



**St. Lawrence County Workforce Development Board
One-Stop Operator Request for Proposals
Issued May 3, 2017**

REQUEST FOR PROPOSAL INTRODUCTION

The St. Lawrence County Workforce Investment Board, Inc., d/b/a the St. Lawrence County Workforce Development Board (hereafter the "SLCWDB" or the "WDB") is a not-for-profit corporation that provides workforce development services to St. Lawrence County's businesses, residents, and education and training providers. In accordance with the Workforce Innovation and Opportunity Act ("WIOA"), Section 121 (a), the SLCWDB is issuing this Request for Proposal (RFP) to interested applicants with the experience and personnel to coordinate the operation of the American Job Center Network (hereafter the "AJC Network") in St. Lawrence County, New York, which includes but is not limited to the One-Stop Career Center located in Canton, New York.

The purpose of this request is to procure qualified provider(s) to enter into a renewable one-year contract for the coordination of the AJC Network in St. Lawrence County; with the option to extend the contract(s) for three additional one-year periods based on need, performance and availability of funds. It is the preference of the SLCWDB to have a single coordinator for the County but consortia that include at least three required network partners may also submit proposals. The successful candidate must meet USDOL and NYSDOL requirements, as per WIOA and its implementing regulations.

The SLCWDB is looking for innovative ways to deliver one-stop career services to residents and businesses in St. Lawrence County. This RFP is being issued to attract applicants from for-profit organizations, non-profit organizations and public agencies. Collaboration of these organizations should reflect an entrepreneurial spirit with an emphasis on results, measurable outcomes, and commitment to partnerships. The County's AJC Network has successfully provided these services by meeting and/or exceeding federal and state-set goals and benchmarks for the past 30 years. Prior to July, 2014, the SLCWDB funding was provided through WIA and JTPA, along with other State and federal grants.

Abbreviations and Terminology

1. AJC Network – St. Lawrence County’s network of job centers
2. BOL – the St. Lawrence County Board of Legislators
3. DOL – New York State Department of Labor
4. ITA – Individual Training Account
5. NYATEP – New York Association of Training and Education Professionals
6. NYS – New York State
7. OSOS – One-Stop Operating System
8. OSNO – One-Stop Network Operator
9. RFP – Request for Proposals
10. SLCWDB – St. Lawrence County Workforce Development Board
11. WDB – St. Lawrence County Workforce Development Board
12. WIA - Federal Workforce Investment Act
13. WIOA - Federal Workforce Innovation and Opportunity Act, together with its implementing regulations

INSTRUCTIONS

The SLCWDB hereby solicits proposals using a competitive bid process for St. Lawrence County, New York. Potential respondents should:

- Read this RFP carefully;
- Attend the mandatory bidders’ conference on May 24, 2017;
- Submit proposal(s) with all necessary information by June 1, 2017;

This RFP provides potential respondents with background information and describes the desired services, guidelines for proposals, and the operator selection process.

A consortium, joint venture, or team of organizations with complementary skills and experience is permitted to respond to this RFP so long as such proposal demonstrates that all contractual responsibility rests solely with one legal entity and that the proposed arrangement would enable the respondent to furnish efficient quality coordination of the County’s AJC Network.

The RFP does not commit the SLCWDB to accept any proposal submitted, nor is the SLCWDB responsible for any costs incurred by the respondent(s) in the preparation of responses to this RFP. The SLCWDB reserves the right to reject any or all proposals, to accept or reject any or all items in the proposals and to award the contract in whole or in part as deemed to be in the best interest of the SLCWDB. The SLCWDB reserves the right to negotiate with any respondent after the proposal(s) are reviewed, if the SLCWDB deems such action to be in the best interests of the SLCWDB.

The SLCWDB reserves the right to delay, amend or reissue this RFP at any time. The RFP is issued by the SLCWDB and is subject to federal and state laws and also to St. Lawrence County’s procurement guidelines. The SLCWDB encourages small business, minority-owned firms and women’s business enterprises to submit a bid or proposal or to be hired as sub-contractors should such a service be needed.

SUBMITTAL OF PROPOSAL(S)

The SLCWDB must receive the proposal(s) marked “(Name of Agency)” no later than 3 p.m., on June 1, 2017 (EST). Submit one proposal with original signature, one electronic version of the proposal emailed to the e-mail address below and four hard copies of the proposal to:

Mr. Tom Plastino, Executive Director
St. Lawrence County Workforce Development Board
19 Commerce Lane, Suite 1
Canton, NY 13617
tplastino@slcida.com

Late proposals will not be accepted. The SLCWDB will provide a receipt verifying the time and date the proposal is received. If respondents send their proposals via U.S. Postal Service, U.P.S., or any other type of delivery service, respondents are responsible for requesting proof of delivery date and time from their chosen carrier.

