

Bucks County Workforce Development Board, Inc.

Request for Proposals

RFP 16-01 Operator for PA CareerLink® Bucks County

The Bucks County Workforce Development Board is requesting proposals for the One Stop Operator of PA CareerLink® Bucks County.

RFP Release Date: Wednesday, December 21, 2016

Program Proposal Due Date: Monday, January 23, 2017

1. *Hand or postal delivery of one original and seven copies to:*
Mary Ann Vitale, Bucks County Workforce Development Board, Inc.
1268 Veterans Highway, Bristol, PA 19007
2. *And Email in Microsoft Word and PDF format:*
Dianna Kralle, Business Manager – dkralle@bucksworks.org

Bidders' questions regarding the RFP package must be submitted via email by Tuesday, January 3, 2017 and should be directed to:

Dianna Kralle, Business Manager
dkralle@bucksworks.org

This RFP is available in electronic format (Microsoft Word).
To receive, please send a request Mary Ann Vitale,
Contract Specialist, mvitale@bucksworks.org org
download it from our website at www.bucksworks.org.

The Bucks County Workforce Development Board, Inc. (BCWDB) reserves the right to change any of the enclosed specifications as required by the Pennsylvania Department of Labor and Industry and/or the Pennsylvania Department of Public Welfare without prior notice to bidders. The BCWDB also reserves the right to reject any and all proposals in whole or in part and/or not award any of the proposals.

Table of Contents

Section I: Synopsis	Pages 3-11
A. Introduction	Pages 3-4
B. Synopsis of RFP	Pages 5-6
C. Eligible Applicants	Pages 6-7
D. Required Qualification	Pages 7-9
E. Scope of Work	Pages 9-11
F. Relationship of Provider to BCWDB & Service Partners	Pages 11
Section II: Contract Information	Pages 12
A. Period of Contract	Pages 12
B. Eligible Applicants	Pages 12
C. Type of Contract	Pages 12
D. Location of Services	Pages 12
E. Timeline	Pages 12
Section III: Conditions of Solicitation	Pages 13-19
A. General Conditions	Pages 13-15
B. Contingencies	Pages 15
C. Organizational Fiscal Requirements	Pages 16
D. Certificates of Insurance	Pages 16-17
E. Safety	Pages 17
F. Requirements & Terminations	Pages 17-18
G. Appeals	Pages 18
H. Cooperative Program Participation & Monitoring	Pages 18
I. Administrative Requirements	Pages 18-19
Section IV: Evaluation Criteria & Process	Pages 20-21
A. Notification of Award	Pages 20
B. Compliance with the Law & Conflict of Interest	Pages 21
Section V: RFP Packet Instructions	Pages 22-56
A. Proposal Format	Pages 22
B. Required Proposal Information	Pages 22-28
C. Proposal Packet	Pages 29-39
D. Financial Packet	Pages 40-43
E. Forms, Assurances and Certifications	Pages 44-52
Attachment: Eligible One-Stop Operator as defined by WIOA	Pages 53

Section I: Synopsis

A) Introduction:

The Commonwealth of Pennsylvania designated Bucks County a Local Workforce Investment Area (LWDA) under the Workforce Investment Act (WIA) of 1998 (Public Law 105-220) and its implementing regulations; this legislation was then reauthorized as the Workforce Innovation and Opportunity Act (WIOA) of 2014 (Public Law 113-128). The legislation permits and charges local workforce development boards with policy development, strategic planning, and financial stewardship of workforce investment and development for the LWIA. The Bucks County Workforce Development Board, Inc. (BCWDB) is the entity designated by the Board of Bucks County Commissioners to act as the fiscal agent for the operation of Workforce Innovation and Opportunity Act (WIOA) Programs in Bucks County. As such, the BCWDB has also been designated by the Pennsylvania Department of Public Welfare to administer Employment, Advancement, and Retention Network (EARN) funded activities in Bucks County.

The work of the Bucks County Workforce Development Board, Inc. is to develop and maintain an effective and responsive system of services and programs that leverages resources to meet the needs of local Employers for a skilled workforce with the needs of local Bucks County residents for economic stability and self-sufficiency.

The mission of the Bucks County Workforce Development Board is to promote, drive, and ensure an effective workforce in Bucks County aligned with economic development. Our vision is that Bucks County has a dynamic, globally competitive workforce that responds to the evolving direction of business and industry.

The Workforce Innovation and Opportunity Act of 2014 require that each LWDA (Local Workforce Development Area) has at least one comprehensive one-stop service center providing an accessible marketplace for Employers and Job Seekers to be effectively matched. In Pennsylvania, the one-stop centers are known as PA CareerLink[®]. In Bucks County, the BCWDB provides two CareerLink[®] Centers, one comprehensive site and one satellite location. The BCWDB oversees the PA CareerLink[®] Bucks County and its service providers and, as the entity accountable to the Commonwealth of PA for the performance and financial investment of funds, makes every effort to ensure that workforce development services are effectively and efficiently provided.

The comprehensive PA CareerLink[®] Bucks County site is located at 1260 Veterans Highway, Bristol, PA. The satellite location is One Hillendale Road, Perkasie, PA. Both sites are accessible to public transportation and provide ample parking for customers and staff.

Bucks County is a single county LWDA, comprised of 622 square miles of land area (in 2015) with a total population of 627,367 (2015). Ninety one percent of the county is urban; 9 percent is rural. The unemployment rate for October 2016 was 5.1% which equates to approximately 17,500 residents. The median household income (2014 dollars) was \$

\$76,824. The top ten employing industries (from a centralized location in Bucks County) include:

1. Health Care & Social Assistance
2. Retail Trade
3. Manufacturing
4. Accommodation and Food Services
5. Education Services
6. Professional, Scientific, and Technical Services
7. Construction
8. Wholesale Trade
9. Administrative and Support and Waste Management and Remediation Services
10. Other Services (except Public Administration)

There are 19,907 employer units in Bucks County (Department of Labor data, www.paworkstats.state.pa.us) with a median wage offered of \$48,360.

The BCWDB concentrates its investments in both High Priority Occupations and Targeted Industry Clusters. High Priority Occupations, as defined by the Department of Labor and Industry, are occupations that are in-demand by employers, have higher skill needs, and provide family sustaining wages. Targeted Industry Clusters consist of a group of industries that are closely linked by common product markets, labor pools, similar technologies, supplier chains, and/or other economic ties.

The Commonwealth of PA has identified twelve Targeted Industry Clusters:

1. Advanced Materials & Diversified Manufacturing
2. Agriculture & Food Production
3. Bio-Medical
4. Building & Construction
5. Business & Financial Services
6. Education
7. Energy
8. Health Care
9. Hospitality, Leisure & Entertainment
10. Logistics & Transportation
11. Real Estate, Finance & Insurance
12. Wood, Wood Products & Publishing

The opportunity to identify Employer needs for skilled workers, to train Job Seekers for emerging occupations, and to place Job Seekers in open job positions is effectuated by the services provided through the PA CareerLink® Bucks County. The BCWDB is charged with designating and certifying a One Stop Operator responsible for the operations of the local PA CareerLink® Bucks County.

B) Synopsis of RFP:

The federal Workforce Innovation and Opportunity Act (WIOA) was passed in July 2014 and will be fully implemented in stages from July 1, 2015 to July 1, 2017. A One Stop Operator must be procured by July 1, 2017. The purpose of WIOA is to move toward a higher level of service quality for employers and job seekers through better alignment of education, economic development and workforce development systems at the state, regional and local levels. WIOA maintains the primary service delivery structure, the nation's network of one-stop career centers, PA CareerLink® in Pennsylvania, but challenges center operators with higher expectations for partner investments, system leadership, engaging employers, sector strategies, prioritizing services for under-served populations, and achieving better performance outcomes. A new emphasis is placed on achievement of credentials that are valued by multiple employers and are stackable toward more advanced certifications and degrees.

The new opportunities presented by WIOA have led the BCWDB to issue this request for proposals for: a single entity, or a lead entity representing coalition of organizations, to serve as one-stop operator (as defined by WIOA, see attachment 1, page 55 for detailed eligibility requirements) for management of a comprehensive service site and any affiliate of satellite sites developed by the BCWDB. The one-stop operator role will be distinct from the roles of the direct providers of services. Partner organizations that have entered into a Memorandum of Understanding (MOU) with the BCWDB for defined contributions of staff, funds, and/or other resources will be placed under the direction of the one-stop operator. The entity that is chosen will be empowered by and accountable to the BCWDB for achieving program performance levels negotiated between Bucks County and the Commonwealth of Pennsylvania.

