

REQUEST FOR PROPOSALS (RFP)-ONE-STOP OPERATOR

TO: Interested and Qualified Parties
FROM: WorkSource Cobb/CobbWorks, Inc.
RELEASE: May 8, 2023
SUBJECT: **One-Stop Operator for WorkSource Cobb (Local Area 04, Georgia)**

SUMMARY

The Cobb County Workforce Development Board (WDB) issues this Request for Proposal (RFP) to competitively procure a One-Stop Operator (“Operator”) for the Cobb County Workforce Area as mandated by the Workforce Innovation and Opportunity Act (WIOA). The overall purpose of the Operator is to drive partnerships and coordinate resources that enhance workforce services. The Cobb WDB anticipates that the Operator’s role will continue to evolve and, as such, seeks proposal submissions from highly qualified organizations with professional expertise in performing comparable, dynamic work in the workforce development space.

RFP PROCESS

In January 2017, the U.S. Department of Labor (DOL) issued Training and Employment Guidance Letters (TEGL) 15-16 and 16-16 describing the procurement process for One-Stop Operators and the requirements for WorkSource Centers, nationally branded as “America’s Job Centers.” This RFP details the process by which the WDB is competitively procuring an Operator for WorkSource Cobb (WSC), Region 03, Local Area 04. The initial Operator contract will be for the period July 1, 2023, through June 30, 2024, and can extend annually for up to two (2) additional program years (July 1, 2024, through June 30, 2025, and July 1, 2025, through June 2026), at the WDB’s option. The anticipated funding level for the initial year is \$75,000-\$125,000.

Key RFP dates to note:

- **RFP responses** are due no later than **Wednesday, May 31, 2023, 4:00 p.m. (EST)**, and shall be sent electronically to Alisa Jackson at ajackson@cobbworks.org.
- A **bidder’s Zoom call** is scheduled on **May 19, 2023, at 11:00 a.m. (EST)**. Interested parties should use the following link to register and attend:
https://us06web.zoom.us/meeting/register/tZ0ucO6vrz8sGNz-bWokM5bs_uKaSBMvDZXz.
- At the conclusion of the bidder’s Zoom call, a digest of all questions and answers will be posted on our website at www.worksourcecobb.org. No additional questions will be accepted or responded to.

BACKGROUND INFORMATION

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Congress passed the Act by a wide bipartisan majority. It was the first legislative reform in 15 years of the public workforce system. WIOA superseded the Workforce Investment Act of 1998 and amended the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

CobbWorks, Inc., operating as WorkSource Cobb (WSC), is a private, not-for-profit organization administering federal WIOA funds on behalf of the Cobb County government. WIOA funds are administered federally by the United States Department of Labor (USDOL) and at the Georgia state level by the Technical College System of Georgia, Office of Workforce Development. WSC is a proud partner of the American Job Center (AJC) Network. The organization conducts the day-to-day administrative and operational duties of the local workforce system governed by the Cobb Workforce Development Board. WSC provides workforce solutions and opportunities to jobseekers, business employers, and youth of Cobb County. WSC's mission is to promote employment and education opportunities that strengthen our community's workforce and economic development.

The WIOA Program aims to provide allowable workforce development activities to eligible individuals to increase participants' skill level attainment, employment, employment retention, and earnings. As a result, the successful application of these activities will improve the quality of Georgia's workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the State and Nation. The Workforce Innovation and Opportunity Act of 2014 defines the required activities authorized for One-Stop Operators as set forth in 20 CFR 678.620. Bidders are encouraged to read the Act to understand the scope of authorized activities.

The establishment of a One-Stop delivery system is a cornerstone of the reforms contained in Title I of WIOA. The One-Stop system is designed to provide universal access to services and improve long-term employment outcomes for individuals seeking assistance. The regulations define the system as consisting of one or more comprehensive, physical American Job Center(s) in a local area that provides the core services specified in WIOA. The Cobb One-Stop service delivery system services are currently carried out by WorkSource Cobb, located at 463 Commerce Park Drive, Suite 100, Marietta, Georgia 30060.

The WDB Board, in coordination with the Chief Elected Official, is seeking to establish and build a partnership with an organization/individual which can demonstrate that it can offer a range of services to employers, partners, and job seekers based on individual needs as described in this RFP.

WorkSource Cobb partners comprise various government, non-profit, and private organizations dedicated to addressing local workforce needs. Each partner contributes a unique and valuable service that, when integrated collaboratively, provides a valuable resource for businesses and job seekers.

THE ONE-STOP OPERATOR ROLE

The Operator will develop partnerships and coordinate services delivered throughout the WorkSource Cobb system, including the comprehensive workforce center, affiliate centers, and current and future access sites. The Operator may be a current WDB service provider or workforce partner, a new WDB service provider or workforce partner, or a coalition that includes multiple service providers or partners with an identified fiscal agent and service lead.

