

Bucks County Workforce Development Board, Inc.

Request for Proposals RFP 18-01 VIRTUAL SERVICES

Contract Period October 1, 2018 ~ June 30, 2020

RFP Release Date: Friday, July 6, 2018

Program Proposal Due Date: August 8, 2018 – 3pm

Hand or postal delivery of one original and six copies to:

Dianna Kralle, Bucks County Workforce Development Board, Inc,
1268 Veterans Highway, Bristol, PA 19007

Email bid to:

dkralle@bucksworks.org

Bidders' questions regarding the RFP package should be directed to:

Bucks County Workforce Development Board, Inc.

Dianna Kralle, Deputy Director

Phone: 215-874-2800

Fax: 215-874-2804

E-Mail: dkralle@bucksworks.org

This RFP is available in electronic format (Microsoft Word).
To receive please, send request to Dianna Kralle, dkralle@bucksworks.org
or download a copy 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.

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Section I: Synopsis

A) Overview:

The Bucks County Workforce Development Board, Inc. (BCWDB) is the entity designated by the Board of the 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 Human Services to administer Employment, Advancement, and Retention Network (EARN) funded activities in Bucks County.

This Request for Proposal is soliciting qualified and experienced Virtual Service providers who are capable and qualified to design, create content, and implement of a comprehensive virtual services platform, complete with online learning platform for October 1, 2018 to June 30, 2020.

This solicitation is conducted with assistance from the Bucks County Workforce Development Board and its Review Committee, in accordance with the Workforce Innovation and Opportunity Act (Public Law 105-220), enacted July 2014, the implementing regulations, and the Policies and Procedures of the Commonwealth 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 August 8, 2018 to the BCWDB office located at 1268 Veterans Highway, Bristol, PA 19007.

The selected Service Provider will be compensated with Department of Human Services (DHS)/Temporary Assistance for Needy Families (TANF) and Workforce Innovation and Opportunity Act funding (WIOA). The BCWDB plans to fund a proposal that encompasses all of the requested activities and services; contract extensions for up to two additional years will be considered for a training provider who is meeting all DHS/WIOA and BCWDB Performance Standards.

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

The Bucks County Workforce Development Board Review Committee will evaluate, rank, and make funding decisions regarding individual proposals received. Final award determination shall be made by the BCWDB.

B) Program Requirements:

The response and platform must contain the following components:

Virtual Training Platform:

1. Training which will strengthen the competences needed in career planning.
 - Based on industry best practices, the learning will contribute to improve the learners' ability to conduct successful job searches independently.
 - Workshop content should incorporate gamification principles and incentives to increase learner engagement and motivation, as well as improve learning outcomes.
 - The platform must consist of at least eight training modules, as well as a landing page customized to the BCWDB region (complete with calendar of events, data and information provided by the WDB and One Stop System), a course catalog, community space (forum), and LMS to house training courses and track data.
 - Data to be collected will include: Attendee name, participant ID, course completion, time spent in course, as well as assessment outcomes and answers. Each course to include a course evaluation to provide user experience qualitative data pertaining to the workshop content and presentation.

2. Resource and referral database of human services assets available in the geographic area.
 - This tool will be accessible to the public online, allowing them to search for support providers for needs such as housing, childcare, health, adult education, and other human services fields.
 - Searches will be performed by geographic location, service type and population served.
 - A pre-screening tool will be developed for select programs allowing customers to receive an initial eligibility screening.
 - Printable reports will be provided for customer reference once they have left the website."

3. Security measures.
 - Security protocols in place to ensure personal identifiable data for participants is safe from theft and abuse

Respondents who include samples/demonstrations of services and references will be looked upon favorably.

Section II: Contract Information

A) Period of Contract:

This request for proposals will cover October 1, 2018 to June 30, 2020

B) Eligible Applicants:

Eligible applicants include for-profit and non-profit organizations with demonstrable ability and experience in designing, implementing, and administering successful workforce development virtual services.

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.

The successful bidder will enter into a contract with the BCWDB which outlines a detailed project plan and payment structure.