This solicitation is conducted with assistance from the Bucks County Workforce Development Board Planning Committee, and pursuant to the requirements and conditions of the Workforce Innovation and Opportunity Act, enacted July 2014, the implementing regulations, and the Policies and Procedures of the State of Pennsylvania.

Instructions for submitting proposals are included in the RFP. Interested parties must complete the proposal package as instructed and submit it without exception by 3:00 PM on Monday, January 23, 2017 to the BCWDB office located at 1268 Veterans Highway, Bristol, PA 19007 and via email.

The selected One Stop Operator will be compensated with Workforce Innovation and Opportunity Act and possibly other funding. The BCWDB plans to fund one proposal that encompass all of the requested activities and services for a twelve-month period; contract extensions for two additional years will be considered for providers who are meeting all WIOA and BCWDB Performance Standards. The initial contract will be for July 1, 2017

through June 30, 2018 with a transition period commencing on June 1, 2017. This RFP is issued for a one-year total period, with an option to renew for a maximum total of three years without rebid.

Please be advised: *All funding is contingent upon the availability of funds and continued state and federal authorization for program activities in Bucks County.*

The provision of services in this RFP require substantive knowledge and understanding of the Workforce Innovation and Opportunity Act and its implementing regulations, applicable state and federal regulations (TEGLs/WIINs) and circulars, the policies of the federal Department of Labor and PA Department of Labor and Industry, and our local labor market. Respondents are **strongly** advised to research all of the above on these websites:

- Bucks County Workforce Development Board, Inc., www.bucksworks.org
- PA Department of Labor, www.paworkforce.state.pa.us
- Center for Workforce Information & Analysis, www.paworkstats.state.pa.us
- Department of Labor, Employment & Training Administration, www.doleta.gov

The RFP Selection Committee will evaluate, rank, and make funding decisions regarding individual proposals received.

This RFP is a solicitation for one One-Stop Operator for the PA CareerLink[®] Bucks County system, including both the Bristol and Perkasie PA CareerLink[®] sites.

C) Eligible Applicants:

Organizations eligible to apply under this solicitation include governmental entities, non-profit organizations, and for-profit organizations with proven records of success in providing the one-stop operator role in the county or in other regions. A partnership of organizations may apply, but the proposal must be presented by a lead organization for the partnership, with the lead organization serving as the contractor with the BCWDB.

Each proposal must include the identification of the individual(s) who will perform the duties of PA CareerLink[®] Director. In cases where the permanent Director will be recruited and selected following contract award, the proposal must identify the individual who will serve as Interim Director for the Operator while the permanent Director is being selected. Each proposal should also describe the process that will be used in transition and the role played by the Interim Director and/or the Operator's organization in orientation and training of the permanent Director.

The selected contactor will be accountable to the BCWDB for overall performance of the Center and will be required to adhere to all laws and policies of federal, state, and local governments that apply to the funding sources.

D) Required Applicant Qualifications:

The BCWDB intends to strengthen services to employers and job seekers in the Bucks County LWDA by increasing recognition and respect for all services delivered under the PA CareerLink® Bucks County brand. WIOA presents the opportunity to provide new and exciting customer experiences for a wide array of customers, enabled by new processes, new partnerships, and new technology. The selected one-stop operator will bring a proven record of performance in selecting, managing and developing staff and partnerships within a one-stop operational environment.

The PA CareerLink® centers are the cornerstone for the alignment and coordination of workforce, education, vocational rehabilitation, and social service programs. WIOA highlights opportunities for core and partner programs— including postsecondary Career and Technical Education (CTE) programs under the Carl D. Perkins Career and Technical Education Act, programs under Temporary Assistance for Needy Families (TANF)—to become a part of the one-stop system. Centers are encouraged to integrate, as appropriate, intake, case management, and reporting systems, including fiscal and management accountability systems, to improve customer service. WIOA makes it easier for federally funded education, training, and support services to track and tailor services to shared customers of the Centers. As such, additional residents will be able to enroll in career pathway programs that simultaneously offer relevant basic skills instruction and occupational skills training for in-demand jobs in Bucks County and the broader regional labor market area. The public will also be able to access the necessary social services that provide individuals and families with pathways to self-sufficiency. The PA CareerLink® center will also enable employers to identify and hire skilled workers and access other supports, including education and training for their current workforce. WIOA's emphasis on services to individuals with barriers to employment and on reaching out-of-school youth make it particularly important to ensure that state programs and local human services agencies actively partner with their colleagues in WIOA implementation.

The successful applicant must demonstrate knowledge of best practices and describe the approach that will be taken for implementation locally in the following key focus areas:***Staff Selection and Capacity Building***

A One-Stop Director's responsibilities for the site must be identified in the proposal. The proposed Director may be interim or transitional for start-up, while the permanent staff leadership is being recruited and hired. Respondents must describe the positions and qualifications for proposed staff along with professional development that will be provided by the bidder's organization. Respondents must also commit to implementing a plan for continuous improvement that engages all partners operating at the site.

Delivery of Services in the One-Stop Center Environment

WIOA changes the requirements for the flow of services provided to job seekers by eliminating the "sequence of services" requirement (core, intensive, and training services) and creating a new career services category. Respondents must demonstrate a working knowledge of the new requirements of WIOA and describe the general approach that will be taken for a customer flow that includes key elements of: welcoming/orienting new

customers of the system; registration; eligibility determination; assessment; determining priority for services; determining types of services to be provided; creation of individualized service strategies for customers; creating integrated services strategies among partner organizations; use of technology to maximize efficiency and customer service; job placement; and follow-up services.

Partnerships for Promoting PA CareerLink® Center Services in the Community

A process for developing and maintaining community partnerships must be described by applicants. Examples should be provided on the organizational experience in Bucks County and/or other demographically similar regions with staff engagement in broad community coalitions. Examples may include participation in collective community impact strategies launched by the United Way, human service agencies, chambers of commerce, economic development, Industry Partnerships or other related groups.

Career Pathways

A Career Pathway framework connects education and training to high-demand, well-paying jobs and builds a pipeline of talent for business and industry. Applicants should describe a streamlined service delivery system that integrates a collection of programs and services intended to develop the academic, technical and employability skills of job seekers. Respondents should describe successful experiences and proposed plans for Bucks County in working with multiple education partners:

- K-12 School Districts,
- Career and Technical Centers,
- Bucks County Community College,
- Delaware Valley University,
- Bucks County Intermediate Unit and
- Employers to build sector specific pathway models.

Employer Engagement with Sector Partnerships

A well-defined, sector-based employer outreach strategy must be described, including staff assignments with sector specialization. Experience with customer relationship management (CRM) tools and/or plans to use such tools should be addressed. Plans should also address strategies for connecting internal contacts among partners (WIOA, vocational rehabilitation, veteran's staff, and others) and external contacts (chambers of commerce, economic development, community colleges and others).

Upskilling Job Seekers through Learning & Earning: Apprenticeships, On-the-Job Training and Incumbent Worker Training

A strategy to grow work-based learning opportunities should be described. Work-based learning at employers' work sites may include apprenticeships, on-the-job training, customized job training, internships, and partnerships with staffing organizations or other means. Work-based learning will ideally be combined with classroom education and training as part of a comprehensive Career Pathways structure. The applicant should also describe the approach that will be taken with Transitional Employment under WIOA, if applicable, as part of a skill-building strategy leading to permanent employment.

E) Scope of Work:

The selected one-stop operator will be expected to coordinate with human services providers within Bucks County to ensure that all customers have access to the full range of services available, and also to ensure that other county agencies have access to employment and training services provided by the workforce development system.

Duties of the one-stop operator include:

- Implement the integrated services structure within the comprehensive PA CareerLink® Center in Bucks County, as designed by the BCWDB, approved by the Commonwealth of Pennsylvania, and enabled via a Memorandum of Understanding (MOU) with all service partners operating at the site
- Provide a single Center Director for coordination of the one-stop partner services at the Center, including management of direct staff and functional management of partner staff at the site within the requirements of funding sources, collective bargaining agreements, and government regulations. The Bucks County WDB is requiring the current PA CareerLink® Site Administrator to be maintained in employment as part of this One Stop Operator proposal.
- Manage the combined resources committed to the site via the cost sharing agreement of the One-Stop partners; manage the budget for the center as approved by the BCWDB
- Implement center services to customers via cross-agency teams defined by service functions
- Hold regular cross-agency staff meetings of partner staff at the center to coordinate services within the structure of the multi-partner MOU between the BCWDB and service partners including both on site and off site core partners and other partners essential to the job seeker and business success of the PA CareerLink® and the public workforce system.
- Ensure that customer service standards are met, and that actions are taken as needed to modify approaches at the center to meet standards, notifying the BCWDB of any issues related to partners' adherence to the terms of the MOU or policies that need to be addressed at the BCWDB level
- Convene a meeting of the administrative leadership of MOU partners at least quarterly basis to review progress and center performance, including discussion of changes in procedures in work assignments at the center as needed
- Develop and maintain integrated partner relationship with key economic development organizations aligning with growth sectors in the county and Southeast PA Region
- Present a center report in a format approved by the BCWDB to the Board at each of its meetings regarding services, activities, expenses, and performance outcomes at the Center
- Provide participant reporting and data validation functions required by state and federal funding sources
- Create a plan for marketing center services to the community and to employers for approval by the BCWDB, and implement the plan

- Maintain relationships with human services and education organizations in the county beyond the partners of the MOU; recruit additional service partners and funding sources as needed in coordination with the BCWDB
- Maintain a center business plan approved by the BCWDB and report progress toward implementation of the plan as part of regular center reports presented to the BCWDB
- Maintain relationships with all training providers in the county as approved on the Eligible Training Provider (ETP) list
- Continuously assess customer needs via customer feedback mechanisms at the center and make recommendations to the Board for continuous improvement
- Provide or obtain training and technical assistance as needed for center staff for core functions
- Attend and participate in other meetings requested by the BCWDB
- Ensure that the facility, activities and partners are implementing a strategy that ensures ongoing compliance with EARN Program Policies and Procedures.

