progress through services to employment and advancement.

The Network includes organizations from the Economic Opportunity Program, a City of Portland and Washington County-funded employment program; A Home for Everyone, a joint City of Portland/Multnomah County-funded initiative to provide rent assistance and eviction prevention for individuals engaged in career services; the NextGen WIOA Youth Program and other community-based organizations that partner with Worksystems to bring workforce services to their communities.

Grants and Industry Initiatives

Worksystems pursues funding from multiple sources and deploys it through the WorkSource system. Grants are often targeted to specific population segments (e.g., individuals receiving SNAP, underrepresented groups) or directed to help train new and current workers and meet other workforce challenges in our target industries: Construction/trades, health care, technology and manufacturing.

Part VII: Proposal Narrative Content and Evaluation Criteria

Proposals should be no longer than four pages, single sided. Font size of 12 point is preferred. Page limitation excludes Proposal Cover Sheet, budget narrative workbook, Administrative Capacity response (three page limit) and Administrative Capacity documents submission.

Section A: Organizational Capacity and Experience

(40 points)

- a) Briefly describe the expertise you will bring to the Operator role.
- b) Identify and describe the professional qualifications of the individual who will perform the Operator function. Attach resume(s).
- c) Provide two business references, including telephone and email contact information for a representative with personal knowledge of the individual's or organizations' work. Worksystems staff may not be used for these references.

Section A Evaluation Criteria:

- Experience coordinating partners in a complex environment.
- Strong organizational and communication skills.
- Knowledge of continuous improvement processes.
- Adaptability to change and responsiveness to multiple leaders and needs of a variety of customers.

Section B: Operator Roles and Responsibilities

(35 points)

- a) Describe your approach to coordination of management level representatives on Local Leadership Teams (10 points).
- b) Describe how you will manage processes implemented across multiple partners (10 points).
- c) Identify an area for improvement in the WorkSource system and describe how you as the Operator would lead a team-based approach to addressing the issue (15 points).

Section B Evaluation Criteria

- Presents an effective leadership model.
- Knowledge of process management practices and techniques.
- Demonstrates understanding of WorkSource and the role of the Operator in facilitating continuous improvement.

Section C: Service Delivery and Oversight Firewall

(10 points, if applicable)

Please answer this section if applicable. The score will not be included in the total calculation and will only be considered if a respondent it is applicable to is being considered for the award.

- a) If you have a current role within the local workforce system that is not the Operator role (e.g., receive funding from Worksystems to deliver workforce services, are a WIOA-defined partner agency or program), describe the firewalls you would implement, including a discussion of how you will prevent conflicts of interest in conducting the Operator role.

Section C Evaluation Criteria

- Sufficient firewalls and conflict of interest policies and procedures to be able to effectively oversee the service delivery system that includes their own staff as well as other partner agencies and staff.

Section D: Budget Narrative

(25 points)

- a) Submit a budget with line-item detail and/or billable hours per month and corresponding rates that are proposed.
- b) The budget is to be developed for the necessary operations costs required to manage the services being proposed.

Funding Restrictions

- All proposed project costs must be necessary and reasonable and in accordance with Federal guidelines. Determinations of allowable costs will be made in accordance with the applicable Federal cost principles. Disallowed costs are those charges that are determined as unallowable in accordance with the applicable Federal cost principles or other conditions required by the funding source.
- Equipment or capital expenditures may not be purchased with funds for this project.

- To claim any administrative costs that are also indirect costs, the applicant must have an approved Federal indirect cost rate or must obtain an Indirect Cost Rate Agreement from its Federal Cognizant Agency within 90 days of receiving a cost reimbursable contract award.

Additional documents required for Budget Narrative response to submit for this RFP

- Copy of the organizations most current approved Federal indirect cost rate if indirect costs are included in the budget.

Section D Evaluation Criteria

- Costs are reasonable and staffing costs align with services described; contains no unexplained amounts for miscellaneous or contingency.
- Budgeted costs are consistent with the proposal and the budget narrative demonstrates how the funds requested are necessary and essential to accomplish the scope of services for the project.
- Proposed budget is sufficient to perform the tasks described in the narrative.
- Budget justification is sufficiently detailed and demonstrates how cost estimates were derived including quantities, unit costs, allocation methods, and other similar quantitative detail sufficient for the calculation to be duplicated.
- Demonstrates fiscal responsibility and reasonableness.

Section E: Administrative Capacity Requirements

(100 points)

Please limit Administrative Capacity response to 3 pages, not including the required documents.