Should the entity(ies) selected as the Operator also deliver workforce services within one or more WSC affiliates or connection sites, a "firewall" must be in place to ensure neutrality and the lack of a conflict of interest. 20 CFR 678.605, the WIOA Final Rule, and TEGL 15-16 describe the need for a firewall when an entity is an Operator and delivers workforce services to customers. To paraphrase federal guidance, "no person or department which delivers services may oversee itself." The goal is to hire a neutral system coordinator working for the benefit of the WSC service providers and partners. The Operator selection process will address the need for and adequacy of a firewall.

The WDB is currently negotiating a Memorandum of Understanding (MOU) with WSC system partners. The MOU, when completed, will guide the Operator's work and service delivery.

The primary Operator functions are to increase and coordinate partnerships in the WorkSource Cobb workforce system to enhance workforce services and resource contributions. The focus is upon:

- A) Recruiting new workforce partners;
- B) Integrating service delivery for all partners located at WorkSource sites;
- C) Coordinating workforce system services and relationships between the one-stop centers, affiliates, and specialized sites, including work with community outreach teams;
- D) Identifying and improving customer service flow, including a seamless referral system;
- E) For partners not located at physical sites, informing WSC staff of available services and establishing effective referral processes;
- F) Assessing the need for providing and facilitating staff and partner training, as directed by the WDB;
- G) Participating in WorkSource leadership meetings;
- H) Convening partnership meetings;
- I) Conducting customer satisfaction evaluations, analyzing and reporting data;
- J) Conducting partner service satisfaction evaluations, analyzing and reporting data, and developing plans/strategies to improve service delivery;
- K) Assist career services team as needed; and
- L) Other responsibilities identified by the WDB or workforce agency designated staff.

Once an Operator is selected, the WDB will develop and negotiate a set of deliverables for the Operator. The deliverables will focus on measurable progress in completing the above tasks.

RFP RESPONSE

RFP responses must be received by **Wednesday, May 31, 2023, no later than 4:00 p.m. (EST)** for consideration and must contain the following information and enclosures, **organized in content order**:

A) Cover Letter

Include a one-page cover letter describing your organization's background and structure. The cover letter should identify a contact person and contact information for the organization or coalition and the SAM Unique Entity ID number.

B) Experience and Qualifications

- a. Describe your organization's workforce system experience during the last five years.
- b. Describe the professional qualifications of your organization and how the proposed one-stop operations will fit into your organization chart. Identify if the staff will be existing or newly hired. Provide resumes, job titles, and job descriptions of the staff overseeing or supporting the Operator function in Cobb County. Provide a posting of any new position(s) the organization will hire.
- c. Attach an **organizational chart** showing the proposed coordinator and reporting lines to executive management of the entity.
- d. Describe your organization's customer service experience and any experience handling complaints and/or concerns from customers or service agencies; include experience providing

technical assistance to customers and partner agencies.

- e. Describe your organization's experience managing federal, state, and local contracts and grants.
- f. Provide two (2) years of audited financial history. Disclose and include any unresolved audit or monitoring findings; include a copy of your organization's **most recent audit and/or monitoring reports**. (Accepted documentation: audit reports, entity CAFR, independent CPA review, tax records, or another recognized review of accounting processes and procedures.)
- g. Provide three examples of successful workforce endeavors your organization or key staff have engaged in over the last five years. Identify the location, performance dates, and deliverables for each example.
- h. Provide a minimum of **three business references**, at least one each for the three examples of workforce endeavors identified in the previous question (**letter g**) above, including telephone and email contact information for a representative with personal knowledge of the workforce endeavors.

C) Proposed Approach

- a. Describe how you will work to incorporate all partners into the comprehensive one-stop, including partners who are only electronically present in the one-stop.
- b. Describe how you will ensure all partner agencies are collaborating and cooperating in the implementation of the partner programs; include training for one-stop operator staff, cross-training for partner/program staff, and capacity-building strategies.
- c. Describe the proposed outcome measures your agency will utilize to effectively evaluate system effectiveness; include data collection strategies, a validation methodology, and a proposed reporting method.
- d. Describe strategies for assembling partner programs to ensure adequate outreach of the one-stop center and demonstrate a thorough understanding of target populations to expand service delivery for partner programs.
- e. Identify how your organization will tailor the Operator role to enhance the WSC system; take ownership/leadership in ensuring all partners are contributing to the one-stop center, both financially as well as through resources and staff time.
- f. Provide an approximate timeline of key activities in each quarter of Program Year 2023, beginning July 1, 2023, and ending June 30, 2024.

D) Additional Required Documents

- a. Documentation of Secretary of State registration for Georgia or home state.
- b. Completed and signed Georgia Security and Immigration Compliance Act Affidavit (**Attachment A**).