Support Services

The Operator must make resources available for Bucks County residents who are in need of help transitioning from unemployment and/or underemployment to gainful employment through support services:

- Case management
- Workshops
- Financial supports (depending on eligibility)
- Resource and referral
- Program participation documentation for individuals with mandated reporting requirements

The below elements must be addressed in the Program Narrative:

PA CareerLink® Bucks County

- Describe how customers with barriers to employment will be identified and the process of referring those individuals to case management as well as how those referrals will be reconciled on a regular basis. Please attach a customer flow chart for job seekers and businesses and describe how they are efficiently connected.
- Describe how operations will allow for the ongoing identification of customer barriers and the subsequent referral and reconciliation process.
- Describe any activities that will be incorporated into the one-stop daily operations designed to increase employability.
- Describe ongoing activities or resources that will be available within the one-stop to offer options pertaining to any or all of the following barriers:
 - Literacy/education
 - Disability
 - Criminal history
 - Housing
 - Basic needs

- Other barriers not mentioned above
- Describe how the operator will work with Workforce Development Board staff to develop/maintain partnerships and leverage existing community resources to ensure that individuals with barriers to employment are served promptly.
- Describe how activities or resources will be created or developed to accommodate recurring or new barriers as needs arise. How will the operator work with BCWDB staff to identify issues and implement plans to incorporate resources into one-stop operations?

Employment Advancement and Retention Network (EARN), Temporary Assistance for Needy Families (TANF), Supplemental Assistance Nutrition Program (SNAP)

- Describe how operations will ensure ongoing compliance with the EARN Program’s Policies and Procedures and provide an environment that nurtures success for EARN program participants.
- Describe what activities (allowable under TANF legislation) will be available in the one-stop.
- Describe how employability and barrier removal as described above will be incorporated into daily center activities within EARN programmatic policy.
- Demonstrate a thorough knowledge and understanding of a fully integrated service structure and its impact on EARN program operations.

F) Relationship of Operator to BCWDB & Service Partners

The BCWDB will maintain a contractual relationship with the selected PA CareerLink® Operator and will provide ongoing policy guidance and technical support to the Operator to ensure that performance expectations are continually communicated and policy issues are addressed. The BCWDB is also responsible for performance monitoring and will perform periodic quantitative and on-site reviews of Operator performance to ensure that customer service and financial standards are being met.

The BCWDB is responsible for determining partners, beyond the ones required by WIOA, who will provide staff and other resources for the PA CareerLink® site in Bucks County. As a result of commitments made by partners documented in a Memorandum of Understanding (MOU) with the partners, the BCWDB will monitor adherence to the MOU for commitments made by partners. It will be the BCWDB’s responsibility to address any issues with the partners resulting from failure to adhere to the terms of the MOU.

Section II: Contract Information

A) Period of Contract:

This request for proposals will cover PY17, commencing July 1, 2017 and ending June 30, 2018. Based on performance and grant funds availability, an extension of up to three years without rebid may be awarded.

B) Eligible Applicants:

Organizations eligible to apply under this solicitation include governmental entities, non-profit organizations, and for-profit organizations with proven records of success in providing the one-stop operator role in the county or in other regions. A partnership of organizations may apply, but the proposal must be presented by a lead organization for the partnership, with the lead organization serving as the contractor with the BCWDB.

C) Type of Contract:

If a contract is entered into as a result of this RFP, it will be considered a Vendor / Cost Reimbursement Contract with a line-item budget. This RFP and your agency's response will be incorporated by reference into any contract agreement. All US Department of Labor limitations on excess profits earned by subcontracts/vendors will apply. You will be required to maintain the documentation necessary to support your reported costs for five years and make it available as/if needed.

D) Location of Services:

The comprehensive PA CareerLink® Bucks County site is located at 1260 Veterans Highway, Bristol, PA. The satellite location is One Hillendale Road, Perkasio, PA. Both sites are accessible to public transportation and provide ample parking available to customers and staff. The One Stop Operator is not required to be physically located at either PA CareerLink® Offices but must justify in the Statement of Work the choice of location.

E) Timeline:

- Release of RFP: Wednesday, December 21, 2016
- Bidders' Questions to be received via e-mail to dkralle@bucksworks.org by Tuesday, January 3, 2017
- Answers to submitted questions will be provided electronically to those who submitted questions and will also be posted on www.bucksworks.org: Thursday, January 12, 2017
- Proposal Due Date: Monday, January 23, 2017 by 3:00 PM
- Review and Selection Period: January 24, 2017 to March 31, 2017
- BCWDB Award of Contract: Tuesday, April 4, 2017
 - Planning meetings encouraged to occur between awardee and BCWDB

- Transition Period: June 1, 2017-June 30, 2017
- Contract Start Date: July 1, 2017

Section III: Conditions of Solicitation

A) General Conditions:

The release of this RFP does not constitute an acceptance of any offer, nor does such release in any way obligate Bucks County Workforce Development Board, Inc. to execute a contract with any offeror. The Bucks County Workforce Development Board reserves the right to accept or reject any or all offers on the basis of budgetary limitations, service to significant population segments, geographic distribution, needs of the area and other considerations. The BCWDB reserves the right to establish additional considerations or criteria for funding, as deemed necessary. Such considerations may be addressed through final contract negotiations.

Before preparing proposals, offeror should note the following:

1. The award of a contract for any proposed service is contingent upon the favorable evaluation of the proposal and successful negotiation of any changes to the proposal as required by the BCWDB.
2. The BCWDB reserves the right to change the requirements of this proposal pending additional legislative, regulatory, policy or other applicable national, state, region or local changes may provide.
1. The BCWDB reserves the right to negotiate the final terms of all contracts with successful Respondents. The BCWDB may require selected respondents to attend a meeting to discuss their proposal and contract provisions. Items that may be negotiated include, but are not limited to, the type and scope of services, cost and fees, staffing, staffing levels, management, and programs offered. Likewise, the BCWDB also reserves the right to accept any proposal without substantive negotiation.
3. The BCWDB reserves the right to reject all proposals and re-issue the RFP at any time prior to the execution of a final contract; to require in any RFP similar products and/or services that may be issued subsequent to this RFP, terms and conditions that are substantially different from the terms and conditions set forth in this RFP; or to cancel this RFP with or without issuing another RFP.
4. The BCWDB further reserves the right:
 - a. To reject the proposal of any proper that, in the judgment of the BCWDB, has been delinquent or unfaithful in the performance of any contract associated with the BCWDB, is financially or technically incapable, or is otherwise not a responsible respondent;

- b. To waive any informality, defect, non-responsiveness, and/or deviation from this RFP that is not, in the BCWDB's sole judgment, material to the proposal;
 - c. To request that one or more of the respondents modify their proposals or provide additional information;
 - d. To request additional or clarifying information from any respondent any time, including information inadvertently omitted by a respondent;
 - e. To require that respondents appear for interviews and/or presentations of their proposals at the BCWDB office;
 - f. To inspect projects similar in type and scope to the work sought in this RFP and/or to inspect the respondent's facilities to be used in furnishing goods or services required by the RFP;
 - g. To conduct such investigations as the BCWDB considers appropriate with respect to the qualifications of any respondent and with respect to the information continued in any proposal.
5. In order to review proposal(s) efficiently, all proposals must be presented in the designated format with all budget and other forms completed thoroughly and accurately. The BCWDB reserves the right to reject any proposal not formatted consistent with the proposal format requirements.
 6. The BCWDB reserves the right to negotiate with successful respondents for the inclusion of services to groups and for the inclusion of activities in addition to those described. Changes may be instituted at any time during the contract period with advance notice to respondents.
 7. If a selected respondent fails to provide the information required to begin negotiations in a timely manner, fails to negotiate in good faith or indicates they cannot perform the contract within the budget funds available for the project, or, if selected respondent and the BCWDB after a good faith effort, cannot come to terms, the BCWDB may terminate negotiations with that particular respondent and commence negotiations with any other respondent.
 8. The selected respondent must demonstrate the ability to be compliant with program reporting and record keeping, the capability to generate accurate and timely information, and submit regular fiscal and programmatic reports.
 9. The selected respondent will be required to provide financial and performance reports to the BCWDB, the PA CareerLink[®] Partners, and the PA CareerLink[®] Director on a weekly, monthly, quarterly, and annual basis. The deadline for most financial and performance monthly reports will be the 5th day of the month following the reporting month. Failure to submit any report on time in a complete and accurate form may result in de-obligation of funds or the termination of the contract.
 10. The BCWDB will not be liable for any costs associated with the preparation of proposals or negotiation of contracts incurred by an offertory. For the purpose of

this proposal, BCWDB will accept proposals from any service provider that can demonstrate the administrative capability to successfully provide all the services identified in this RFP.