RFP SCHEDULE AND TIMELINE

Beginning May 3, 2017, the RFP will be available to download from the SLCWDB website at <http://www.slconestop.com/> If you are unable to download the RFP please contact:

Mr. Tom Plastino, Executive Director
St. Lawrence County Workforce Development Board
19 Commerce Lane, Suite 1
Canton, NY 13617
315-379-9806
tplastino@slcida.com

Timeline

Issue RFP	May 3, 2017
Mandatory Bidders Conference	May 24, 2017 (10:00 a.m., EDT)
Proposals due	June 1, 2017 (3 p.m., EDT)
Evaluations Completed by the WDB’s RFP Review Committee	June 8, 2017
Executive Committee Recommendation to SLCWDB	June 9, 2017
SLCWDB Approval of Selected Operator(s)	June 14, 2017

Contract Development Completed

June 30, 2017

Effective Date of Contract(s)

July 1, 2017

MANDATORY BIDDERS' CONFERENCE

A mandatory bidders' conference, open to all interested respondents, will be held starting at 10 a.m. on May 24, 2017, at the One-Stop Career Center, located at 80 State Highway 310, Suite 8, in Classroom A. Staff will be present to answer questions during the bidders' conference. **IF YOU DO NOT ATTEND THE BIDDERS' CONFERENCE, YOUR RFP APPLICATION WILL NOT BE CONSIDERED.**

With the exception of the bidders' conference, phone calls and oral questions will NOT be accepted. Only the responses posted on the website are considered clarifications to the instructions contained in this RFP and those will be generated at the bidder's conference. In the event that responses modify any of the terms, conditions, or provisions of this RFP, documentation will be provided via a subsequent amendment to the RFP and will be posted to the WDB's website as soon after the bidders' conference as is practicable. The WDB reserves the right otherwise to amend the RFP at any time prior to May 26, 2017. Any such amended RFP will be posted on the WDB's website and all attendees at the mandatory bidders meeting will be so informed.

PLEASE NOTE: Respondents are warned that no other individuals are to be contacted in this regard. No other sources of responses or clarification are considered valid. Respondents are strictly prohibited from contacting members of the SLCWDB, the RFP Review Committee or SLCWDB staff.

INSURANCE

The respondent shall maintain, for the term of the OSNO contract, insurance protecting against liability for injury to persons or property in the following amounts: Comprehensive General liability, including bodily injury and property damages coverage of \$1,000,000 per occurrence, \$3,000,000 aggregate; St. Lawrence County and the WDB shall be named as "additional insureds" on all such policies and shall be provided with 30 days advance notice of cancellation of any such policy. The respondent shall file with the WDB upon execution of the contract, a certificate of insurance indicating the name and address of the carrier, the types of coverage, the amounts of coverage, showing that the County and the WDB are named as additional insureds and containing notice of cancellation provisions.

The respondent agrees that all of its employees shall be fully covered by worker's compensation and New York State disability insurance coverage. The respondent will, upon execution of the OSNO contract, provide proof of Workers Compensation and Disability Insurance coverage which conforms to the requirements of New York State Workers Compensation Board. Use of the ACORD form for proof of Workers Compensation and Disability Insurance is not permitted. Any questions relating to either workers' compensation or disability benefits coverage and proof thereof should be directed to the State of New York Workers' Compensation Board, Bureau of Compliance at 518-486-6307.

The respondent shall maintain for the term of the OSNO contract, business automobile liability insurance with a limit of not less than \$1,000,000.00 each accident, including owned, non-owned, leased and hired vehicles. The County and the WDB shall be named as "additional insureds" on all such policies

and shall be provided with 30 days advance notice of cancellation of any such policy. The respondent shall file with the WDB upon execution of the contract, a certificate of insurance indicating the name and address of the carrier, the types of coverage, the amounts of coverage, showing that the County and the WDB are named as additional insureds and containing notice of cancellation provisions.

ORGANIZATIONAL OVERVIEW

The SLCWDB is the County's workforce development network leader -- creating workforce solutions for employers and employment and training solutions for individuals by working in partnership with mandated and non-mandated organizations, businesses, schools, non-profit organizations, etc.

The mission of the SLCWDB "...as a partnership of private and public community resources, is to ensure the economic vitality of our county by building and maintaining a quality workforce development network that strengthens and provides economic, educational, and developmental opportunities for all citizens and employers." The SLCWDB establishes and maintains public and private partnerships that provide cost-effective, quality programs that promote individual self-sufficiency and address business needs.

The SLCWDB oversees a comprehensive network of training, placement, and career planning centers for job seekers throughout St. Lawrence County. The SLCWDB also offers an array of business services to employers who create the employment opportunities for job seekers.

Businesses look to the SLCWDB and the AJC Network for qualified employees, expertise in job training and supportive services and for leadership to mobilize public and private organizations to address workforce needs. The SLCWDB partners and training providers share in the desire to work jointly in preparing the St. Lawrence County's current and future workforce by integrating academic, vocational and social services with workforce development.

SLCWDB GOVERNANCE

The SLCWDB is responsible for the fiscal and program administration of employment and training funds for St. Lawrence County. The SLCWDB is a 22-member Board that oversees funding and policy development under WIOA. The SLCWDB is focused on identifying labor market needs in the St. Lawrence County and developing effective and innovative workforce solutions. The Board is responsible for overseeing and evaluating the AJC Network in St. Lawrence County. As such, it is committed to the highest quality of services, achievement of performance outcomes, customer satisfaction and continuous improvement.

For more information on the SLCWDB, please visit its website at <http://www.slconestop.com/>.

WIOA

WIOA, which represented a bi-partisan revision of WIA, was implemented on July 1, 2014 to provide workforce investment activities through statewide and local workforce development systems that

increase employment, retention and earnings of participants and increase attainment of recognized postsecondary credentials by participants and as a result improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the nation. WIOA requires local areas to select a network operator through a competitive process, which was not the case under WIA.

REGULATORY BODIES

The various governmental units that regulate WIOA activities on an ongoing basis are:

- Federal and State Legislatures, which enact and implement laws and requirements covering the workforce development network;
- The U.S. Department of Labor and NYS DOL, which develop and/or revise regulations and procedures that implement the actions of the legislatures; and
- The SLCWDB, which establishes local direction and procedures; and
- The BOL, whose Chief Executive Officer WIOA charges with authorizing many of the most important decisions made by the WDB.

