



**Employ Prince George's Office of Administration  
on behalf of the  
Prince George's Local Workforce Development Board**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)  
REQUEST FOR PROPOSAL**

**FY 2022: One-Stop-Operator Service Providers  
RFP#: WDBRFP- 001**

**Important Dates**

**RFP Release Date: Monday, November 8, 2021**

**Virtual Bidder's Conference: Wednesday, November 17, 2021 | 3:00 - 5:00 PM EST**

**Proposal Due Date: Wednesday, December 8, 2021 | 5:00 PM EST**

Proposals must be submitted via our online grant application portal no later than **Wednesday, December 8th** which can be accessed by clicking [here](#). **PROPOSAL APPLICATIONS SUBMITTED AFTER 5:00 PM EASTERN STANDARD TIME (EST) ON WEDNESDAY, DECEMBER 8TH WILL NOT BE ACCEPTED.** The Board is not responsible for any errors of omission. Mailed, faxed, or emailed proposal(s) **will not** be accepted.

Prince George's County Local Workforce Development Board (LWDB) does not discriminate against faith-based organizations or against any Bidder or Bidders because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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# **INTRODUCTION AND INTENT**

## **REQUEST FOR PROPOSAL**

The Local Workforce Development Board (“LWDB”) invites proposals from qualified public, private or nonprofit entities for the delivery of One Stop Operator (OSO) services in accordance with the requirements of the Workforce Innovation and Opportunity Act of 2014, Pub. L 113-128 (“WIOA”).

Eligible applicants must have experience providing Workforce Innovation and Opportunity Act (WIOA) services and/or similar services. Funding for this contract is subject to federal budgetary policy decisions, the availability of funds; as well as; continued successful performance of the selected contractor. Operators should goal-driven, visionary, inspirational and highly professional leaders willing to achieve our vision for cutting-edge, functionally integrated service sites. Operator must be capable of leading staff from various agencies in a functionally integrated environment. Functionally integrated in this context means a customer flow model that is based on the needs of the customer rather than staff being organized by program or agency.

## **PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

This Request for Proposal (RFP) was prepared by Employ Prince George’s (EPG) on behalf of the LWDB under the Workforce Innovation and Opportunity Act of 2014 and associated U.S. Department of Labor’s 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. Bidders 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.

## **PURPOSE OF THE WORKFORCE INNOVATION AND OPPORTUNITIES ACT**

To increase, for individuals in the United States, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training, and support services they need to succeed in the labor market.

- To support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system in the United States.
- To improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to

provide America's employers with the skilled workers the employers need to succeed in a global economy.

- To promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, jobseekers, and employers.
- To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions, and States, and the global competitiveness of the United States.

USDOL has issued guidance for WIOA implementation in the form of the [Final Rule \(Regulations\)](#) and [Training and Employment Guidance Letters \(TEGLs\)](#). Bidders are strongly encouraged to read the [WIOA Final Rules](#), that outlines the vision for the One-Stop System under WIOA.

**Hallmarks of WIOA Include:**

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

## LOCAL WORKFORCE DEVELOPMENT BOARD

The LWDB (<https://pgcajc.com/workforce-board/>) is a dynamic group of private and public sector partners that provides leadership, direction, and policy oversight for the Public Workforce System in Prince George’s County, branded and modeled as the Prince George’s County American Job Center Community Network. Our mission is to be a board that drives the innovation, integration, continuity, productivity, and efficiency of a workforce system that produces a robust, qualified, and skilled workforce that meets the needs of the business community.

The membership of the LWDB is represented by:

Business Sector	Department of Health and Human Services
Economic/Community Development	Adult Education/Literacy
Labor Organizations	Workforce Development Agency
Vocational Rehabilitation	Higher Education
Community Based Organizations	State Employment Services

The LWDB provides guidance and oversight of the Prince George’s County American Job Center Community Network (AJCCN) and ensures that businesses have the skilled workers and resources needed to remain competitive and prosper. Job seekers can acquire the training and knowledge necessary to achieve long-term careers and begin to build wealth. Youth have access to opportunities in education, career exploration, and work experience with which to build careers.

**The Board’s Vision:** The Prince George’s County Public Workforce System is undergoing a transformative realignment to improve its efficiency and effectiveness to better serve its job seekers as well as employers. To meet the needs of all customers utilizing the workforce system, the system is becoming increasingly diverse and inclusive by integrating multiple service providers and programs into one system.