11. The BCWDB will not pay for curriculum development. If an off-the-shelf package will be purchase/utilized, the respondent must identify the material(s) in the budget line item and submit information regarding it as an attachment to the proposal.
12. All proposals, in their entirety, will become the property of the BCWDB upon submission. BCWDB will reject any proposal that does not follow the format, does not include all of the requirements specified including the required documentation and certifications, and/or are not submitted by the due date and time. Upon submission, all proposals, in their entirety, become the property of the BCWDB and subject to the PA Open Records Law.
13. This RFP has been distributed to for-profit, non-profit, educational and/or training provider organizations that have made a request, in writing, that the BCWDB provide their organization with applicable procurements contractor who successfully fulfilled their contract with the BCWDB.
14. A public notice of this RFP has been advertised in the Bucks County Courier Times and the Bucks County Intelligencer and is available on the BCWDB website: www.bucksworks.org.

B) Contingencies:

The BCWDB will award a contract to the responsible and responsive respondent whose proposal is determined to provide the best overall outcomes-based and financial stewardship value to the BCWDB.

The award of a contract for any proposed service is contingent upon the following:

- Cost of the proposal;
- Favorable review/evaluation of the proposal;
- Approval of the proposal review committee of the BCWDB;
- Demonstration of past performance and expert knowledge in the delivery of services to these customer bases and the specific criteria addressed in this proposal;
- Demonstrated performance of the effectiveness of the agency or organization in delivering comparable or related WIOA program services and activities including the ability to meet specific program design elements that ensure customers are engaged in appropriate activities;
- Demonstrated ability to meet performance goals, costs, and quality of services;
- Demonstrated ability to integrate services within the PA CareerLink® model;
- Quality and qualifications of key staff;
- Ability to provide proof of excellent fiscal accountability;

- Demonstrated depth of understanding of the requirements outlined in this RFP; and
- Successful negotiation of any changes to the proposal required by BCWDB.

Funds awarded under this proposal shall not be used to supplant facilities or services currently available in the county with or without reimbursement from Federal, state or local sources.

C) Organizational Fiscal Requirements:

Successful Respondents will be required to submit to the BCWDB a copy of their agency /organization's most recent audit, including any findings, prior to the development of a contract for services.

D) Certificates of Insurance:

The program providers whose proposals are approved for funding will be required to submit original Certificates of Insurance showing all coverage in force, including liability and workers compensation:

General Liability: \$3,000,000 General Aggregate
 \$3,000,000 Products Completed Operations Aggregate
 \$1,000,000 Personal & Advertising Injury
 \$1,000,000 Each Occurrence
 \$ 5,000 Medical Expense (any one person)

Auto Liability: \$1,000,000 Combined Single Limit (May be Needed)

Workers' Compensation: Statutory

Employers Liability:
 Bodily Injury by Accident \$1,000,000 Each Accident
 Bodily Injury by Disease \$1,000,000 Each Employee
 Bodily Injury by Disease \$1,000,000 Policy Limit

Umbrella Liability: \$10,000,000

Professional Liability: \$10,000,000

Except as otherwise approved by the BCWDB in writing, the following provisions shall apply to each and every policy of insurance which the One Stop Operator is required hereunder to carry:

- a. The form, amount and coverage of each policy, and the insurer under each policy which must be duly licensed in Pennsylvania, shall have an AM Best Rating of B+ or higher (or similar Insurance Company Rating Organization)

- b. Contractor shall cause each insurance carrier to deliver its certificate of insurance to the BCWDB certifying the applicable insurance provisions herein required
 - i) upon the execution hereof, and
 - ii) at any other time upon the BCWDB's request;
- c. At least thirty (30) days prior to the expiration of each policy, contractor shall provide the BCWDB with certificates (or copies of policies) of renewal or replacement policies; in the event of non-renewal or cancellation or material change in coverage a sixty (60) days notice of such action shall be sent via certified mail to the BCWDB;
- d. Contractor shall not permit any condition to exist and shall not commit any act or omission, which would wholly or partially invalidate any insurance;
- e. The BCWDB shall be endorsed as an additional insured on all policies, except workers' compensation and professional liability;
- f. The requirements described above are also applicable to any and all subcontractors hired by the contractor to perform work under this contract.

E) Safety:

Equipment necessary for the safety of any participant and any worksites will be allowable under the grant if indicated in the proposal, (i.e.) first aid kits, gloves, etc. All items bought for the program that are not dispensable become property of BCWDB at the conclusion of the program.

Respondent must agree to obey all OSHA, federal, state, county, and local laws or ordinances in any way pertaining to the requirements of the specification, and shall obtain any and all permits, etc. which may be necessary.

All staff must possess and show proof of Pennsylvania State Police (PSP) Clearance, FBI Fingerprint Clearance and Child Abuse History Clearance dated six months or less from the start of the program.

F) Requirements & Terminations:

- 1. The BCWDB, with 30-day advance notice to provider may modify or terminate the agreement due to, but not limited to factors such as:
 - a. funding decreases;
 - b. unsatisfactory performance by the contractor;
 - c. failure to work cooperatively with the BCWDB and or the PA CareerLink®;
 - d. lack of sufficient programmatic services available to customers;
 - e. any other reason as determined by the BCWDB.

2. The BCWDB, with or without notice to the provider may terminate the agreement due to serious issues such as, but not limited to:
 - a. theft;
 - b. question of integrity of use of funds by contractor;
 - c. unallowable use of funds;
 - d. unsafe acts;
 - e. breach of confidentiality and/or HIPAA violations;
 - f. activities performed by employees or agents of the provider that are not directly related to the specifications outlined in this RFP and which constitute a breach of this agreement.

3. Respondent must comply with the salary and bonus limitations as established by Public Law 109-234 and outlined in Training and Employment and Guidance Letter (TEGL) 5-06. Failure to comply with this limitation may result in disallowed costs that must be repaid to the BCWDB. Additional information can be found at www.doleta.gov.

G) Appeals:

Each proposing agency, whose proposal is reviewed by the appropriate BCWDB committee, shall receive a written notice of approval or non-approval for the proposed project. Following the notification of awards any respondent or potential respondent who has a complaint concerning the issuance of this RFP, the evaluation of proposals received in response to this RFP or any matter relating to the method by which BCWDB secures subcontractors shall have an opportunity to discuss, with the administrative staff, the reasons for non-funding.

Any appeal or complaint must identify any and all contested issues. Subjective interpretations by the review team are not subject to protest or appeal. The written appeal must be filed with and received by the BCWDB no later than five (5) working days after the notice of awards are postmarked.

H) Cooperative Program Participation & Monitoring:

The BCWDB reserves the right to monitor and audit all programs which receive funding, at any time, to assure proper program management, contract compliance, adherence to the performance standards stipulated in the contract, and any other area deemed necessary by the United States Department of Labor, Pennsylvania Department of Labor and Industry, and/or the Pennsylvania Department of Public Welfare.

I) Administrative Requirements:

1. The respondent must be capable of supporting its own operation.

2. Respondents must be able to demonstrate the necessary administrative capability and fiscal responsibility needed to operate the proposed program and

to meet federal financial accountability requirements mandated by most federal grants.

