



Issue Date: March 1, 2017

REQUEST FOR INTERESTED BIDDERS

**“One-Stop Operator”
Workforce Innovation and Opportunity Act (WIOA)**

**for
CareerSource Escarosa**

**within
Escambia and Santa Rosa Counties, FL**

SUBMIT PROPOSALS TO:

Name: Janay Sims

Email: jsims@careersourceescarosa.com Deadline:
Friday, March 31, 2017 at 2:00 PM (CST)

Workforce Escarosa, Inc.
dba CareerSource Escarosa (CSE)
3670-2A North L Street | Pensacola, FL 32505 Phone:
(850) 473-0939
Fax: (850) 473-0935
CareerSourceEscarosa.com

REQUEST FOR PROPOSALS (RFP)

ONE-STOP OPERATOR

March 1, 2017

Dear Prospective Proposer:

Workforce Escarosa, Inc. dba CareerSource Escarosa and hereinafter referred to as CSE, is a 501(c)(3) Florida non-profit corporation which administers federal grants to provide workforce development, training and employment services of Escambia and Santa Rosa counties, Local Area Workforce Board - Area One. The Chief Elected Officials in Escambia and Santa Rosa Counties have designated CSE to act as the administrative entity, grant recipient, and fiscal agent for this local area. CSE is governed by a Board of Directors with public and private sector representation appointed by elected officials.

CSE operates a comprehensive One-Stop Career Center in Pensacola, FL and two satellite One-Stop Centers in Milton and Century, FL.

This Request for Proposals (RFP) is for the selection of a One-Stop Career Center Operator as required by the Workforce Innovation and Opportunity Act of 2014 (WIOA) Pub. Law 113-28. Numerous programs and funding streams are currently integrated and services are provided at CSE One-Stop Centers. These programs include the following:

- WIOA Title I Adult, Dislocated Worker and Youth programs
- Wagner-Peyser Employment Services – National Labor Exchange
- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Programs
- Re-employment Compensation Programs
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)

**WIOA also includes the following workforce programs as required One-Stop partners:
(If in the area)**

- Adult Education and literacy programs
- Vocational Rehabilitation (Title I of the Rehabilitation Act of 1973)
- Career and Technical Education (Perkins Act)
- Senior Community Service Employment Program
- Jobs for Veterans State Grants programs
- Employment and training activities carried out under the Community Services Block Grant

- Employment and training activities carried out by HUD (Housing and Urban Development)
- Programs authorized under the State unemployment compensation laws
- Programs authorized under sec.212 of the Second Chance Act of 2007

WIOA requires that each Local Area Workforce Board procure a “One-Stop Operator,” whose responsibility is to coordinate amongst the One-Stop Center’s partner programs.

CSE has determined that the role of the one-stop operator shall be that of a coordinator. It has been determined that the role of the “One-Stop Operator” shall encompass the following duties:

1. The One-Stop Operator shall serve as an intermediary to the public one-stop partners.
2. The One-Stop Operator shall be responsible for familiarizing themselves with the one-stop partners so that they know and understand the program services available and performance requirements.
3. The One-Stop Operator will be responsible for working with the partners on continuous improvement of the One-Stop system.
4. The One-Stop Operator shall be responsible for assisting in the development of and implementation of the required WIOA Memorandum of Understanding with the one-stop partners as directed by CSE and described in the following “Deliverables” section of this document.

One-Stop Operator Deliverables:

- a. Together with CSE, the operator will be required to facilitate the development of the required One-Stop Memorandum of Understanding (MOU) as described in WIOA (*section 121*), including but not limited to:
 - i. A description of how each one-stop partner will provide access to their services through the one-stop delivery system and the facilitation of ongoing one-stop partner meetings to assure ongoing and increasing access to multiple services for individuals that avoids duplication of services.
 - ii. How the one-stop partners will coordinate services through the one-stop delivery system.
 - iii. A description of the one-stop partner services that will be delivered through the one-stop system.

- iv. WIOA encourages the cross referral of individuals between the one-stop partners for appropriate services and activities. The one-stop operator will be required to work with each of the one-stop partners to determine how each one-stop-partner will refer participants to the other one-stop partners, and to describe the plan in the one-stop MOU. The operator will be responsible for the implementation, monitoring and follow-up procedure(s) pertaining to all elements of the plan.
- v. The one-stop operator will be required to prepare reports on a quarterly basis to include actions taken with respect to each of the deliverables highlighting accomplishments, improvements, challenges and recommendations. These reports will be presented to the CSE Board of Directors at their regularly scheduled quarterly meetings or as requested.

Contract Term:

A contract will be entered into with the selected entity. This will be a four (4) year contract with renewable one-year terms. The operator will be expected to report on their progress in writing in a format approved by CSE management for presentation to the Board of Directors at their regularly scheduled meetings.

Funds Available:

\$20,000 - \$30,000 is available to fund this initiative depending upon the entity's experience and capability.

Qualifications for the One Stop Operator:

1. To meet the WIOA requirements CSE is seeking an entity which fulfill the role of a coordinator among the One-Stop partners.
2. CSE will only fund entities that can identify a single staff person that can be identified as the operator and who can be held accountable for accomplishing the deliverables.
3. CSE reserves the right to approve the individual selected to serve as the operator.
4. The following entities may respond to this RFP:
 - a. A public entity such as a governmental entity, including a single one-stop partner listed in WIOA section 121.
 - b. A private for-profit entity.
 - c. A private non-profit entity.
 - d. Another interested organization or entity such as an independent consultant or consulting firm.

- e. The entity may not be a traditional school system providing elementary or high school education.
5. Entities submitting a response to this RFP must be capable of carrying out the duties of the One-Stop Operator as described above, and have a history of demonstrated effectiveness.
 6. The entity selected to serve as the operator should:
 - a. Be experienced in public relations.
 - b. Identify staff who will serve as the operator that has a Bachelor's Degree or higher in Human Services, Communications, Project Management, Business Operations or a related field.
 - c. Have mediation or negotiation experience.
 - d. Have experience bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align.

A defined schedule will be established for the individual or entity selected. It is anticipated that these tasks will take 20 to 30 hours per-month.

SUBMISSION OF PROPOSALS:

1. Proposals are to be submitted directly to:
 - Name:** Janay Sims
 - Address:** 3670-2A North L Street | Pensacola, FL 32505
 - Email:** jsims@careersourceescarosa.com
2. All RFP responses must be received no later than **Friday, March 31, 2017 by 2:00 PM (CST)** after which date/time, CSE will no longer accept additional proposal responses.
3. Please include a cover letter and a copy of the attached cover sheet.
4. In no more than 8 pages, please tell us your approach to accomplishing each deliverable identified by CSE.
5. Please provide a quote. It is CSE's intent to award the contract as a result of this request for quotations to one firm.

6. Please follow the order of the deliverables to be accomplished when submitting your quote so that we know that no step in the process has been omitted.
7. Submit your quote on letterhead.
8. If entity is a for-profit entity, profit must be separately identified in the quote.
9. Proposers must submit an original and five (5) copies of the proposal and must also submit an electronic copy on a thumb drive.
10. A bidder's conference will be held **Thursday, March 16th, 2017 at 2:00 PM (CST)**. The bidder's conference will last approximately 1 to 1.5 hours and will be conducted at 3670 2-A North L Street, Pensacola, FL 32505