The LWDB (Board) oversees WIOA funds for the Prince George’s County. Employ Prince George’s through the Prince George’s County Executive serves as Grant Recipient, Fiscal Agent, Administrative Entity, One-Stop Operator, and, in some cases, 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. Employ Prince George’s Offices of Administration and Finance is responsible for soliciting this procurement on behalf of the LWDB. These EPG departments will assist that LWDB in soliciting and selecting a One-Stop Operator. § 678.615 says that firewalls must be in place to ensure that a current Operator may not be involved in conducting the competitive process. This procurement is separate from the current OSO to ensure the absence of conflict of interest if the current OSO makes the decision to propose to continue serving as the One-Stop Operator.

The LWDB has two comprehensive American Job Centers (AJC) and a Youth Career Center all located in Prince George's County, MD. We are soliciting proposals to identify a single One-Stop Operator for both of Prince George's County's comprehensive One-Stop Centers:

**American Job Center Largo**  
1801 McCormick Drive, Suite 120  
Largo, MD 20774

**American Job Center National Harbor**  
6800 Oxon Hill Road, Suite 298  
Oxon Hill, MD 20745

These AJC's offer a full range of services which exist to provide accessible, seamless, customer-driven services to job seekers, employers, and other stakeholders by working together in a professional, timely, and efficient manner. The LWDB also has a Youth Career Center located in Suitland, MD. We envision our Youth Career Center as a third American Job Centers focused on bridging the gap between employers and youth.

#### **ELIGIBILITY STATEMENT**

Eligible applicants include non-profit and for-profit organizations, private sector entities, educational institutions, community-based organizations, and other entities operating in accordance with federal, state, and local law, and must have been in business for at least three years. Applicants must be an incorporated organization. Eligible applicants must be in good standing with the federal government. Organizations currently barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a Federal, State, City, or County department/agency, quasi-governmental agency, or the LWDB are ineligible to apply. A group of two or more applicants may apply as a consortium but the LWDB will award only one contract to the lead applicant/fiscal agent. All entities, whether directly contracted or subcontracted via the lead applicant/fiscal agent, will be held to the requirements of federal, state, and local policies. Please be aware that additional monitoring, compliance, and assessment requirements will become the responsibility of the lead applicant/fiscal agent. All selected applicants will have demonstrated experience and expertise in the provision of high-quality workforce development services to the target populations described in this RFP. Providers will be expected to ground their organization within the communities they serve with staff focused on providing culturally competent services and a history of successful workforce development programming.

We acknowledge that the LWDB acts in compliance with the LWDB approved policy *1.400.100.002 Conflict of Interest Policy for Local Workforce Development Board, WIOA* and *2 CFR 200.112 Regulations Regarding Disclosure of Financial Conflict of Interest*.

Now therefore, in consideration of the mutual covenants contained herein, the following parties are precluded from submitting proposals for LWDB Request for Proposals issued by EPG's Office of Administration:

Employ Prince George's Inc. Employees  
Employ Prince George's Inc. Board Members  
Employ Prince George's Inc. Committee and Subcommittee Members  
Employ Prince George's Inc. Employees serving as staff for the Prince George's County Local Workforce Development Board Staff

## **THE AMERICAN JOB CENTER COMMUNITY NETWORK (AJCCN)**

The LWDB requires that all workforce development program related contractors be a member of the Prince George's County public workforce system, branded as the American Job Center Community Network (AJCCN). Membership requires an executed Membership Agreement, that lays forth all obligations of both parties under that document. Because of the fiscal relationship between EPG and said contractors, the AJCCN membership will be at the Tier I level. The Membership Agreement is required to be executed at the same time as the Service Agreement. If a contractor refuses to sign the Membership Agreement and join the AJCCN, EPG will not execute a Sub-Recipient Agreement with that contractor.