3. Respondents must ensure compliance with applicable state and federal law including applicable accounting and financial management principles/requirements, OMB uniform guidance, audit requirements, etc.
4. Respondents may be subject to a pre-award survey. This may include, but is not limited to, a review of respondent's record keeping procedures, management systems, accounting and administrative systems, training facilities, and curriculum.
5. In the event of a contract award, provider shall retain all program records for a minimum of seven (7) years following completion of audit and resolution of any questioned costs. If an audit began during the fifth year period and has not been completed the customer case record files must be retained beyond the fifth year period until the audit is completed. File storage has been arranged by the BCWDB.
6. Customer files are considered the property of the BCWDB and must be provided at the end of the program period or when requested, and must be available at all times for review.
7. All procurement shall be conducted to provide open and free competition. If a proposal identifies a specific entity (subcontractor or vendor) to provide services, awards made through this RFP do not provide the justification or basis to sole-source the procurement, i.e., avoid competition, therefore all subcontracted services and vendors must be competitively bid.
8. The respondent must assure that health and safety standards established under Federal, State and local laws shall be applicable to working or training conditions of participants and that provisions will be made for accessibility of individuals with disabilities to the training and/or working facility as required by section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990.
9. All customer forms, documents, outreach and promotional material must contain the following language: "Auxiliary aids and services are available upon request to individuals with disabilities" and "Equal Opportunity Employer/Program."

Section IV: Evaluation Criteria and Process

1. A committee of the BCWDB will review proposals that meet the general criteria established by the RFP. The review committee consists of BCWDB Board of Director members, staff and other knowledgeable individuals appointed by BCWDB. The proceedings of the review committee are confidential. Members of the Evaluation Committee are not to be contacted by respondents. Respondents who violate this provision risk exclusion from consideration.
2. Through this review and evaluation process, each member of the review committee will evaluate each proposal to assess quality of the proposed services and activities.
3. Upon review and evaluation of proposals, the above group will then meet to discuss each proposal and to discuss the combined rating sheet that is based on the average scores of each review committee member. Cost and budget data will be reviewed separately from technical information.
4. During the evaluation process, the selection committee may at its discretion, request any one or all respondents to make oral presentations. Such presentations will provide respondents with an opportunity to answer any question the review committee may have on a proposal. Not all respondents may be asked to make such oral presentations.
5. Upon conclusion of the review and evaluation process, the review committee will vote and recommend their selected provider to the Executive Director of the BCWDB. A recommendation will be made to the Executive Committee of the Bucks County Workforce Development Board and the Bucks County Workforce Development Board of Directors for approval.

A) Notification of Award:

1. It is expected that final approval of a contractor or contractors will occur during the March 2017 Bucks County Workforce Development Board of Directors' general membership meeting. Respondents will be notified in writing of their approval or rejection as soon as possible. If necessary, contract negotiations will be performed. The purpose of the contract negotiations is to arrive at a common understanding of contract essentials such as technical requirements, schedules, participant requirements, costs, terms, reports, payments, etc. A contract, consisting of standard contract provisions, will then be executed to cover the intended contract period. Additional provisions may be added as deemed necessary. The selected contractor must be prepared to begin the hiring and transition process as soon as the contract is executed so that all services are ready to begin on July 1, 2017.
2. Respondents not selected may request, in writing, an oral or written debriefing. Requests for debriefing must occur within five days from receipt of a notification letter.

B) Compliance with the Law and Conflict of Interest:

1. The selection of a contractor shall be accomplished in compliance with the relevant rules, regulations and directives. Each contractor is required to comply with the requirements of all applicable Federal, state, and local laws, ordinances, rules, regulations, and amendments.
2. The BCWDB and any entity or persons who themselves or whose organization will gain financially as a result of a BCWDB decision to subcontract a particular function, service and/or activity of the program must abstain from participating in discussions leading up to and including the final consensus agreement or vote.
3. When procurement of services and/or activities is discussed at a BCWDB meeting, all potential respondents will be asked to leave the meeting during that discussion. Potential respondents who do not leave will be disqualified from bidding.

Section V: RFP Packet Instructions

A) Required Proposal Format:

1. Proposal Narratives are limited to fifteen (15) single spaced pages of print with a font size of no less than 12, and margins no smaller than one inch. Pages must be single spaced pages with print a font size of no less than 12, and margins no smaller than one inch. Pages must be numbered. Charts and other attachments are not included in the fifteen page limit. Proposals must be stapled in the upper left-hand corner, not bound and not placed in a binder. Brochures, expensive paper, promotional material and the like are not wanted unless they are germane to the proposal in some way. Respondents are cautioned to keep attachments to a minimum and to avoid including redundant documents. Completeness, legibility and clarity are essential. Inclusion of multiple or wordy attachments increases the risk that reviewers could miss critical information.
2. When preparing your proposal, you are encouraged to repeat the question (in the order presented in this document) and provide your response directly below the question. This will allow the Review Committee to quickly determine whether or not you have responded to the question without looking for responses that may be embedded into paragraphs of text.
3. To be considered, respondents must submit a complete proposal and respond fully to all requirements, using the format provided. Failure to submit a complete proposal and/or respond fully to all requirements may cause the entire proposal to be rejected.

B) Required Proposal Information:

The following outline indicates the required components of the proposal known as the Proposal Packet, Line Item Budget, and Forms and Assurances sections of this RFP. Each component must be addressed specifically and in the requested format and order. Forms included in this RFP Package must be completed and submitted with the proposal. For items that do not apply to your proposed program training, service and/or activity, please write "N/A" along with a full explanation in the appropriate space in the document. No costs or budget figures are permitted to be included in this submission except for the Line Item Budget.

ITEMS TO BE SUBMITTED:

Proposal Checklist

Narrative Documents

1. Transmittal Form
2. Executive Summary
3. Past Performance Measurements/Demonstrated Effectiveness
4. Program Narrative
5. Program Management Narrative
6. Financial System Criteria
7. Personnel Policy Statements
8. Insurance Statement
9. Compliance Forms Checklist

Financial Documents

Line Item Budget and Charts

The following pages further define and provide specific instructions to be used when completing each section of this RFP Packet. Respondents must respond to all requirements in this part of the RFP.

NARRATIVE DOCUMENTS

1. Transmittal Form

Must be the first page of your proposal. The Transmittal Form must be completed in full. Do not leave any items blank.

2. Executive Summary

The Executive Summary must be a maximum of two page summary of both your Program Narrative and Program Management Narrative. Use the required one inch margins and minimum 12 point font, single sided format.

3. Past Performance Measurements and Demonstrated Effectiveness

If you previously operated similar program(s), answer in the affirmative and indicate the most recent or most relevant period on the form.

If applicable, provide a copy of the two most recent official monitoring reports from the WIA/WIOA program(s) or similar program you currently operate or have previously operated. Include your organization's response to those monitoring reports. Submit the reports as Attachments in your proposal packet.

If applicable, provide a copy of the year end performance reports for the prior two years from the WIA/WIOA program(s) or similar program you currently operate or have previously operated. Please submit the reports as attachments in your proposal packet.

4. Program Narrative

The proposal must contain a detailed description of the services and activities to be performed for the One Stop Operator as your proposal has designed. The Narrative must be typed per previous instructions and responses to all questions must be answered in the order asked.

5. Program Management Narrative

All proposals must contain a detailed description of your organization's capacity to administer comprehensive services as well as your financial ability, capacity, and experience. The Narrative must be typed per the previous instructions and responses to all questions must be answered in the order asked.

6. Financial System Criteria

Please complete the form found in the Financial Documents Section. Complete questions #1 and #2 and provide attachments according to the directions listed on the form.

7. Personnel Policy Statements

All respondents must include with their submission a statement certifying that they have current personnel policies in place and on file at all times. Such policies should include (but are not limited to) an employee grievance procedure; list of fringe benefits, holidays and most importantly, the organization's Equal Opportunity/Affirmative Action (EO/AA) Statement including the EO/AA statement applicable to persons with disabilities, the named EO Officer

and the EO Complaint procedure; and compliance with Health Insurance Portability & Accountability Act (HIPAA) of 1996 Regulations.

Respondents must attach a document explaining their Personnel Policies concerning the following (please do not submit the entire document):

- a. Description of respondent's participant grievance process;
- b. Description of respondent's efforts to assure nondiscrimination in service provision and staff hiring decisions;
- c. Description of the measures taken to ensure the confidentiality of customer information and HIPAA regulations and ramifications for policy violation. Attach a copy of your confidentiality policy.
- d. Explanation of how customers are informed of the grievance policy; and
- e. Description of respondent's Sexual Harassment Policy and ramifications for violations.

In addition to the above please attach the following:

- a. Copy of respondent's Equal Opportunity Policy Statement and complaint procedure; and
- b. Copy of respondent's Grievance Policy.

8. Insurance Statement

Proof of insurance will be required; it is not a requirement for RFP submissions, but respondents should be aware that no work may begin under a contract funded through this program until the required insurance has been obtained and proper certificates (or policies) are filed with the BCWDB.