- a) Describe the staff positions in your organization's fiscal department.
- b) Provide the resume of the manager or director of your organization's fiscal department.
- c) Provide the name and a brief description of your organization's accounting system software.
- d) Describe how revenues and expenditures for specific grant funds are segregated in your organization's accounting system in compliance with Uniform Grant Guidance requirements at 2 CFR 200.
- e) Describe your organization's process for tracking and recording personnel expense by grant or cost center.
- f) Describe your organization's prior experience managing federal and/or other governmental funding. Include experience in managing multiple funding sources funding a single project in the description.
- g) Describe the processes your organization uses to safeguard federal and other governmental funds. How does your organization ensure that funds are used only for allowable costs?
- h) Describe the procedures your organization uses to track and document funds spent on participants.
- i) Describe your organization's process and ability to protect participants personal identity information.
- j) Describe your organization's process for comparing expenditures with budget amounts for grant awards.
- k) Describe your organization's experience with tracking and reporting leveraged funds (non-grant funded resources used to support grant activities and outcomes) in compliance with Federal reporting requirements.
- l) Describe any deficiencies or disallowed costs noted in monitoring or audits by funders in the last three years; describe how findings were resolved.
- m) If applicable, describe any negative findings from the three most recent financial and A-133 audits, and the resolution of the findings.

- n) If any of the work proposed will be sub-contracted, discuss the administrative and fiscal controls your organization will use, the experience of the staff to operate those controls and to oversee sub-contractors, and how these factors will offer effective fiscal controls and oversight of sub-contractors.

Documents required for administrative capacity response to submit for this RFP:

- IRS 501(c)(3) tax-exempt letter, or other proof of entity legal status (such as certificate of incorporation).
- Federally negotiated Indirect Cost Rate Agreement, if applicable.
- Shared costs policy (also known as cost allocation plan).
- Two references that can attest to the organization's ability to administer State, Federal, Local (public) or foundation funds through a contractual arrangement.
- Most recent audit reports, including:
 - Financial statements
 - Management letter
 - Report required by Uniform Grant Guidance and Schedule of Expenditures of Federal Awards (previously called "A-133" audit), if applicable.
- Timekeeping policy.
- Organizational staff chart, indicating where the staffing for this project will reside within this structure.
- Procurement policies.
- Insurance certificate evidencing coverage for: General Liability, Professional Liability, Worker's Compensation, Motor Vehicle, Property and Equipment and Employee Dishonesty.

Section E Evaluation Criteria

- All required documents submitted (15 points).
- Financial Management systems are sufficient to trace funds to the level of expenditure required by the grant (25 points).
- Accounting processes for recording personnel costs and allocated expenses are reasonable and equitable to all grants and cost centers (25 points).
- Prior experience with managing contract funds, including federal and/or other governmental funding (20 points).
- Financial management systems are sufficient to provide effective budget management and control over expenditures of grant funds (15 points).

All respondents must submit one set of the Administrative Capacity documentation requirements to Worksystems, along with the program service delivery proposals.

Worksystems cannot enter into contract negotiations with an organization that is not legally established to conduct business within the State of Oregon or debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. Organizations meeting this minimum standard will be evaluated for Administrative Capacity. Organizations that have active exclusion records on their Unique Entity Identifier number reflected in the System for Award Management (www.sam.gov) may not be awarded a contract.



Successful respondents may be required to provide additional administrative documentation or assurances in accordance with Federal requirements prior to completion of contract negotiations. The list of required contracting documentation may be viewed in the sample “Terms and Conditions” posted in the Resource Documents section of the RFP webpage.

Part VIII: Proposal Review Process

Proposals and respondent presentations will be evaluated by a panel of Worksystems staff. The funding recommendation will be made to the Executive Director for final decision.

Part IX: Proposal Submission

Worksystems must receive the proposal and all related documents marked “(Name of Applicant) One-Stop Operator” ***no later than Monday, June 20, 2022, at 12:00 noon***. The Cover Page must be signed by an individual authorized to represent the organization, to act on its behalf and to legally bind it in all matters related to the RFP. Submissions are electronic.

Please submit the electronic copy of the proposal, budget and administrative capacity response and documents (in pdf) to RFP@worksystems.org. Worksystems will send an email confirmation acknowledging receipt.

Complete proposal packages will include the following documents:

Proposal Documents	Format
Completed, signed Proposal Cover Sheet	PDF
Proposal Narrative	PDF
Budget	PDF
Administrative Capacity Cover and Response	PDF
Administrative Capacity Documents	PDF

It is the respondent’s responsibility to ensure the submission was received. If a Worksystems confirmation email has not been received, it is the respondent’s responsibility to follow-up with another email or telephone call before 12:00 noon on Monday, June 20, 2022. Late proposals will not be considered.