## **BIDDER'S QUESTIONS, COMMUNICATIONS AND CLARIFICATION PROCEDURES**

Please submit all questions to regarding this RFP by email ATTN to the Director, Contracts & Operations Ericka Stevens at [RFPSubmissions@co.pg.md.us](mailto:RFPSubmissions@co.pg.md.us) (with the subject line "RFP # WDBRFP-001 Questions") prior to the Virtual Bidder's Conference as all questions will be reviewed and discussed only during this time. Answers furnished during the conference will not be official until EPG has published them, in writing as an addendum to the RFP by **Monday, November 15, 2021, at 5:00 p.m. EST.**

From the issue date of this RFP until the LWDB selects a proposal for award, the Contracting Officer is the sole point of contact concerning this RFP. The primary mode of communication between the Issuing Office and potential bidders will occur on EPG's website: [www.employpg.org/rfps/](http://www.employpg.org/rfps/)

Interested parties can download the Request for Proposal and additional documents from this website beginning **Monday, November 8, 2021**. This RFP is being made available electronically. If a Bidder electronically accepts the RFP, the Bidder acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Bidder's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

## **EX PARTE COMMUNICATION/CONFLICT OF INTEREST**

Each Bidder shall ensure that no improper, unethical, or illegal relationships or conflicts of interest whether actual or apparent exist between or among the Bidder, the LWDB, and any other parties to this RFP. The Bidder is responsible for disclosing at the point of proposal submission or as soon as the situation arises of any such relationships. This includes interests that they may have with any individual or entity doing business with or proposing to do business with LWDB or EPG.

An employee or official may not be employed by or have a financial interest in any entity subject to their authority or of the Prince George’s County agency, board, or commission of which they are affiliated; or entity that is negotiating or has a contract with that agency, board or commission; or hold other position that may impair their judgment or impartiality.

The LWDB reserves the right to determine the pertinence of such relationships, when discovered or disclosed, whether intended or not, and to decide whether the Bidder’s disqualifications and/or cancellation shall be at no fault or liability whatsoever to the LWDB. The LWDB’s determination regarding any question of conflict of interest will be final.

All LWDB members, EPG Board members, officers, and staff are precluded from entertaining questions concerning the completion of the proposal or the procurement process outside the confines of the Pre-Proposal Bidders’ Conference. Potential bidders are asked to respect these conditions by not making personal requests for assistance, except at the conference.

**VIRTUAL PRE-PROPOSAL BIDDER’S CONFERENCE**

All organizations intending to bid either as a sole applicant or as the lead of a consortium proposal are encouraged to attend the Virtual Bidder’s Conference scheduled for **Wednesday, November 17, 2021, from 3:00 p.m. until 5:00 p.m. via Microsoft Teams**. The LWDB has selected this forum to present detailed non-competitive information session on the RFP and answer questions so that all interested parties will have the benefit of the same answers. All potential bidders are encouraged to attend. The conference will provide an overview of the RFP and bidding process and will be recorded for reference. Information for the Virtual Bidder’s Conference link will be provided on the EPG’s RFP webpage [www.employpg.org/rfps/](http://www.employpg.org/rfps/) 72 hours prior to the conference start time.

**SCHEDULE FOR RFP SUBMISSION, REVIEW AND AWARDS**

With exception of proposal submission deadline, EPG reserves the right to make changes to the timeline below.

ACTIVITY	RESPONSIBILITY	DATE
RFP Published	Potential Bidders	<b>Monday, November 8, 2021</b>
Deadline to submit Technical Questions and Non-Technical Questions via <b>email Ericka Stevens at <a href="mailto:RFPSubmissions@co.pg.md.us">RFPSubmissions@co.pg.md.us</a></b> (with the subject line “ <b>RFP #WDBRFP-001 Questions</b> ”)	Potential Bidders	<b>Monday, November 15, 2021, at 5:00 p.m. EST</b> <i>*No questions will be accepted after the close of Bidder’s Conference</i>
Pre- Proposal Virtual Bidder’s Conference <b>Virtual EVENT</b> (Event link will be provided on the EPG’s RFP webpage	Issuing Office/Potential Bidders	<b>Wednesday, November 17, 2021 from 3:00 p.m. until 5:00 p.m. EST</b>



<a href="http://www.employpg.org/rfps/">www.employpg.org/rfps/</a> 72 hours prior to the conference start time.)		
Answers to Potential Bidders questions posted to EPG website <a href="https://www.employpg.org/rfps/">https://www.employpg.org/rfps/</a> on or around outlined date	Issuing Office	<b>Friday, November 19th, 2021 5:00 p.m. EST</b>
Deadline to submit Proposal	Potential Bidders	<b>Wednesday, December 8th, 2021 5:00 p.m. EST</b>
Selection of Successful Bidder on or around	Issuing Office	<b>Wednesday, December 29th, 2021</b>
Program operations to begin NO LATER THAN	Successful Bidder	<b>Monday, January 10th, 2022</b>