Contractors who choose to provide transportation for customers in order to provide program(s), services and/or activities under this contract must carry Automobile Liability Insurance covering bodily injury and property damage through a commercial insurance policy as outlined in this RFP.

9. Compliance Forms (Certification/Assurances Documents)

- Contract Compliance Form
- Administrative and Monitoring Requirements
- Certification Regarding Non-Discrimination
- Certification Regarding Drug Free Workplace Requirements
- Certification Regarding Lobbying
- Certification Regarding Debarment, Suspension & Ineligibility
- Concurrence of Collective Bargaining Agent - If the occupation in which training is to be offered is subject to a collective bargaining agreement then concurrence must be obtained from the appropriate bargaining representative.

FINANCIAL DOCUMENTS

Line Item Budget

All respondents must complete and submit a Line Item Budget using the attached budget form found in Financial Documents of this RFP. The Line Item Budget is a basis for cost comparison.

Complete the Personnel Detail Form

Complete the Operational Detail Cost Form

Please note that costs shall be limited to those necessary and reasonable for, and directly related to, the proper and efficient operation of the proposed One Stop Operator activities and must be comparable to the charges for similar program services and activities in the area. This process is to be followed for each program year being procured in this RFP. Respondents must fully comply with the requirements of all federal and state regulations applicable to welfare programs.

Allowable Costs and Activities: costs shall be limited to those necessary and reasonable for, and directly related to, the proper and efficient operation as the One Stop Operator. Additionally, costs should be comparable to the charges for similar goods and services in the area and not be a general expense required to carry out the overall responsibility of the government or contractor. Allowable cost principles are established in Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, published December 26, 2013 by the Office of Management and Budget (OMB).

Program costs are allocable to a particular cost category to the extent that benefits are received by such category. In addition, any single costs, which are properly chargeable to more than one cost category, shall be prorated among the appropriate cost categories.

PROPOSAL CHECKLIST

Please initial and include checklist with submission – Page 1 of 2

I. Narrative Documents

- Transmittal Form (1 of 9)
- Executive Summary (2 of 9)
- Past Performance Measurements/Demonstrated Effectiveness (3 of 9)
Attachments:
 - Official Monitoring Report(s)
 - Year End Performance Report(s)
 - Three references from operating programs of this scope

- Program Narrative (4 of 9)
Attachments:
 - Job Description for One Stop Operator and resume
 - Job Descriptions for each proposed position and resumes if applicable.

- Program Management Narrative (5 of 9)
Attachment:
 - Overall Organizational Chart for the One Stop Operator staff

- Financial System Criteria (6 of 9)
Attachments:
 - Copy of a written Cost Allocation Plan (optional, see the form)
 - Listing of the organization's Board of Directors (if applicable)
 - Bonding Agreements
 - Certification Letter
 - Description of financial management credentials
 - Statement of cash on hand and/or line of credit with a bank
 - Most Recent Audit Report including Management Letter and Corrective Action Plan
 - Cost Allocation Plan opinion

- Personnel Policy Statements (7 of 9)
Attachments:
 - Personnel Policy summary
 - Equal Opportunity Policy Statement
 - Grievance Policy

- Insurance Statement (8 of 9)

- Compliance Forms Statement Checklist (9 of 9)

PROPOSAL CHECKLIST

Please initial and include checklist with submission – Page 2 of 2

II. Financial Documents

____ Line Item Budget

Attachments:

____ Personnel Detail Form

____ Operational Costs Form

____ Copy of the Rate Agreement if using an Indirect Cost Rate

Signature

Title

Printed Name

Date

PROPOSAL PACKET

TRANSMITTAL FORM

Page 1 of 2

One Stop Operator

June 1, 2017 to June 30, 2018

Organization: _____

Address/City/Zip: _____

Phone: _____ Fax: _____ Website: _____

Contact Person: _____ Title: _____

E-Mail Address: _____ Total Funds Requested: _____

- Administrative: _____ (Percentage of total budget)
- Program: _____ (Percentage of total budget)

TYPE OF ORGANIZATION (check all that apply)

- _____ School District/Local Educational Agency
_____ Governmental: _____ Federal _____ State _____ Local
_____ Community Based Organization
_____ Private for-Profit
_____ Private not-for-Profit
_____ Other (Specify) _____

IRS Number or Employer Identification Number _____

Legal Authority for Organization _____

Number of Years in Business _____

PA CareerLink® Bucks County to be served: Bristol and Perkasio

The proposing organization certifies that, to the best of its knowledge and belief, the data supplied in this application/proposal is true and accurate. The organization agrees to comply with all local, state and federal regulations if a contract is awarded.

TRANSMITTAL FORM

Page 2 of 2

OFFEROR'S CERTIFICATION

Certification and Adjustments. When a cost analysis is necessary and there is inadequate price competition, respondent must certify that to the best of its knowledge and belief, cost data are accurate, complete, and current at time of agreement of price. Awards or modifications negotiated in reliance on such data should provide awarding agency (the Bucks County Workforce Development Board, Inc.) a right to price adjustment to exclude any significant sum by which price was increased because awardee had knowingly submitted data that were not accurate, complete and certified.

I, _____ hereby certify that I am legally and duly authorized to submit this proposal on behalf of _____, that information contained herein is true and correct to the best of my knowledge, and that prices for services offered herein are firm and effective through close of business on _____.

Signed, this _____ day of _____, 20_____.

Signature: _____

Title: _____

Typed Name

EXECUTIVE SUMMARY

The Executive Summary must be a two-page summary of both your Program Narrative and Program Management Narrative. Use the previously described format that includes required one inch margins and minimum 12 point font, single sided format.

PAST PERFORMANCE MEASUREMENTS & DEMONSTRATED EFFECTIVENESS

Has your organization ever operated a program similar to the One Stop Operator as described in this RFP?

Yes No If yes, please provide the following information:

Period of Performance: From _____ To _____

Name of Program: _____

Program Funded By: _____

REFERENCES

Attach three references (one must be a formal letter dated after the release of this RFP) resulting from operating programs of this scope. Include the following information:

- Organization Name
- Contact Name and Title
- Address
- Phone Number
- Email Address

PROGRAM NARRATIVE

Responses to the areas below must be made in accordance with the specifics listed in the previously and applicable sections of this RFP. Use the previously described question and answer format that includes required one-inch margins, minimum 12 point font and maximum of 15 single spaced pages. Leveraging of resources may be described.

A. Previous Experience

1. Please describe your organization's mission and any previous or current experience serving employers and job seekers in a service integrated setting.
2. Describe your WIOA and/or related experience and capability to serve customers from varied backgrounds such as special populations including veterans and related eligible persons, low income individuals, displaced homemakers, women and minorities, older individuals, individuals with low literacy levels, individuals with disabilities, those with limited English proficiency, recipients of public assistance, single parents, youth, ex-offenders, etc.

In addition, describe your experience and capability to serve customers with few or no barriers to employment, who may have advanced degrees, and who may have significant high-level employment histories.

3. Explain what areas of your program have been most successful in helping the various groups to reach their employment goals.

B. Coordination of Activities with Local Business, Industry, and Labor Organizations

1. Describe how the One Stop Operator activities being proposed will be coordinated with business, industry, labor organizations and economic development partners in the local and regional area.
2. Describe your management experience and capability to coordinate and serve multiple contractors and service providers.
3. Describe your organization's previous or current experience serving the business community, using local and regional Labor Market Information, providing job development and workforce solutions to businesses and your understanding of the Bucks County workforce needs from an employer's perspective.
4. Describe how your services will meet the workforce development needs of local Employers.

C. Community Outreach and Capacity of the Respondent to Collaborate in the Provision of Services

1. Describe your experience and capacity to create collaborations with other community agencies to provide services to customers beyond the scope of the PA CareerLink[®] Bucks County.
2. Describe how you will coordinate outreach efforts with PA CareerLink[®] Partners and other agencies.
3. Describe your experience in education and/or partnering with educational entities. What role do they play in the services provided at/through the PA CareerLink[®] Bucks County?

D. Staffing

1. Adequate staffing and a strong infrastructure are critical to the delivery of services.
2. Describe your staffing plans including the composition and number of staff that will be employed.
3. Describe your management philosophy and the general duties of your supervisory and lead staff.
4. Identify the Director and provide a job description. Include a resume if applicable, or explain how the position will be filled and who will be the Interim One Stop Operator.
5. Provide job descriptions and qualifications for each position that will be funded including the minimum qualifications for all staff. If you currently have staff that you will use, please enclose a resume for each and indicate to which position that staff will be assigned.
6. Explain what staff training and development will be made available.
7. Outline the experience, education and background requirements of staff to substantiate the quality and integrity of the activities you will offer.
8. Describe your staff compensation plan. Be specific regarding compensation for each of the proposed level of staff (not individuals) and include information regarding performance-based pay increases, scheduled cost of living adjustments, etc.
9. Attach an organizational chart of the proposed structure.