PROPOSAL FORMAT

Responses addressing “Experience and Qualifications” and “Proposed Approach” should include the questions and are limited to twenty (20) numbered pages of narrative in a 12-point Times New Roman font, with double-spaced pages and one-inch margins. RFP cover letter, audit/monitoring reports, references, and “Attachment A-Budget Summary Form” are exempt from page limit and format requirements. The proposal must be submitted electronically as a single data file, combined PDF (cover letter, narrative, supplemental info, and attachments) to ajackson@cobbworks.org no later than 4:00 p.m. (EST) on May 31, 2023.

COST AND BUDGET

Proposers must also complete **Attachment B – Budget Summary Form**

RATING

Each complete and compliant RFP response received by the deadline is scored on a weighted rating model with point values assigned as follows:

A) Service Delivery Experience & Qualifications (35/100 points)

- a. Organizational Overview/Experience: Record of past performance with WIOA (or similar program). **(5/35)**
- b. Capacity: Bidder provided a functional or proposed organizational chart deemed satisfactory to meet One-Stop needs. **(5/35)**
- c. Capacity: Bidder provided a workflow/logistical model. **(5/35)**
- d. Capacity: Coordinating workforce system services and partner relationships by integrating service delivery, convening partners, coordinating partner referral processes, and facilitating staff/partner cross-training. **(15/40)**
- e. Capacity: Improving customer service and conducting evaluations **(5/40)**

B) Technical/Programmatic Capabilities (40/100 points)

- a. Partnerships & Community: Bidder demonstrated experience with oversight of multi-organizational staff. **(5/40)**
- b. Partnerships & Community: Bidder demonstrated a plan for partner integration within the entity. **(10/40)**
- c. Partnerships & Community: Bidder described strategies for outreach and enrollment. **(5/40)**
- d. Programs/Program Outcomes: Bidder provided a proposed program design model. **(10/40)**
- e. Programs/Program Outcomes: Proposed outcomes are relevant to the mission and objectives of One-Stop partner programs. **(5/40)**
- f. Technology, Data, & Reporting: Bidder described the process of the existing data and reporting system. **(5/40)**

C) Financial Capacity (25/100 points)

- a. Financial/Fiscal Accountability: Bidder has financial and administrative experience in managing multiple federal, state, and/or private funding sources. **(10/20)**

- b. Financial/Fiscal Accountability: Bidder provided documents establishing financial history. **(5/20)**
- c. Financial/Fiscal Accountability: Bidder is up to date on taxes (income, annual state & federal, payroll tax, etc.). **(5/20)**
- d. Financial/Fiscal Accountability: Bidder provided evidence that acceptable accounting systems are in place. **(5/20)**

RFP TIMELINE

May 12, 2023, 8:00 AM (EST)	RFP released
May 19, 2023, 11:00 AM (EST)	Bidders' Zoom call (optional but recommended)
Zoom Call Link	https://us06web.zoom.us/meeting/register/tZ0ucO6vrz8sGNz-bWokM5bs_uKaSBMvDZXz
May 31, 2023, 4:00 PM (EST)	DEADLINE to submit RFP response
June 12, 2023 – June 16, 2023	Organization selected and contract negotiation begins.
July 1, 2023	One-Stop operator contract executed

RFP RULES

No late responses will be accepted or considered. The WDB reserves the right to accept or reject any or all proposals, any or all items in the proposal, and to award the contract(s) in whole or in part as is deemed to be in the best interest of the WDB. The WDB reserves the right to hold interviews or to request additional information, to negotiate with any or all respondents on modifications to proposals, and/or to integrate components across proposals to achieve maximum efficiency. *All awards are contingent upon available funding. All awards are also subject to modification as federal, state, and WDB policies and procedures evolve.*

CONFLICT OF INTEREST

The WDB has a clearly defined Conflict of Interest policy to maintain fairness and equity in procurement, decision-making, award, and allocation of WIOA funds and any other funds received from grants awarded to the WDB. A conflict of interest may exist if an individual or organization has a financial or other interest in or participates in the selection or award of funding for an organization. Financial or other interests can be established either through ownership or employment. Specific communications regarding contracts of this RFP, subsequent deliberations, and/or negotiations between staff/board members and potential proposers outside of the prescribed process are forbidden.

REFERENCES

These relevant references identify WIOA references, local entity policies and procedures, and other applicable state and/or federal regulations.

- A. WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule: Part 678, Subpart D – One-Stop Operators
- B. Uniform Administration Guidance, 2 CFR 200.317-326
- C. ETA Training and Employment Guidance Letter No. 15-16

WorkSource Cobb/CobbWorks, Inc. is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.