## AWARD DURATION

Through this RFP, a total range of **two hundred eighty-five thousand dollars and zero cents (\$285,000.00 US Dollars)** is anticipated to be available for eighteen (18) months term of the OSY program. Funds provided by this RFP (with or without reimbursement) shall not be used to duplicate services available in areas from other federal, state, or local sources. Cost reimbursement contracts resulting from this RFP are expected to begin **January 10, 2022**, and **end June 30, 2023**, with an option for renewal for up to eighteen-month period without further solicitation.

The LWDB reserves the right to extend this award for a second and third program year at its sole discretion. Awards may be extended through **June 30, 2026** or may be terminated as early as **June 30, 2023**. Contract provisions also provide for early termination for a variety of factors including non-compliance and convenience. NWDB reserves the right to cancel the contract at any point if performance criteria are not met, after written notification and a 90-day period for opportunity for corrective action.

Any award is subject to the availability of federal funds via the U.S. Department of Labor and MDOL, Bureau of Employment Services. Should the availability of such funding decrease following any award to the contractor, the award will be revised. In addition, if awarded, the contractor shall be required to alter program design based upon subsequent direction provided by LWDB, the State or U.S. DOL.

## COVID-19

Before COVID-19 significantly hit and social distancing measures took place in March 2020, Maryland's unemployment rate increased, and the labor participation rate was seasonally adjusted. Many employers report a struggle to find and retain employees, forcing many businesses to reduce operations. The LWDB is eager to hear how bidders plan to help 1) increase the labor participation rate specifically for eligible youth not younger than eighteen (18) or older than age twenty-four (24) at time of eligibility the youth (i.e., get people who are not looking for work to start doing so)

and, 2) current job seekers find and sustain a satisfactory job.

Given that we are still recovering from the COVID-19 pandemic and that another crisis could occur, the LWDB would like to ensure the service provider(s) are adaptable and better suited to future challenges. To that end, the board is interested in hearing how bidders adapted to the pandemic and its consequent impact on services and their forms of delivery.

Furthermore, bidders should explain how recent lessons have influenced preparation for future potential challenges. This can be demonstrated by sharing an up-to-date emergency management plan, a description of how customers can be served under various scenarios, or through another way the bidder prefers.

## **STATEMENT OF WORK FOR THE ONE STOP OPERATOR**

The One-Stop Operator coordinates the service delivery of required One-Stop partners, service providers of core programs and other partners working with the comprehensive One-Stop Center. This includes managing partner responsibilities in the comprehensive One-Stop Center as defined in the Memorandum of Understanding (MOU). The One-Stop Operator is *prohibited* from performing functions that are reserved for the Local Board.

The sub-recipient agreement period will **begin January 10, 2022**, and **end June 30, 2023**, with an option based on successful performance to renew the contract annually thereafter for a total of up to four (4) years.

The following documents define the alignment of services for the job seekers and employers in the Prince George's County Local Workforce Area:

1. LWDB One Stop MOU
2. LWDB MOU with individual agencies and organizations
3. LWDB Resource Sharing Agreement; and
4. LWDB One Stop Operator Contract

### **One Stop Operator: Position Description and Deliverables**

**Facilitates:** The One Stop Operator role is to facilitate collaboration among the Partners. The Operator is the point of contact on issues that are central to the effective operations of partners in the Career Center:

- A. Convene the Career Center Partner and the One Stop Community Network meetings to discuss and share general information, updates to the law, and local programs and career center updates. The One Stop Community Network consists of key organizations within the community that act as access points to One Stop services. These include faith-based entities, local municipal agencies, non-profits, and other community organizations. In conjunction with the One-Stop they provide job seekers with access to skills assessment, career development, recruitment events, online portal to apply for employment and to supportive services.