E. Tracking, Performance Measures and Monitoring

1. To ensure program compliance and performance, an effective management system must have a process that verifies progress in attaining established performance objectives. Describe the system you will use to monitor and verify that performance measures will be met.
2. Describe the following relative to performance measurements:
 - a. Demonstrated commitment to monitor, achieve and surpass all mandated performance measures;
 - c. Evaluation methods for tracking and ensuring that all required performance measures are met or exceeded; and
 - d. Internal systems to identify operational problems, and take appropriate corrective action to improve performance issues as necessary.
4. Contractors are expected to participate in continuous self-improvement. Please describe your monitoring plan and include a description of your current continuous improvement process.
- 5 Describe your plan and commitment that enables BCWDB staff to maintain regular, ongoing personal contact and communication with One Stop Operator.

F. Please add any additional information you feel would be helpful in describing your program activities.

PROGRAM MANAGEMENT NARRATIVE

Use the previously described format that includes required one-inch margins and minimum 12 point font and maximum of 4 single spaced pages.

A. Organizational and Financial Ability and Experience

Provide a complete and detailed description of the following items:

1. Type of organization and what the key strengths of the agency are, including capacity, capability, and experience for operating state and federally funded employment and training programs.
2. Experience of the organization in providing WIA/WIOA and/or related training programs and/or program services/activities as it relates to services you plan to provide under your proposed contract.

3. Organization's supervisory capacity to communicate effectively with the BCWDB.
4. Capacity to manage federal, state and local funds. The organization must explain how such funds will be administered in accordance with their current operational financial management system. Identify staff by name and outline qualifications.
5. The method used to monitor actual expenditures to budget amounts by cost category and line item expense.
6. Procedures to ensure the accounting records are supported by source documentation for each transaction.
7. Your system of internal control to ensure no fraud or abuse takes place.

B. Organizational Administration

Respondent must have adequate personnel capabilities necessary to implement the goals and objectives of the program and to ensure compliance with ensuing contract. The selected contractor will be required to assume full responsibility of services and activities identified in this RFP.

1. Provide an overall organizational chart showing your organization's management and staffing structure that demonstrates how each facility and service area will be served. Also include how your organization will communicate with the BCWDB.
2. If applicable, describe how all off-site positions funded by the contract contribute directly to the operation of the PA CareerLink[®] Bucks County.
3. Identify fiscal and management staff by including a thorough description of their demonstrated technical competence; skills in management and administration, and professional experience within your organization to accomplish the proposed activities.
4. If applicable, Identify fiscal and management staff positions that your organization intends to hire if awarded this contract. Include a thorough description of the qualifications and demonstrated skills that will be required of the staff filling those positions.

C. Reporting Requirements Capability

As outlined in the RFP, the selected contractor must demonstrate the ability to be compliant with WIOA legislation.

The selected contractor will be required to provide various financial and performance reports to the BCWDB on a weekly, monthly, quarterly, and annual basis in such detail and on such forms as required by the BCWDB.

FINANCIAL SYSTEMS CRITERIA

The following information must be provided in addition to the Project Line Item Budget.

1. Complete the information below for determination of the need of the proposing organization to undergo either an organization wide or program specific audit. Indicate \$0 if no federal funds have been received or anticipated to be expended in the future. If the proposing organization's federal funding levels fall within OMB uniform guidelines necessitating an audit, it is the responsibility of the proposing entity to have one performed in accordance with the circulars.

Total federal funds your organization received during the period July 1, 2015 through June 30, 2016.

Total federal funds your organization received or expected to be received during the period July 1, 2016 through June 30, 2017.

Total federal funds, excluding this proposal, your organization plans to expend during the period July 1, 2016 through June 30, 2017.

2. Describe the cost allocation plan and process used by the organization to distribute both direct and/or indirect shared costs to the funding source that benefits from incurred expenditures. Identify the allocation base or method of documentation used in this process. Attaching a copy of your written Cost Allocation Plan (CAP) that is audit compliant is acceptable.

Please include an auditor's opinion of the equitableness of the CAP. Please indicate if you are attaching a CAP.

3. Attach the following:

- a. List of the organization's Board of Directors (if applicable).
- b. A copy of bonding agreements. All persons authorized to receive and/or deposit, and/or issue financial documents or instruments of payment, of WIOA and other funds received from the BCWDB must be bonded for the higher of \$100,000 or an amount equal to the highest check during the immediately preceding grant year or planned for the present year.
- c. A certification letter signed by the legal authorized signatory of the proposing organization that the financial system and its management will account for and control the use of funding sources financing this proposal in accordance with Generally Accepted Accounting Principles (GAAP), Office of Management and Budget (OMB) Uniform Guidance, and all other rules and regulations governing these funds. This must include a statement to the effect that the organization understands the audit and audit resolution requirements as detailed in the OMB circulars. The letter should provide assurances that expenditures will be competitive, be cost efficient, and have direct benefit to the program.

- d. Describe current financial management credentials & experience; plan for managing budgeting, billing.
- e. Demonstrate financial viability with a statement of cash on hand and/or a line of credit with a financial institution.
- f. A copy of the most recent comprehensive audit report, preferably prepared by an independent Certified Public Accounting firm. Please include copies of the Management Letter and Corrective Action Plan if issued with the most recent audit.
- g. Please be able to provide either a copy of the Cost Allocation Plan opinion or negotiated indirect cost rate from your cognizant federal agency if requested.

PERSONNEL POLICY STATEMENTS

Respondents must attach a document explaining their Personnel Policies concerning the following (please do not attach the entire document):

- Description of respondent's participant grievance process;
- Description of respondent's efforts to assure nondiscrimination in service provision and staff hiring decisions;
- Description of the measures taken to ensure the confidentiality of customer information and HIPAA regulations and ramification for policy violation. Attach a copy of your confidentiality policy;
- Explanation of how customers are informed of the grievance policy; and
- Description of respondent's Sexual Harassment Policy and ramifications for violations.

In addition to the above please attach the following:

- Copy of respondent's Equal Opportunity Policy Statement and complaint procedure; and
- Copy of respondent's Grievance Policy.

INSURANCE STATEMENT

Respondent must include a statement that Proof of Required insurance will be issued upon selection.

FINANCIAL PACKET: LINE ITEM BUDGET

Project Line Item Budget

Program Period: June 1, 2017 through June 30, 2018

Instructions: Indicate planned project expenditures for the period of this agreement. Expenditures must conform to the cost definitions for allowable administrative and program costs and activities as defined by the Workforce Innovation and Opportunity Act. **Annual budget modifications will be made to this agreement.**

Please note: The One Stop Operator helps determine the yearly operating budget (called the Resource Sharing Agreement Budget, or RSAB) and is responsible for its proportionate share of the operating expenses. The proportionate share is based on the total amount of Full Time Employees (“FTE”) the provider has on site.

One Stop Operator BUDGET SUMMARY: To be completed & submitted as part of RFP Packet

June 1, 2017 - June 30, 2018

LINE ITEM	FUNDS REQUESTED	MATCHING FUNDS	TOTAL
<u>PAYROLL</u>			
Salaries/Wages*			
Fringe Benefits			
TOTAL PAYROLL			
<u>OPERATIONS</u>			
Office Supplies (non-shared)			
Dues/Subscriptions			
Equipment Purchase*			
Equipment Rental*			
Indirect*			
Maintenance and Repair			
Materials*			
Outreach			
Postage			
Printing			
Audit / Professional Services*			
Staff Development*			
Staff Mileage and Travel			
<u>OPERATIONS TOTAL</u>			
Other, including admin/ profit*			
<u>GRAND TOTAL</u>			

*** Must be explained in detail.**

Furniture & materials purchased with WIOA funds become the property of the BCWDB.

PERSONNEL DETAIL
June 1, 2017 - June 30, 2018

List all positions included in the total amount of salaries requested in your budget, including matching funds.

Position Title or Employee Name	Annual Salary	% Charged to WIOA	Amount Charged to WIOA	Amount Charged to Match Funds
Total Staff				

FORMS, ASSURANCES AND CERTIFICATIONS

ADMINISTRATIVE and MONITORING REQUIREMENTS

All applications for funding will be reviewed and approved by the Bucks County Workforce Development Board Review Committee and/or the Board of Directors. A contractual agreement authorizing the administration and operational requirements incumbent upon both parties will be negotiated.