ELIGIBLE APPLICANTS

WIOA allows an OSNO to be a single eligible entity or a consortium of entities. If the latter, a minimum of three One-Stop required partners must be members of such an organization. Consortia, like single entities, must be selected through a competitive process.

Eligible applicants for the OSNO designation include:

1. An institution of higher education;
2. An employment-service state agency established under Wagner-Peyser;
3. A community-based organization, non-profit organization or workforce intermediary
4. A private, for-profit entity;
5. Government agency (i.e., municipality);
6. Another interested organization or entity capable of carrying the duties of the OSNO may include but not limited to: a chamber of commerce, a business organization or a labor organization; and
7. Non-traditional public secondary schools such as a night school, adult school or an area career and technical education provider.

Elementary schools and secondary schools are not eligible to be selected as the OSNO.

The WDB requires that eligible respondents must have a corporate or permitted governmental identity of some sort. Unincorporated individuals or partnerships are not eligible to submit proposals.

ROLE OF THE ONE-STOP NETWORK OPERATOR (OSNO)

The SLCWDB defines the role of the OSNO as an entity who can generally oversee the service delivery and coordination of required one-stop partners and service providers (see Attachment A for the list of required one-stop partners) across the AJC Network in St. Lawrence County. The successful entity will be expected to coordinate the County's AJC Network's service delivery by performing at a minimum the following functions:

1. Convening monthly partner meetings – at a minimum preparing the agendas for such meetings (in collaboration with the WDB's Executive Director), providing notices and materials to the partners for such meetings, conducting the meetings, and preparing the minutes of such meetings and generally (in collaboration with WDB staff) doing follow-up for the meetings;
2. Upgrade and maintain the inter-partner communication network "infrastructure" that ensures that both job seekers and employers can efficiently receive the services provided by all network partners in a timely manner regardless of the point in the network where the customer has made first contact; the ultimate aim is for the OSNO to manage an internal communication system among the partners that will ensure that customers are able to navigate the network easily because the partners' employees provide "warm handoffs" to each other; and
3. Attend and report, as directed by the WDB's Executive Director, to all WDB meetings (generally four times a year) and all WDB Executive and One-Stop Operations committee meetings (estimated at eight per year).

In achieving these "deliverables", the OSNO is expected generally to:

1. Work in partnership with the SLCWDB Executive Director and the WDB members;
2. Observe and evaluate whether the one-stop delivery network is meeting the needs of the local areas;
3. Have a working knowledge of NYS DOL's OSOS and/or become familiar with the data entry systems of other partners as well when such knowledge is necessary to enable the OSNO to do her/his job effectively;
4. Have a working knowledge of NYS DOL's Eligible Training Provider List and be familiar with the data entry system associated with it;
5. Gain familiarity with the NYSDOL's Common Measures, Customer Service Indicators and other system efficacy measures and use them to focus discussions with network partners;
6. Implement and support the American Job Center brand;
7. Make visits as necessary to the County's AJC Network facilities;
8. Attend meetings and conferences as deemed appropriate or as requested by the SLCWDB Executive Director;
9. Support the Local Plan process and implementation; and
10. Other duties as assigned by the SLCWDB's Executive Director.

WIOA prohibits the OSNO from performing the following functions:

1. Convene Network stakeholders to assist in the development of the local plan and/or prepare and submit local plans;
2. Be responsible for oversight of itself;

3. Manage or significantly participate in the competitive selection process for the OSNO;
4. Select or terminate the OSNO, or career services and youth providers;
5. Negotiate local performance accountability measures; and
6. Develop and submit budget for activities of the local WDB in the local area.

SCOPE

The SLCWDB has established that the OSNO will oversee the service delivery of the AJC Network facilities located in St. Lawrence County. These facilities include, but are by no means limited to, the One-Stop Career Center in Canton, New York. Since St. Lawrence County is by far the largest county in New York State, as well as one that lacks a central/focal community, the Network partners' facilities and the personnel that manage them are scattered across about 2,700 square miles. Because of this it is especially challenging for both job seekers and employers to access the workforce services available to them in a timely and efficient manner. SLCWDB expects that the OSNO will help the Network partners to better manage their components of the network to ensure effective investment of public funds, whether secured from WIOA or other federal, State, and local programs.

In particular the OSNO will assist and coordinate the Network partners in their efforts to do the following:

1. Participate in a customer focused referral network that seamlessly accesses resources from involved partners to increase quality outcomes;
2. Communicate regarding the status of interagency referrals;
3. Offer customers information on how to apply for a partner's services and/or arrange an appointment for the customer;
4. Continually develop agreed-upon standards and protocols for making quality referrals between program partners;
5. Identify a partner referral liaison for each Network partner;
6. Provide ongoing training to all partner frontline staff in partner services and eligibility; and
7. Consistently strategize to improve referrals toward a standard of real-time referrals to all applicable local program partners.

The County's AJC Network must also align with the SLCWDB's local and strategic plans, as well as the North County's regional plan, to provide focus on the critical and emerging industries in the County. The system must provide quality services to all job seekers regardless of age, sex, national origin, race, etc. and all companies regardless of size or industry, using data as well as customer input to drive improvement and quality service and the system must incorporate WIOA-mandated and other community partners in the center(s) through integrated staff management.

The successful respondent must locate at the One-Stop Career Center, located in Canton, New York, and will be expected to visit other Network facilities in the County as needed.