1. Provide minutes to attendees after each meeting
  2. Determine suitable agenda based on direction and communication from the WDB
  3. Ensure relevant stakeholders are invited.
- B. Develop and coordinate opportunities to share and formalize strategies about how the One Stop Career Center Partners and the One Stop Community Network can most effectively identify and assist hard to serve youth and adults with significant barriers to employment.
- C. Ensure the engagement of the following partners
1. **Core partners:**
    - Department of Workforce Development and Adult Learning (WDAL), including Unemployment Insurance, Rapid Response & Trade Assistance
    - Title I Training & Career Services
    - Division of Rehabilitation Services (DORS)
    - Adult Education & Literacy (AEL): Prince George's Community College
  2. **Additional stakeholders include:**
    - Veteran representatives: Disabled Veteran Outreach Program (DVOP) and Local Veterans Employment Representative (LVER)
    - Temporary Assistance for Needy Families (TANF)
    - Native American Programs
    - Job Corps
    - Migrant & Seasonal Programs
  3. **Other relevant stakeholders may include but are not limited to:**
    - Prince George's County Memorial Library System
    - Local business representatives, including Chambers of Commerce and economic development entities
    - Prince George's County Public Schools
    - Vocational and Secondary Schools
    - Faith-Based Organizations

**Coordination:** Develop a mechanism to leverage available training funds from partner programs such as AEL, TANF, State-funded training and Federal Pell Grants, so that WIOA training funds supplement other sources of training awards:

- A. Make training funding arrangements with partner organizations in the career center.
- B. Convene discussion and intervention, as needed to assist with the coordination of training funding.
- C. Assist in the coordination efforts for the provision of Rapid Response activities that includes the employer, affected workers, the LWDB, Maryland Department of Labor,

Licensing and Regulation (DLLR) Dislocation Services Unit, and Prince George's One Stop Partners.

**Validation:** Ensure partner organizations adhere to the MOU documents regarding service provision, infrastructure, and operations contributions as determined in LWDB and WIOA legislation:

- A. Ensure Unemployment Insurance personnel provide periodic updates on Unemployment Insurance to the One Stop partner staff.
- B. Ensure One Stop Career Center partners adhere to the staffing schedules referenced in the MOU.
- C. Ensure scheduled meetings have taken place according to the MOU agreement.
- D. Coordinate closings/interference with regular One Stop service delivery as depicted in the MOU.
- E. Follow-up with partners who have not engaged regarding MOU schedule as agreed in the MOU.
- F. Communicate with partners regarding resource sharing contributions.
- G. Document partners' challenges to delivering One Stop services as agreed in the MOU.

**Facilitation and Alignment:** Facilitate and align partnerships to build capacity and enhance service delivery of the Prince George's One Stop system:

- A. Facilitate alignment regarding the actual implementation of customer flow agreed-upon in the MOU.
  - 1. Develop Universal Intake Form and Referral Form for all partners providing services in the One Stop Career Center.
  - 2. Develop Resource Manual of all partners providing services in the One Stop Career Center.
- B. Develop asset maps of pertinent workforce organizations, training providers/institutions, post-secondary institution, high schools, supportive service providers, MOU partners, county agencies, community-based and faith-based organizations within Prince George's County (as identified by the LWDB).
- C. Utilize asset maps to convene partners and facilitate the LWDB's efforts in the creation of the *One Stop Community Network*.

- D. Enhance the customer centered design model for the Prince George's One Stop. The model will include partners within the asset map and One Stop Community Network. The enhanced model must utilize the *Ready to Work Program*.

**Reports:** The One Stop Operator will be responsible for reporting to the WDB quarterly on the topic of WIOA Section 188 compliance, the provisions that require equal opportunity and nondiscrimination in the workforce system **(See TEN 20-16)**. The One Stop Operator will provide the following reports:

- A. Written summary regarding partner compliance with MOU
  - 1. Determine data needs for reporting
  - 2. Determine challenges/issues/successes for anecdotal reporting
- B. Make oral presentation to WDB that includes aggregate career center data and summary report on partnerships and collaborations (as identified by the WDB).
- C. Create Quarterly Newsletter for distribution to partners and public.
- D. Report on specialized development needs of workforce system staff.
- E. Work with WDB committees as needed for specific projects/initiatives/data.

**Consensus Building:**

- A. Seek agreement regarding:
  - 1. Format of meetings and scheduling
  - 2. Challenges regarding partners' MOU compliance
  - 3. Challenges regarding partners' meeting attendance issues
  - 4. Dispute resolution processes

**Equal Employment Opportunity (EEO):** The One Stop Operator will assess and report on EEO compliance to the WDB.

**RELEVANT CORPORATE EXPERIENCE**

The proposal should indicate whether the Bidder has a *record of prior successful experience* in the implementation of the services sought through this RFP. Bidder(s) should include statements specifying the extent of responsibility on prior projects and a description of the projects' scope and similarity to the projects outlined in this RFP. Describe past experience, if any, with the One Stop service delivery model under WIOA (or similar programs). All experience under this section should be in sufficient detail to allow an adequate evaluation by the LWDB.