The BCWDB reserves the right to conduct a pre-award review of the respondent's administrative standards and procedures to ensure that these are in general agreement with the procedures prescribed by federal and state regulations. The BCWDB also reserves the right to review these procedures to ensure that they are adequate for the accountability of the funds to be distributed under the contract.

Funding – initial and continuation - of all programs/services is subject to the availability of funds.

The BCWDB reserves the right to monitor and audit all projects at any time for compliance with accounting procedures, participant utilization, equal employment opportunities and/or any other requirements mentioned in the Federal Register or as deemed necessary by the United States Department of Labor, the Pennsylvania Department of Labor and Industry and any other source of funding as required.

Compliance Forms Checklist – Sign & Submit

Upon award of contracts, the Bucks County Workforce Development Board will require written certification of the following documents. Prior to the commencement of any program funded with monies under the jurisdiction of the BCWDB, a monitoring visit may be scheduled to verify adherence to certain requirements, including compliance with all physical and assistive devices as required by the American with Disabilities Act (ADA).

Prior to the award of any funding, contractors will be required to attend an Invoice Training with the BCWDB Fiscal Department. Specific reports are due on a monthly, quarterly and annual basis from each contractor.

It is important for respondents to know before submitting a proposal:

1. Inability to provide the required reports and invoices each month of the contract will result in the termination of the contract and may result in the contractor's repayment of WIOA funds issued up to the date of contract termination.
2. Training locations must be in compliance with ADA regulations, both at the time of the contract award and throughout the contract period. Non-compliance issues will result in the termination of the contract.

The following documents will be required to be submitted at the time of the contract award; please check each box and initial on each line, thereby acknowledging your organization's ability/consent to provide:

- | | |
|--|-------|
| <input type="checkbox"/> ADA Compliance Certification | _____ |
| <input type="checkbox"/> Single Audit Act; OMB Circular A-133, Compliance | _____ |
| <input type="checkbox"/> Debarment, Suspension & Ineligibility Documentation | _____ |
| <input type="checkbox"/> Certification Regarding Disclosure of Lobbying Activities | _____ |
| <input type="checkbox"/> Drug-Free Workplace Certification | _____ |
| <input type="checkbox"/> Compliance with §504 of the Rehabilitation Act of 1973 | _____ |
| <input type="checkbox"/> Equal Opportunity Employer Certification | _____ |
| <input type="checkbox"/> Insurance Certificate listing BC-WIB | _____ |
| <input type="checkbox"/> Bonding Certification | _____ |

Name of Organization: _____

Authorized Signatory: _____

Title: _____ Date: _____

EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION

The Proposing Agency certifies no funds provided under WIOA or any other contracted funding source will be used to discriminate against any individual. All program participants regardless of disability, including persons of limited English speaking ability, will be provided equal access to all program activities and that efforts will be made to eliminate barriers to participation.

The Proposing Agency certifies that records will be maintained for purposes of equal opportunity which include characteristics data on race, national origin, age and disability status on applicants, participants and employees.

*Sample Only –
Will be required if Contract Awarded*

Proposing Agency must attach a copy of their Equal Employment Opportunity and Affirmative Action Statement. The Agency's Statement(s) must provide non-discrimination protection to applicants for employment, employees or agents, independent contractors, applicants for service, program participants or any other person because of race, color, religious, sex, national origin, age, disability, political affiliation or belief.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

A. Contractor certifies that it will or will continue to provide a drug-free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, possession, or use of a controlled substance is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
2. Establishing an ongoing drug-free awareness program to inform employees about
 - a. The dangers of drug abuse in the workplace;
 - b. The grantee's policy of maintaining a drug-free workplace;
 - c. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - d. The penalties that may be imposed upon employees for drug abuse violations occurrence in the workplace;
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (1)
4. Notifying the employee in the statement required by paragraph (1) that, as a Condition of employment under the grant, the employee will –
 - a. Abide by the terms of the statement; and
 - b. Notify the employer in writing of his or her conviction for a violation criminal drug occurring in the workplace no later than five calendar days after such conviction;
5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (4) (b) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose contract activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number (s) of each affected grant.
6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (4) (b), with respect to any employee who is so convicted –
 - a. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - b. Requiring such employee to participate satisfactory in a drug abuse assistance or rehabilitation program approved for such purpose by Federal, State or Local health, law enforcement, or other appropriate agency;
 - c. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (1), (2), (3), (4), (5), and (6).

7. The Contractor should insert in the space provided below the site(s) for the performance of work done in connection with the specific grant, if other than that address stipulated on the front of this agreement.

Place of Performance

Street Address

City, County, State, Zip Code

Check ___ if there are workplaces that are not identified here.

*Sample Only –
Will be required if contract awarded*

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans and Cooperative Agreements:

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation renewal, amendment, or modification of any federal contract, grant, loan or cooperative agreement.
- (2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure of Lobbying Activities,” in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grant, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

*Sample Only –
Will be required if contract awarded*

This certification is a material representation of fact, which was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed under Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for such failure.

Contractor

Name and Title of Authorized Representative

Signature

Date

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY

Contractor:

Employer Identification Number or Social Security Number:

For your contract to be finalized, this form must be completed in full.

___ The contract you are entering into involves the payment of State funds. Complete and sign the State-funded Contract Certification.

___ The contract you are entering into involves the payment of Federal funds. Complete and sign the Federal-funded Contract Certification.

X The contract you are entering into involves both Federal and State funds. Please complete and sign both verifications.

**STATE-FUNDED
CERTIFICATION**

CONTRACT

*Sample Only –
Will be required if contract awarded*

This certificate is required by Management Directive 215.9, which implements Executive Order 1990-3. The prospective recipient of State funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, or declared ineligible from participation in this transaction by any State or Federal department or agency.

Name and Title of Authorized Representative

Signature

Date

FEDERALLY- FUNDED CONTRACT CERTIFICATION

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29CFR Part 98, Section 98.510, Customers’ Responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

1. The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective contractor shall attach an explanation to this certification.

Name and Title of Authorized Representative

Signature

Date

CONCURRENCE OF THE COLLECTIVE BARGAINING AGENT

To ensure the most effective development of employment and training opportunities the Contractor must obtain written acknowledgement from the appropriate bargaining agent where a collective bargaining agreement exists with the participating employer covering occupations in which training or subsidized employment is proposed. Such acknowledgement shall apply to the elements of the proposed activity which affect the bargaining agreement, such as occupations, wage and benefits.

Is the occupation, in which employment and training is to be offered, subject to a collective bargaining agreement?

Yes No

If yes, has there been acknowledgment by the appropriate bargaining representative as to the employment and training activities associated therewith?

Yes No

If no, please comment:

*Sample Only –
Will be required if contract awarded*

Please indicate the name, title and union affiliation of the appropriate bargaining representative.

Bargaining Unit Information/Signature:

Union Affiliation

Name of Union Representative

Title

Signature

Date

Contractor Signature:

Name of Contractor

Name of Authorized Signature

Title of Authorized Signature

Signature

Date

UNION COMMENTS

NAME OF UNION: _____

ADDRESS: _____

CONTACT PERSON: _____

PHONE NUMBER: _____

UNION COMMENTS: _____

*Sample Only –
Will be required if contract awarded*

Name of Union Representative _____ Title _____

Signature _____ Date _____

ATTACHMENT 1

Subtitle B—Workforce Investment Activities and Providers CHAPTER 1— WORKFORCE INVESTMENT ACTIVITIES AND PROVIDERS SEC. 121. ESTABLISHMENT OF ONE-STOP DELIVERY SYSTEMS.

(d) One-stop Operators.--

(1) Local designation and certification.--Consistent with paragraphs (2) and (3), the local board, with the agreement of the chief elected official, is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators.

(2) Eligibility.--To be eligible to receive funds made available under this subtitle to operate a one-stop center referred to in subsection (e), an entity (which may be a consortium of entities)--

(A) shall be designated or certified as a one-stop operator through a competitive process; and

(B) shall be an entity (public, private, or nonprofit), or consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the one-stop partners described in subsection (b)(1)), of demonstrated effectiveness, located in the local area, which may include--

(i) an institution of higher education;

(ii) an employment service State agency established under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), on behalf of the local office of the agency;

(iii) a community-based organization, nonprofit organization, or intermediary;

(iv) a private for-profit entity;

(v) a government agency; and

(vi) another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

(3) Exception.--Elementary schools and secondary schools shall not be eligible for designation or certification as one-stop operators, except that nontraditional public secondary schools and area career and technical education schools may be eligible for such designation or certification.

(4) Additional requirements.--The State and local boards shall ensure that in carrying out activities under this title, one-stop operators--

(A) disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers;

(B) do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and

(C) <<NOTE: Compliance.>> comply with Federal regulations, and procurement policies, relating to the calculation and use of profits.