FUNDING

Funding History

The SLCWDB sustains its organizational goals through funding sources at the State and federal levels. Most of these funds come from the County's WIOA allocations. These funds are obtained through an annual formula allocation from NYS DOL. Other WIOA funds are also a primary, but by no means the only, source of financial support for the operations of many of the other AJC Network activities across the County. Bidders should be aware that for the past several years such funding has effectively eroded and no one can predict the funding levels for workforce training that will emerge from current discussions in Albany and Washington.

Currently, the Canton One-Stop Career Center operated by St. Lawrence County is dependent on funds provided from WIOA Title I Adult, Dislocated Worker, and Youth programs. In addition, the other components of the County's AJC Network derive funds from other Titles of WIOA, as well as from other federal, State, and local funding sources. The WDB encourages partnerships with state agencies, educational institutions, employers and community-based organizations to bring both funds and in-kind contributions to enhance the services offered.

Funding Priorities

WIOA requires that each Local Workforce Development Area have at least one comprehensive, full-service, co-located One-Stop center. The WDB has designated the One-Stop Career Center in Canton, operated by St. Lawrence County itself, as St. Lawrence County's center. The Canton One-Stop is part of a comprehensive workforce system that offers solutions for job seeker and employers. These solutions include, for example – but are not limited to -- self-directed job searches; customized training for special populations; rapid response services for businesses; employment services for Veterans and disabled workers; and many other services offered at various facilities by the various Network partners. The extent to which the County network partners can provide funding for specified services to certain workforce segments depends on the allocations received from the State and federal governments. Within these parameters, the SLCWDB sets service and funding priorities. The amount of formula funds available for the operation of the One-Stop Career Center over the next four years will depend on funding priorities set by the Board for training, supportive services and services to special populations.

PERFORMANCE MEASURES

The SLCWDB will monitor the performance of the OSNO monthly. The OSNO will participate in the performance reviews and provide evidence they have achieved performance goals set forth by the SLCWDB for continuous improvement.

WIOA requires an accountability system to determine the effectiveness of services provided through the County's AJC Network. The OSNO will work closely with the SLCWDB and its staff to implement State and local performance measures and attain standards for the delivery of the AJC Network in St. Lawrence County.

Workforce Development Performance Standards

Annually, NYS establishes performance standards for the SLCWDB and therefore for the St. Lawrence County AJC Network. The OSNO will work closely with the SLCWDB and the members of the AJC Network in the County to meet and exceed these performance standards. Additional information and guidance on these measures and numerical standards are available from NYSDOL, SLCWDB and USDOL.

OSNO Performance Measures

1. Using the measures in the performance evaluation system, the SLCWDB will monitor the performance of the OSNO on a monthly basis. The OSNO shall participate in the performance reviews and provide evidence it has reviewed and analyzed the County's AJC Network performance information in preparation for the reviews. The OSNO must demonstrate that performance results are shared with County's AJC Network staff.
2. If any aspect of the OSNO's performance area is identified as problematic, a corrective action plan may be requested. The OSNO's performance trends and full attention to corrective action plans will be critical to decisions regarding contract renewal.

Tracking Measures

In order to ensure that the County's AJC Network is operating as efficiently as possible, the OSNO will in collaboration with the Network's partners review some or all (at the direction of the WDB's Executive Director) of the following measures during the program year:

- ITA Training;
- Demographics, characteristics, barriers;
- Number of individuals receiving specific services;
- Average hourly wage at exit;
- Training completion rate;
- Workshop attendance;
- Inter-partner referral documentation;
- In-kind contributions and partner-funded services; and
- Compliance with the requirement to use NYS DOL for job seeker registration and electronic job order posting.

The WDB and/or its Executive Director may make changes to the Performance Measures listed above at any time during the life of the contract or any extensions thereof.

PROPOSAL AND FINANCIAL REQUIREMENTS

Each respondent is requested to submit its proposal(s) in a format suitable for ease of review and with a minimum of repetitious material. The proposal(s) should demonstrate the respondent's ability to provide the requested services. To simplify the review process and obtain the maximum degree of comparability, proposals shall meet the following submittal requirements:

Page Limits

Respondents shall adhere to the following page limits and formatting requirements:

- 1) Executive Summary – 3 pages
- 2) Proposal Content – 20 pages
- 3) Budget Narrative – 3 pages

No other page limits are in effect. The SLCWDB will remove pages from proposals exceeding these limits before the proposals are distributed for review. (NOTE: organizational charts, budget pages, and project team members' resumes, which should be included in the attachments, are not subject to the page limits.)

Formatting Requirements

- Font size: 12 point
- Margins: At least one inch
- Text: Single-spaced
- Pages: Single-sided
- Page numbering: Centered at the bottom of each page

Title Page

The title page shall show the following:

- Company name, address, phone number, and federal tax identification number;
- The name of the person authorized to negotiate contracts and make decisions for the organization including the direct telephone number(s), fax number and e-mail address; and
- The authorized signature and submittal date.

Executive Summary

The executive summary shall include a brief overview of the entire proposal including:

- A summary of the respondent's understanding of the AJC Network operations to be provided;
- A summary of the respondent's approach to the operation of the County's AJC Network, including partner roles; and
- A summary of why the proposer thinks that the personnel it plans to assign to the job have the requisite experience and skill sets required to evaluate the operation of the AJC Network and foster collaboration among its partners.

Proposal Table of Contents

The table of contents should identify the material in the proposal by section and by page number.