## **CONTRACTOR RESPONSIBILITIES**

Each Bidder is advised that the LWDB will hold the Contractor totally responsible and accountable for effectively and efficiently managing and delivering the services and activities described in this RFP. Contractor must avoid conflicts of interest when possible and disclose and recuse from unavoidable conflicts of interest; must follow all policies and procedures of the LWDB regarding Conflict of Interest/ Code of Conduct, Grievance Procedures and Equal Opportunity provisions; and must adhere to all Federal, State and local policies.

## **MANAGEMENT CAPABILITY**

Bidders must clearly and completely describe their organizational and management capacity to ensure that services and/or outcomes to be provided are achieved during the contract. These include but are not limited to:

- Delivering high quality, timely, complete, consistent, and contract-compliant services.
- Meeting or exceeding the contract objectives and performance expectations.
- Working effectively with LWDB staff, other service providers and community partners.

Under contract award, the Contractor will be a primary point of contact that shall have optimum management and operations authority and be available to LWDB during normal American Job Center Hours business hours.

## **PERFORMANCE EXPECTATIONS/DELIVERABLES**

The expected performance delivery outcomes for the One-Stop Operator include:

- An annual, comprehensive assessment of service delivery
- Analysis of customer flow from a quality assurance perspective
- Convening and reporting of bi-monthly One-Stop System Team and Business Services meetings
- Monthly and Quarterly Job Center visits to track progress on activities
- Monthly and Quarterly reports to the LWDB
- Development /Renewal / Maintenance of the Memorandum of Understanding; and
- Development of a One-Stop System continuous improvement review processes

## **STAFFING AND MANAGEMENT REQUIREMENTS**

The One-Stop Operator duties described in the Request for Proposals will require no more than two (2) full-time equivalent staff members. The Bidder must show understanding considered in the staffing and management of the One Stop Operator. The Bidder shall:

- Consider the types of resources required, resources available, and training requirements needed.
- Demonstrate the relevant experiences, resources, and qualifications of the proposed staff.
- Include a statement of its ability to commit full time key personnel for the full term of the contract. The adequacy of personnel for the proposed project team will be evaluated on the basis of project tasks, allocation of staff, professional skill mix, and level of involvement of personnel.
- Identify at a minimum, one full-time individual dedicated to the contract.
- Submit an estimated percentage of time, committed hours of work, or other identification of the proposed level of effort.
- Submit job descriptions for all staff including minimum education, training, experience, special skills, and other qualifications for each position, as well as specific duties identified in the proposal (include any relevant licenses and certifications).
- Submit an organizational chart showing lines of responsibility and authority.

## **EMPLOYEE QUALIFICATIONS AND CONDUCT**

The LWDB reserves the right to require the selected Bidder(s) to remove any contracted employee from a WIOA funded program that is found to represent a threat to the safety of participants, other employees, and program and fiscal records. In the event of removal due to an employee's substandard performance or behavior that negativity affects the delivery of services, the selected Bidder(s) must address the situation and inform the LWDB's Contracting Officer immediately before removing the employee.

## **COST/PRICING REQUIREMENTS**

The Bidder may propose costs associated with performing the scope of work identified in the technical volume of the cost proposal and the Budget Summary of Costs Worksheet. The Bidder must submit a description of the proposed costs and explain the allocation by cost element. It is suggested that the Bidder has a minimum of three months operating capital on-hand throughout the term of the contract. Through this RFP, the WDB has allocated a maximum of **two hundred eighty-five thousand dollars and zero cents (\$285,000.00 US Dollars)** for this sub-recipient agreement.

The Bidder must have an explanation of how costs will be recorded and tracked, and in the name and version of the proposed accounting system.

## PROPOSAL RESPONSE PACKAGE: INSTRUCTIONS, CONDITIONS, AND NOTICES

Proposals must be submitted via our online grant application portal no later than **Wednesday, December 8, 2021**, which can be accessed by clicking [here](#). Proposals not received by the deadline will be automatically disqualified from competition – **no exceptions**. Mailed, faxed, or hard copy proposals will not be accepted.