Part X: Award Notification

Provisional award results will be sent via e-mail by June 27, 2022.

Part XI: Administrative Detail

Issuing Organization Worksystems, Inc.	Total Available Funds \$ 65,000	Agreement Form Subrecipient
<p>Funding Source Details</p> <p>WIOA Adult Program Allocation Awarding Agency: US Department of Labor Employment and Training Administration Funding Source: Workforce Innovation and Opportunity Act Title 1B – Adult Formula CFDA/ALN Number: 17.258 Federal Award Identification Number (FAIN): AA-36341-21-55-A-41 Federal Award Date: July 1, 2021 Amount: \$ 25,000 – 38.5 percent of total Pass-through Entity: Oregon Higher Education Coordinating Commission</p> <p>WIOA Dislocated Worker Program Allocation Awarding Agency: US Department of Labor Employment and Training Administration Funding Source: Workforce Innovation and Opportunity Act Title 1B – Dislocated Worker Formula CFDA/ALN Number: 17.278 Federal Award Identification Number (FAIN): AA-36341-21-55-A-41 Federal Award Date: July 1, 2021 Amount: \$ 25,000 – 38.5 percent of total Pass-through Entity: Oregon Higher Education Coordinating Commission</p> <p>American Rescue Plan Act Awarding Agency: US Department of the Treasury Funding Source: Coronavirus State and Local Fiscal Recovery Funds (SLFRF) CFDA/ALN Number: 21.027 Federal Award Identification Number (FAIN): SLFRP0178 Federal Award Date: N/A Amount: \$ 15,000 – 23 percent of total Pass-through Entity: Prosper Portland</p>		

Inquiries

All questions related to this solicitation are to be submitted electronically via email with the subject “One-Stop Operator” and sent to: RFP@worksystems.org. Questions received after the solicitation has been published and before close of business June 14, 2022, will be responded to within two business days by posting in the “Questions and Answers” section for this RFP at www.worksystems.org News and Events section. Questions received after June 14, 2022, will not be answered.

Withdrawal

A submitted RFP response may be withdrawn at any time. A written request to withdraw the response must be submitted electronically to: RFP@worksystems.org.

Appeals

The following process has been established to address appeals:

- The appeal must be due to what the respondent considers a flaw in the Evaluation Committee’s funding recommendation process.
- The appeal must be submitted in writing by June 30, 2022. Appeals must be sent to: RFP@worksystems.org. All appeals are public information.
- The organization/individual filing the appeal must specify the basis of the appeal and provide an alternative the appellant would find acceptable. Proposal rating scores may not be appealed. The mere fact that a proposal was not recommended for funding is also not open to an appeal, nor is a complaint about the amount of funding granted. The appeal must be based on a violation of the process established for the solicitation.

During any part of the review or consideration, the appellant 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 by Worksystems. In the event an appellant fails to respond, the appeal will be dismissed, and no further appeal will be accepted.

Worksystems’ Executive Director and Chief Operating Officer will review the appeal and issue a written response that is intended as a complete and final answer to the appeal.

Resource Documents

- Submission Cover Page
- Administrative Capacity Cover Page/Checklist
- Subrecipient Terms and Conditions

Part XII: Additional Provisions and Disclaimers

- Worksystems reserves the right to waive informalities and minor irregularities in offers received.
- This RFP does not commit Worksystems to award a contract.
- This RFP is for WIOA services and other related programs and funding streams which may become available to Worksystems during the funding period.
- Worksystems may accept any item or group of items of any offer, unless the bidder qualified its offer by specific limitations.
- Worksystems reserves the right to request additional data or oral discussion or documentation in support of written offers.
- By providing contact information for references respondents are authorizing Worksystems to contact the reference and discuss respondents' work.
- 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 Worksystems and be subject to disclosure under the Freedom of Information Act. Applicants are advised that most documents in the possession of Worksystems 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 respondents and Worksystems staff, and continued availability of funds.
- Any changes to the WIOA program, performance measures, funding level, or board direction may result in a change in contracting. In such instances, Worksystems will not be held liable for what is in the bidder's proposal or this Request for Proposals package.
- 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 Worksystems policies and procedures.
- Additional funds received by Worksystems may be contracted by expanding existing programs. These decisions shall be at the discretion of Worksystems.
- Worksystems 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 Worksystems, the services proposed are not needed, or the costs are higher than Worksystems finds reasonable in relation to the overall funds available, or if past management concerns lead Worksystems to believe that the bidder has undertaken more services than it can successfully provide.
- Worksystems 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 respondents 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 WIA-funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
- All respondents must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
- Worksystems 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.