Proposal Content

The proposal content, not including the executive summary, table of contents, budget, and budget narrative shall not exceed 20 single-spaced pages and shall include the following elements:

Business Description

The respondent must provide an overview of its organization and qualifications to provide AJC Network services. Responses from Individuals and unincorporated partnerships will not be accepted.

If the respondent is a consortium, the proposal must specify the legal entity will solely be accepting all contractual responsibility and explain in detail how the consortium meets the WIOA consortium membership requirements summarized in “Eligible Applicants” section of the RFP.

The respondent must describe its business and how it relates to workforce development; provide a description indicating the strengths of the organization that uniquely qualify it to coordinate the AJC Network in St. Lawrence County; and identify whether it is a local organization (i.e., headquartered in St. Lawrence County) or an organization headquartered elsewhere. If the latter, the proposal should identify where its primary offices are located, whether it is licensed to conduct business in the NYS, and explain how its remote location will not impede its performance of the tasks required under this RFP.

Organization’s History

The respondent must provide a brief history of its organization, including a description of its history and experience in workforce development, specifically in operating one-stop centers or comparable operations.

References

The respondent must provide at least three references from organizations/agencies the respondent has had direct involvement for projects of similar size and scope. References shall include the following information:

- Reference’s organization name;
- Reference’s address, email address, and phone number;
- Contact person; and
- Description of services provided by the respondent to said organization.

Organization’s Objectives

Respondents are expected to identify their organization’s mission and vision. Respondents are expected to list the organization’s objectives and describe how they relate to workforce development.

Management and Organization

The respondent must provide an organizational chart showing the size and structure of the organization and must state the number of employees the respondent has nation-wide (if applicable) and the number of employees in the St. Lawrence County.

The respondent also must provide an organizational chart of its intended operations to provide AJC Network coordination services in St. Lawrence County (hereafter the "Network Operator"). The plan shall name the individual(s) whom it plans to name as the Network Operator of AJC Network coordination services and include the personal resumes of those to be so assigned as an attachment.

The respondent must also define the assignments and qualifications of other staff (if any) whom it proposes to deploy to support the Network Operator in the fulfillment of the respondents obligations under this RFP.

Subcontractors

The respondent shall not employ sub-contractors to fulfill the respondent's obligations under this RFP.

Partnerships and Collaborations

Knowing that WIOA funds are limited, the respondent shall demonstrate its ability to form and sustain partner collaborations and to mobilize and increase the available resources in the County. The respondent must demonstrate its experience in creating and engaging in partnerships with both the WIOA mandatory partners (see Attachment A for the current list) and non-mandated partners. Through these collaborations, the respondent shall describe how the needs of both the job seeker and business customer will be met. The respondent must provide specific examples of the roles and responsibilities it envisions for each partner.

The respondent must demonstrate how it will work with partners to provide wrap-around services to the clients. Since it is not feasible for a single individual center in the County's AJC Network to address every need the job-seeking client has (e.g. housing, mental health, addictions), the OSNO should act as a convener of community resources and services that will allow partners to refer clients to one another as needed. The respondent shall demonstrate its understanding of this concept and explain in detail how it plans to ensure this level of collaboration. The respondent shall describe how it will act as a convener of community services and shall also demonstrate its experience in developing workforce solutions that are aligned with local and regional economic development plans.

BUDGET INFORMATION

The funding to coordinate service delivery across St. Lawrence County's AJC Network will originate from federal funding of Title I which at this time (May 3, 2017), has not been announced for program year 2017-2018 (July 1, 2017 – June 30, 2018). Funding is expected to be announced in May 2017 and can be subject to change per NYS and US DOL. As an example, for program year 2016-2017, the SLCWDB has

received an allocation of about \$952,167 for Title I programs, as per the most recent (March 10, 2017) Notice of Obligational Authority. Presently, the funding is divided as follow:

- **Adult:** **\$283,086**
- **Dislocated Worker:** **\$223,780**
- **Youth:** **\$350,085**
- **Admin:** **\$ 95,216**
- **Total:** **\$952,167**

For the program year 2017-2018, the SLCWDB will dedicate up to .63% but not to exceed six thousand dollars (\$6,000.00), whichever is less, of Title I funds to be allocated to compensate the successful respondent for the personnel services provided by the OSNO for the purpose of coordinating the service delivery of the County's AJC Network. This percentage (and/or amount) can be subject to change depending on funding vagaries. The WDB will release funds to the OSNO on a monthly basis, dependent on the OSNO's performance reviews to be scheduled on a monthly basis by the SLCWDB Executive Director.

The SLCWDB expects that, with the exception of reimbursable transportation costs and specially assigned tasks (see below), the respondents will confine their proposals simply to providing the personnel required to do the OSNO's job. Respondents' proposals should, therefore, itemize only the following expenses:

1. Personnel costs, which will include:
 - a. For the Network Operator
 - i. Unburdened hourly rate; (if the proposed Network Operator is an "exempt employee", calculate this rate by dividing the annual salary by 2,080 hours);
 - ii. Hourly fringe rate: total annual estimated, itemized mandatory and elective fringe benefits associated with the unburdened hourly rate divided by 2,080;
 - iii. Total (fully burdened) hourly rate: calculated by adding the unburdened hourly rate and the hourly fringe rate; and
 - iv. Fully burdened hourly rate multiplied times 120 hours (minus those hours allocated for support in the next section).
 - b. For each support staff (if any):
 - i. Unburdened hourly rate;
 - ii. Hourly fringe rate: total annual estimated, itemized mandatory and elective fringe benefits associated with the unburdened hourly rate divided by 2,080;
 - iii. Total (full burdened) hourly rate: calculated by adding the unburdened hourly rate and the hourly fringe rate; and
 - iv. Fully burdened hourly rate multiplied times 120 hours (minus those hours allocated for the Network Operator in the previous section).
 - c. Total ("all-in") personnel cost: add 1.a.iv to 1.b.iv.
 - d. Overhead and Administration (O&A):
 - i. Specify and itemize the calculations of the organization's normal O&A rate, if any is proposed (as a percentage of all-in personnel costs); and
 - ii. Total O&A: multiply 1.c by 1.d.i.
 - e. Profit:

- i. Profit: only for-profit organizations should propose a profit margin; the WDB will negotiate a fair and reasonable profit with for-profit organizations that have submitted a possibly successful response to this RFP and in doing so will consider at least the following: 1) complexity of work; 2) risk borne by contractor; 3) contractor's investment and; 4) quality of past performance. Under no circumstances shall, profits exceed 10% of the contract's personnel services amount; and
 - ii. Total Profit: multiply 1.c by 1.e.i
 - f. Total hourly rate:
 - i. Not-for-Profit/Governmental respondents
 - 1. Add 1.c and 1.d.ii; this total must not exceed six thousand (\$6,000.00); and
 - 2. Total, all-in hourly rate: divide 1.f.i.1 by 120.
 - ii. For-Profit respondents:
 - 1. Add 1.c, 1.d.ii, and 1.e.ii; this total must not exceed six thousand (\$6,000.00); and
 - 2. Total, all-in hourly rate: divide 1.f.ii.1 by 120.
2. Per mile mileage reimbursement rate for AJC Network visits and other SLCWDB-requested travel that the Network Operator makes in her/his own car or in a contractor-owned or leased vehicle, as per the SLCWDB's Mileage, Meal, Lodging, and Travel Policy (see Attachment B).

Other compensation considerations and conditions:

1. Just to be clear, the WDB will basically hire the successful respondent as a contractor who will provide the personnel services needed to perform the tasks required to coordinate the County's American Job Center Network. The WDB is asking that respondents propose an "all-in" hourly rate for the services of its personnel (hereafter the "quoted rate") and to itemize the components and math used to calculate the hourly rate. The WDB estimates that doing the OSNO job will take about 120 hours annually. However, this is just an estimate. Although the contractor will be paid on a per hour basis for the services of its employee, it is responsible for doing all the tasks described in the section titled "Role of the One-Stop Network Operator" above at a not-to-exceed price of \$6,000.00, even if that takes more than 120 hours.
2. The WDB will pay the contractor on a monthly basis and payment will only be made when the billings from the contractor are supported to the satisfaction of the WDB's Executive Director by detailed time distribution records in a format prescribed by the WDB's staff. The contractor must ensure that its employee keep detailed time records (in no more than quarter hour increments) and the contractor shall submit such time records to the WDB on a monthly basis, not later than five days after the last day of each month.
3. In addition to providing the WDB with an hourly rate for its employees' services, the respondent must also propose a mileage reimbursement cost. It is the contractor's responsibility to ensure that the Network Operator proposed by the respondent has access to a vehicle that he/she shall use for OSNO business. It is the obligation of the contractor to ensure that its employee is adequately insured in so utilizing his/her own vehicle or another vehicle and that such insurance names St. Lawrence County and the WDB as additional insureds (see "Insurance" above). The WDB will not pay for mileage in excess of the federal rate but, if the rate the contractor

normally pays to its employees is lower than the federal rate, then the WDB will not pay a rate higher than said rate, even if it is lower than the federal rate.

4. The WDB's Executive Director may require the Network Operator to attend out-of-County meetings or conferences (e.g., NYATEP conferences). If so, and if the Executive Director has approved them in advance, the WDB will reimburse the contractor for the personnel time (at the quoted rate) and the travel, lodging, and associated expenses at cost and without markup, provided that costs comply with the SLCWDB's Mileage, Meal, Lodging, and Travel Policy (Attachment B) and are documented with original receipts. Such payments will be over and above the not-to-exceed price quoted by the respondent in its proposal.
5. With the exception of mileage, the WDB will absorb all other non-personnel costs associated with the OSNO position. These will include, but not necessarily be limited to, rent for office space at the Canton One-Stop Career Center to be occupied by the Network Operator, information technology, fixed-base phone service, copying, and similar costs. The respondent shall not include any of these costs in its proposal.
6. In addition to the out-of-County travel cited in paragraph 4 above, the WDB and/or its Executive Director may require the OSNO to perform additional AJC Network coordination and oversight tasks that have not been itemized in this RFP. If such additional tasks are assigned to the OSNO, the WDB will pay the contractor for said services at the quoted rate. Such payments may be over and above the not-to-exceed price quoted by the respondent in its proposal.
7. The respondent's proposal must name the specific individual to whom it plans to assign the role of Network Operator and who will be the person who will carry out the tasks of the OSNO. The respondent's proposal must include the resume of the proposed Network Operator and must also include at least three references for her/him that the WDB staff can contact to evaluate the Network Operator's suitability for the position. Respondents should be aware that the WDB must approve the appointment of any successor Network Operator, in the event that the Network Operator specified in the respondent's proposal is replaced during the life of the contract. If the contractor is not able to nominate a successor acceptable, at the WDB's sole discretion, to the WDB, then the WDB may immediately, and at its sole discretion, terminate the contract.
8. As a condition of the award of the OSNO contract, the contractor shall cooperate fully without compensation with the WDB and County staff and any external auditor or reviewer in any audit or review of the contractor's performance as OSNO for St. Lawrence County. This obligation shall survive the expiration of any agreement or agreements that result from this RFP.