Bidders must include all the required attachments listed on Attachment Submittal Form that pertain to the proposal. **No additional attachments are allowed**. Failure to include required attachments will disqualify the proposal. Bidders may submit attachments as part of their electronic submission.

## TECHNICAL REQUIREMENTS

In your application, you must describe your experience with and/or philosophy regarding the following

- Establishing processes for regular communication with partner programs and agencies on workforce development matters and ensuring that standards of service are met.
- Evaluating workforce staff activities to reduce duplication of services.
- Developing and maintaining MOUs.
- Establishing a record of Collaborative Partnerships.
- Enhancement of quality processes and standards throughout the Workforce System.
- Understanding of Federal laws and workforce or related laws, including WIOA.
- Knowledge of One Stop Center operations in the current and/or previous legislations.
- Demonstrated (in-county and out-of-county bidders) evidence of credible and realistic partnerships and collaborations with businesses and/or non-profits located in Prince George's County.

## CORPORATE REQUIREMENTS

### PAST PERFORMANCE

The Bidder must submit written past performance reference information for any current and/or prior contracts. **Past performance references should be at least three (3) references for projects completed or in progress in at least the last five (5) years for a similar type project.**

Bidders are advised that the LWDB may contact any or all references in the proposal and other sources, including any federal and/or other governmental electronic databases; and that the



information obtained may be used for both the responsibility determination and the past performance evaluation.

## **COST/PRICING**

The Bidder should identify their plan for leveraging additional resources to provide the services identified through their available resources provide a description of how the additional resources will be integrated into the Bidder's proposed program; and identify the estimated monetary value of the leveraged resources.

The Bidder must submit a cost proposal and *Budget Summary of Cost Worksheet* summarized by cost element:

- A. All cost information must be included on the Budget Summary of Cost Worksheet.
- B. The Bidder will propose cost based on eighteen months of programming and should correspond to the cost for performing the Statement of Work. The Bidder should assume fiscal year carryover.
- C. The Bidder will format and present cost information by completing the Budget Summary of Cost Worksheet. The cost information shall provide full traceability between the cost proposal and the cost worksheet and be consistent with the following instructions:
  1. Budget Summary of Cost Worksheet will be completed for the basic contract period and each yearly option.
  2. The cost proposal shall include a breakdown of cost correlated with the Statement of Work and consistent with the Bidder's technical proposal.
- D. The Bidder must have an explanation of how costs will be recorded and tracked, including the name and software version of the proposed accounting system.

## **COST ELEMENTS**

The Bidder must provide the cost proposal and the *Budget Summary of Costs Worksheet* by major cost elements.

***Salary and Wages:*** (including labor categories, direct labor hours and direct labor rates for each labor category type), and fringe benefits.

- A. The fringe benefit rates provided shall be applied to direct labor costs associated with the incumbent workforce. The provided fringe benefit rates cover projected labor-related indirect costs such as medical, dental, Employee Assistance Program, life insurance, accident/sickness coverage, benefit administration, vision, pension, workers compensation, FICA, FUTA, SUTA and time-off (vacation, sick, etc.).

B. Fringe benefits for non-incumbent management positions and for new employees will be separately estimated by the Bidder. Provide a detailed explanation and breakdown required to support proposed fringe benefit rates.

**Direct Program Costs:** The Bidder may include an Indirect Rate as a percentage of total cost categories to cover salaries, benefits and other general management overhead expenditures. If the bidder has an approved federal indirect cost rate, include the approval documentation as an attachment. Indirect rates will be considered negotiable based on the overall budget for the proposal and proposed performance outcomes.

**EVALUATION FACTORS FOR AWARD**

The following is the total weight for this RFP. Bidders **must have a total of 80%** outlined in the scoring methodology to be recommended to the LWDB for final selection.

<b>RFP SCORING METHODOLOGY</b>	
<b>WIOA Required Service Elements</b>	<b>50</b>
<b>Safety, COVID protocols, Virtual Service Delivery</b>	<b>10</b>
<b>Commitment to Partnerships</b>	<b>20</b>
<b>Fiscal Capacity</b>	<b>20</b>
<b>Bonus Question-Enhanced Strategic Partnerships</b>	<b>15</b>
<b>Total Available Points</b>	<b>115 points</b>

**BEST AND FINAL OFFERS**

The WDB reserves the right to conduct discussions with Bidders for the purpose of obtaining “best and final offers” as follows:

- Enter into pre-selection negotiations
- Schedule oral presentations; *and*
- Request revised Proposals.