COBBWORKS, INC. / WORKSOURCE COBB
Georgia Illegal Immigration Reform and Enforcement Act
Contractor Affidavit and Agreement

This affidavit signifies that the undersigned **Contractor** affirms its compliance with the Official Code of Georgia Annotated (O.C.G.A.), Sections 13-10-90 and 13-10-91, as amended, stating affirmatively that the **Contractor** has registered with, is authorized to use, and is participating in an electronic federal work authorization program* operated by the U.S. Department of Homeland Security (USDHS), to verify the employment eligibility of all of **Contractors'** newly hired employees. The undersigned **Contractor** affirms that it is complying by using the electronic federal "**Employment Eligibility Verification**" Program, commonly known as "**E-Verify**," accessed at <https://e-verify.uscis.gov/enroll/StartPage.aspx?JS=YES> (or at any subsequent such site), and agrees to continue to use such program throughout the contract period.

The undersigned **Contractor** agrees that should it employ or contract with any subcontractor(s)/sub-subcontractors in connection with the physical performance of services within this State pursuant to this contract with the **CobbWorks, Inc. operating as WorkSource Cobb**, Contractor shall obtain from such subcontractor(s) similar verification of compliance with O.C.G.A. 13-10-90 and 13-10-91, as amended, on the GSICA Subcontractor Affidavit provided in Rule 300-10-01-.08 of the Rules and Regulations of the State of Georgia, or a substantially similar form.

Contractor further agrees, as a condition of its contract with **WorkSource Cobb**, that should it employ or contract with any subcontractor(s) in connection with the physical performance of services within this State pursuant to this contract, it shall provide to **WorkSource Cobb**, within five (5) business days of entering into such subcontract or agreement for hire, the identity of each such subcontractor and sub-subcontractor affidavits for each such subcontractor. The affidavits shall include the subcontractor's address, **E-Verify** user identification number, and the date of the subcontractor's USDHS authorization to use the **E-Verify** program and the E-verification number once it is assigned.

The undersigned **Contractor** hereby acknowledges that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement in an affidavit submitted pursuant to O.C.G.A. 13-10-91, as amended, shall be guilty of a violation of O.C.G.A. 16-10-20 and, upon conviction, shall be punished as provided in such Code Section. Contractors and subcontractors/sub-subcontractors convicted for false statements based on a violation of these provisions shall be prohibited from bidding on or entering into any public contract for twelve (12) months following such conviction.

 Business Name of Contractor

 Contractor's E-Verify User Identification Number

 Print Name of Contractor's Authorized Officer or Agent

 Date USDHS Authorized Contractor to Use E-Verify

 Signature of Contractor's Authorized Officer or Agent

 Title of Contractor's Authorized Officer or Agent

SUBSCRIBED AND SWORN
 BEFORE ME ON THIS THE
 _____ DAY OF _____, 20____

E-verification Number Assigned: _____

 Notary Public

 *Independent Contractor
 Driver's License # _____
 Expiration Date _____

My Commission Expires: _____

*Note: Georgia State Driver's License will be accepted in lieu of E-verify information if no new employees will be hired for the term of this contract. Once employee is hired E-verification must be done regardless of business structure.

 *"Federal work authorization program" means any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security (USDHS) or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), D.L. 99-603. As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is the "**Employment Eligibility Verification**" program, commonly known as "**E-Verify**," operated by the U. S. Citizenship and Immigration Services Bureau of the USDHS, in conjunction with the Social Security Administration (SSA).

ATTACHMENT B - BUDGET SUMMARY FORM

A. Personnel Costs

	POSITION TITLE (ADD LINES AS NEEDED)	ANNUAL SALARY	% CHARGED TO CONTRACT	# OF MONTHS	TOTAL SALARY	TOTAL BENEFITS	TOTAL PERSONNEL COSTS
1							
2							
3							
4							
5							
	Subtotal - Salaries						

B. Operating Costs

	Categories: OPERATING / OVERHEAD / INDIRECT (note: do not include infrastructure costs)	CATEGORY	AMOUNT
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
	Subtotal - Operating		

C. Subcontracted Costs

	SUBCONTRACTOR	SERVICES	AMOUNT
1			
2			
3			
4			
5			
	Subtotal - Subcontracts		

Summary (Self Calculating)

ITEM	AMOUNT
A. Personnel Costs	
B. Operating Costs	
C. Subcontracted Costs	
TOTAL PROPOSED BUDGET	

Definitions:

A. Personnel Costs: Include staff salaries and fringe benefits for all staff being charged to the contract, including administrative.

B. Operating Costs: All costs that will be charged to the contract with the exception of personnel and subcontracts; do not include infrastructure costs (e.g., space, furniture, utilities). May include training, travel, indirect costs, overhead, etc.

C. Subcontracted Costs: Include and identify all costs that will be contracted out to other agencies.