PROPOSAL EVALUATION PROCESS AND CONTRACT AWARD

Compliance Review

Upon receipt of proposals, the SLCWDB staff will review submitted proposals for completeness and technical compliance with applicable legal and regulatory requirements and the terms and conditions of the RFP. Late or incomplete proposals or those found to be inconsistent with legal, regulatory, or RFP requirements will be eliminated from consideration.

Evaluation of Proposals

Proposals that have passed compliance review will be reviewed and evaluated by members of the WDB's RFP Review Committee, made up of SLCWDB members who have been chosen in part for their

lack any apparent institutional or individual interest in the outcome of this RFP, together with the SLCWDB's Executive Director. The Review Committee's members will rank each proposal and recommend an OSNO for the County.

Board Action – WDB and BOL

The Review Committee's recommendations will be presented to the SLCWDB Executive Committee at its meeting on or about June 9, 2017. The Executive Committee's recommendation will be presented for Board approval at the SLCWDB meeting on or about June 14, 2017. These dates are subject to change at the SLCWDB's discretion.

In addition to the WDB's approval, WIOA requires that the Chief Elected Official of St. Lawrence County (i.e., the Chair of the BOL) approve the selection of the OSNO. Therefore, any award of the contract resulting from this RFP must be approved by the BOL's Chair before it can go into effect.

Evaluation Criteria

The WDB's RFP Review Committee members (the "review panel") will score and rank all proposals with respect to criteria developed to examine the competence of the respondent and suitability of the proposals. Strong weight will be given to the following criteria in selecting the OSNO for contract award:

Qualifications of the Proposing Organization and the Network Operator Nominated 40 Points

- **Business Description**
The review panel will look for organizations demonstrating an entrepreneurial spirit, a clear vision that includes partnering, lifelong learning and a commitment to the community and workforce development.

- **Organization's History**
The review panel will look for organizations with a history of serving diverse socio-economic populations and a demonstrated ability to meet the needs of all clients. The panel will also look for knowledge of the workforce across all spectrums, industries, economies, and occupations.

Organizations need to illustrate why they have in the past been able to meet performance goals that are similar to those required of the OSNO. (Information submitted by the three required references will be considered in the evaluation of past performance.)

- **Organization's Objectives**
The review panel will score this section based on how clearly the respondent articulates its organizational objectives and how closely those objectives align with those of SLCWDB.

- **Network Operator Choice**
The review panel will carefully gauge the qualifications and experience of the Network Operator that the respondent and the decision to award point for the respondent's qualifications will be based both on the Network Operator's and the organization's *bona fides*.

- Management and Organization

The review panel will look for plans that articulate accountability between respondent's management and the staff it is assigning to be the OSNO. Respondents should include a plan that describes the organization's performance management system and how it incorporates continuous improvement.

Operating Plan

20 Points

- Partnerships and Collaboration

The review panel will look for a clear plan in which the respondent will describe how it will perform the duties described in the "Role of the One-Stop Network Operator" in a way that will result in better coordination among the sites and employees of the partners in the County's AJC Network.

The review panel will expect the respondent to explain how it will coordinate the Network, fully realizing that the OSNO will have neither any disciplinary powers over the partners nor any capacity to reward them for performance.

- Reports

The review panel will look for a clear definition and illustration of the kind of data and format that the OSNO will deliver to the Board and its committees.

Financial Plan and Budget

40 Points

- Fee Description

The review panel will review the proposal to determine how carefully and completely the respondent has described its personnel fee and mileage calculations.

- Variations

The review panel will review the proposal for the respondent's clear presentation of any variations or clarifications to the fee description it includes in its proposal.

Contract Award

The SLCWDB will make the final selection of the successful respondent on or about June 14, 2017, with contract negotiations and contract signing to follow. These target dates are may be changed at the discretion of the SLCWDB.

Contract Performance Period

The term of the OSNO contract shall be for a one-year period beginning July 1, 2017 and ending June 30, 2018, with the option at the WDB's sole discretion to extend the contract for three additional one-year periods based on need, performance, and funding availability.

In addition, during the July-December, 2017 period the WDB will be conducting a 360 degree review of the operation of the One-Stop Career Center in Canton (a key part of the County's AJC Network). As

currently configured, the One-Stop Career Center is operated by County employees and is located in a County facility. The WDB expects to review and evaluate the operation of the County's One-Stop Career Center and make recommendations to the County BOL in December, 2017 on whether the County should continue its current arrangements for the One-Stop Career Center or modify them in some way. Respondents are put on notice that, depending on the results of the evaluation, the County and the WDB reserve the unrestricted right to cancel any OSNO contract or agreement issuing from this RFP should they in their sole discretions decide to modify or make alternate arrangement for the management of the Canton One-Stop Career Center.

Negotiation/Contract

Respondents shall designate an authorized negotiator (the name and contact information for this person must be included on the title page of the proposal). This designated person must be empowered to make binding commitments for the successful respondent. The SLCWDB reserves the right to negotiate the final terms of the contract agreement with the successful respondent. Items that may be negotiated include, but are not limited to, the scope of work, the staff as proposed, the implementation schedule, and the final award amount.

Funding Warranty

Respondents, by submitting a proposal, warrant that in the preceding three years, they have not had one or more public transactions (federal, state, or local) terminated for cause or default, including past and current lawsuits.