The One Stop Committee will limit any discussions to those Bidders whose proposals have the potential for selection. The WDB will award to the responsible Bidder whose proposal, conforming to the solicitation, will be the *most advantageous* to the County, cost or price and other factors.

**BIDDER’S CONDITIONS, REPRESENTATIONS AND AUTHORIZATIONS**

By submitting its proposal, each Bidder understands, represents, and acknowledges that:

- The WDB reserves the right to vary or change the terms of any contract executed as a result of this RFP, including funding levels, the scope of work, performance standards, and shortening or extending the contract period, as it deems necessary in the interest of the Board and its programs, pending availability of funds.

- A Bidder or his/her authorized representative may withdraw or modify his/her proposal by written notice received, at the Issuing Office's address, prior to the exact hour and date specified for proposal receipt.
- All Bidder's information and representations in the proposal are material and important, and the Issuing Office may rely upon the contents of the proposal in negotiations, contractual obligations, and awarding the contract(s). The Bidder agrees that the proposal will remain firm for a period of one hundred twenty (120) calendar days after the date specified for receipt of proposals or until a contract is fully executed. The information in the proposal will become a public record upon contract execution.
- Bidders shall not issue press releases, internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.
- Each Bidder, by submitting its proposal, authorizes the LWDB to release to the State of Maryland information concerning the Bidder's Maryland taxes, unemployment compensation, workers' compensation liabilities, and total compensations for individuals charged to the contract.
- The Bidder has arrived at the cost(s) and amount(s) in its proposal independently and without consultation, communication, or agreement with any other Bidder or potential Bidder. The Bidder shall not disclose any of these items on or before the proposal submission
- The Bidder has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- The Bidder has not made, under separate contract with the WDB, any recommendations to the Issuing Office concerning the need for the goods and services described in its proposal or the specifications for the goods and services described in the proposal.
- The Bidder is not currently under suspension or debarment in the State of Maryland, any other State or the Federal government and, if the Bidder cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- The Bidder must clearly identify and describe the services being offered in response to this RFP. Bidders are cautioned that the organization, as well as the thoroughness of the response, is critical to the evaluation process.
- The fully executed Agreement will require the selected Bidder to assume responsibility for all goods and services offered in its proposal whether it produces them itself or through subcontract. Additionally, if the Bidder uses any subcontractor, the proposal should be clear

on the roles, responsibilities, and outcomes of each. The substitution of one subcontractor for another must be made at the discretion and prior written approval of LWDB and EPG. The LWDB will consider the selected Bidder to be the sole point of contact with regard to contractual matters.

- The WDB is not liable for any costs the Bidder incurs in preparation and submission of its proposal, in participating in the RFP process, or in anticipation of award of the contract.
- The WDB reserves the right to reject any proposal if the evidence submitted by the Bidder proves the Bidder is not qualified to carry out the obligations of the RFP and to complete the Project as specified.
- The Bidder's Proposal forms must be legible and complete in their entirety, with all required supplemental information presented in an organized, comprehensive, and easy-to-follow manner.
- The WDB may make investigations (including on-site visits) as deemed necessary, to determine that the Bidder's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.
- To the best knowledge of the person signing the proposal for the Bidder, the Bidder, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Bidder has disclosed in its proposal.
- To the best knowledge of the person signing the proposal for the Bidder and unless the Bidder has otherwise disclosed in its proposal, the Bidder has no outstanding, delinquent obligations including, but not limited to, any Federal and State tax liabilities not being contested on appeal or other obligation of the Bidder that is owed.
- Bidders selected and serving as a One-Stop Operator are sub-recipients of a Federal award and thus are required to follow the Uniform Guidance.
- Until the selected Bidder receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity.

#### **POST AWARD: DEBRIEFING CONFERENCES**

Bidders whose proposals are not selected will be notified of the name of the selected Bidder and given the opportunity to be debriefed. The Issuing Office will schedule the time and location of the debriefing. The debriefing will not compare the Bidder with other Bidders, other than the position of the Bidder's proposal in relation to all other Bidders' proposals. **A Bidder's exercise of the opportunity to be debriefed does not constitute the filing of a protest.**