Work for Hire

The respondent agrees that all intellectual properties created by the respondent while acting as the OSNO under a contract with the SLCWDB, including without limitation, all patentable, trademarkable, and copyrightable inventions and recordings, in every format, are each a "work for hire" and are the sole and exclusive property of the SLCWDB, whether or not jointly conceived.

In the event the contract does not qualify as a "work for hire" agreement, in partial consideration for the compensation paid to the respondent pursuant to the contract to serve as the County's OSNO, the respondent hereby irrevocably assigns to the SLCWDB, in perpetuity, all forms of intellectual property created by the respondent while serving as the County's OSNO under a contract with the SLCWDB.

The respondent agrees to execute any forms of assignment or transfer reasonably requested by the SLCWDB during or following the term of the contract in order to evidence the foregoing agreement of the parties.

Restrictions on Disclosure

Confidential Information: Any information deemed confidential or proprietary should be clearly identified by the respondent as such. Such confidential information will be protected and treated with

confidentiality only to the extent permitted by State law. Information not protectable by State law will be considered a public record. Any data to be returned should be so marked and will be returned if not essential to the proposal or contract record.

Proposals will be received and maintained consistent with the NYS Archives Policy on Access to Records. In general, proposals will be exempt from disclosure until the evaluation and selection process has been completed.

It is the SLCWDB belief that this legal obligation would NOT require the disclosure of confidential or proprietary information that constitutes a trade secret under NYS law. The SLCWDB pledges to use its best efforts to resist any effort to compel disclosure of material that any respondent has reasonably and timely designated as proprietary information.

However, the respondent, by submission of materials marked proprietary, expressly acknowledges and agrees the SLCWDB will not have any obligation or liability to the respondent in the event a court of competent jurisdiction compels the disclosure of these materials.

APPEALS PROCESS

If there is a disagreement regarding the OSNO award, the proposer with the disagreement can submit a letter to the SLCWDB Executive Director. The Executive Director will convene the RFP Review Committee for review and their recommendation will be forwarded to the SLCWDB Executive Committee, who will issue the WDB's final decision on the disagreement.

ATTACHMENT A
List of Required One-Stop Partners
(as per WIOA)

- | | |
|---------------------------------------|--|
| 1. Title I, Dislocated Workers, Youth | 9. Migrant/Seasonal Workers |
| 2. Adult Education/ Literacy | 10. Veterans |
| 3. Wagner-Peyser | 11. Trade Act |
| 4. Vocational Rehabilitation | 12. Community Action (E/T) |
| 5. Career/Technical Education | 13. Housing Authority (E/T) |
| 6. SCSEP (T-V OAA) | 14. Unemployment |
| 7. Job Corps | 15. Second Chance (not applicable in
the St. Lawrence County) |
| 8. Native Americans | 16. TANF |

ATTACHMENT B

SLCWDB's Mileage, Meal, Lodging, and Travel Policy

The St. Lawrence County Workforce Development Board is responsible for overseeing the Workforce Innovation and Opportunity Act (WIOA) and delivery of WIOA-related services in St. Lawrence County.

The St. Lawrence County Workforce Development Board has adopted a modified version of St. Lawrence County's Mileage, Meal, Lodging, and Travel Policy as its own. When employees, contractors or anyone associated with the SLCWDB travel, they will adhere to the grant recipient's policies for mileage and meals reimbursements. The SLCWDB's mileage, meal, lodging, and travel policies are included in below as part of this attachment.

Mileage, Meal, Lodging and Travel Policy

Mileage:

- ◆ Your reimbursable mileage will be the **shortest route** possible. Your mileage starts or ends at the office or your home, whichever is closer to your first or last point of call, regardless for in-county or out-of-county travel.
- ◆ Mileage should be calculated by the actual odometer reading. If for some reason the odometer reading is not available you should look up mileage online using www.mapquest.com or other comparable site.
- ◆ Mileage will be calculated according to Federal guidelines.
- ◆ Receipts are needed for tolls, parking, and other miscellaneous items in order to be reimbursed.

Travel Expenditures (Meals)

An employee who is required to travel out-of-county for business purposes will be reimbursed for the actual costs of the meal subject to a maximum travel allowance of \$8 for breakfast, \$12 for lunch and \$21 for dinner. Such allowance will be paid upon submission of actual receipts to the Chair of the SLC WIB or the Deputy Chair of the SLC WIB who will review and approve. There shall be no reimbursement for in-county meals unless the employee is representing the WIB at an event where the meal is a part of the event.

- Employee must leave home before 7:00 a.m. for a breakfast.

- Employee must return after 7:00 p.m. for a dinner.
- Employee must leave before 11:00 a.m. and return after 5:00 p.m. for lunch.
- **Tax and gratuity is a non-reimbursable expense.**

Travel Expenditures – Out of Commuting Area

- ◆ Lodging costs for Executive Director only (Tax Exempt Certificate must be used)
- ◆ Tolls, parking
- ◆ Other allowable expenses when long distance travel is necessary: Car rental; taxi fares; common carrier expenses (train, bus, plane) if this represents the least expensive means of transportation
- ◆ Conference registration
- ◆ Receipts must be provided for all of the above.

Submittal of Mileage Sheets

- ◆ Mileage may be submitted weekly or monthly but must be submitted quarterly.
- ◆ Mileage sheets will be signed and approved by the Chair or Vice-Chair of the SLC WIB.

The fiscal department has the right to adjust the mileage sheets according to the standards in this memo.