D) Timeline:

- Release of RFP: Friday, July 6, 2018
- Bidders' Questions to be received via e-mail to dkralle@bucksworks.org by: July 16, 2018
- Response to Bidders' questions will be sent electronically by: July 20, 2018
- Proposal Due Date: August 8, 2018
- Review and Selection Period: August 8, 2018-September 26, 2018
- Anticipated BCWDB Award of Contract: September 27, 2018
- Contract start date: October 1, 2018
- Contract end date: June 30, 2020

Part 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 offertory. 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, offertory should note the following:

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.

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.

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 and any PY 2017 contractor who successfully fulfilled their contract with BCWDB.

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

- Cost of the proposed program;
- Favorable review/evaluation of the proposal;
- Approval of the proposal by the Local Management Committee and the Program Evaluation committee of the BCWDB;
- Program/Platform security measures are clear and identifiable;
- Demonstration of past performance and expert knowledge in the education and/training of this population for the specific criteria addressed in this proposal;
- Ability to provide proof of excellent fiscal accountability;
- Successful negotiation of any changes to the proposal required by BCWDB

C) Organizational Fiscal Requirements:

Successful proposer 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 provider whose proposal is approved for funding will be required to submit original Certificates of Insurance showing all coverage in force, including liability and workers compensation, and showing "BCWDB" as the certificate holder, prior to a contract being signed by BCWDB. Certificate of Insurance does not have to be submitted with your proposal. They will be due immediately upon approval of your proposal in order to execute the contract agreement.

E) 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 proposer or potential proposer 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.

F) 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.

Program providers must work cooperatively with all frontline staff members of PA CareerLink® Bucks County organizations and must be prepared to report on the program and its performance at monthly Partner meetings.

Section IV: Proposal Instructions

A) General Format:

Proposals must be prepared and sequenced in accordance with instructions outlined in this part. The proposal narrative, excluding the transmittal form, budget information, program planning summary and any attachments, must not exceed twelve double-spaced pages in a font not smaller than 12 pt. Each page must be numbered.

When completed, proposals are to be assembled as follows:

1. Proposal Synopsis Form (Attachment 1)
2. Narrative (to include items from Program Requirement Section)
3. Budget
4. Compliance Checklist (Attachment 2)

The Compliance Checklist (Attachment 2) must also be included with the proposal. Respondents must initial each section and be able to sign the noted documents before the BCWDB will allocate this funding. Upon award of a contract, the BCWDB will require completed/signed documents including:

1. Contract Compliance Form
2. Signed Debarment and Suspension Form
3. Lobbying Disclosure Form
4. Single Audit Compliance Form
5. Insurance Form
6. EEO Compliance Form
7. Copy of latest Audit

Your proposal must include a Table of Contents with page numbers for ease of review.

One original and six copies of each proposal must be submitted. Must also be emailed.

Proposals must be received no later than 3:00 PM on August 8, 2018 at the Bucks County Workforce Development Board, 1268 Veterans Highway, Bristol, PA. 19007

Proposals must also be sent via e-mail to dkralle@bucksworks.org. Proposals received after the time and date, whether by U.S. Mail, commercial delivery, or hand carried, will not be considered by the BCWDB. Timely receipt of proposals is the sole responsibility of the respondent to this RFP.

B) Narrative:

In describing proposed program design and plan of service, please submit a proposal clearly articulating the following sections:

1. Company Profile

a. Name of the business, contact person, and contact information: Provide address, telephone, mobile telephone number, fax number, e-mail address, and web address, as applicable.

2. Qualifications

- a. Provide a brief description of your firm, including; number of employees, service/expertise areas and any awards or other forms of recognition received.
- b. Special consideration: Describe your experience with and knowledge of the Southeast PA region.
- c. Special consideration: Describe your professional experience with and knowledge of the workforce system.

3. Experience and ability to perform this work

- a. Provide examples of relevant work and / or case studies.
- b. Provide a minimum of three (3) client references.
- c. Provide a list of personnel who would be assigned to work with BCWDB, along with their credentials and experience.

4. Pricing

a. Provide a separate budget for the Virtual Training Platform and the Resource and Referral Database.

5. Program Administration & Management Plan:

Describe overall administration/management plan for proposed program including:

- a. *Supervision:* Indicate, through an organizational chart with supporting narrative, lines of authority and responsibility related to proposed program. Include direct project staff, supervisor(s), manager(s), and administrative support staff. Organizational charts may be included as Attachments.
- b. *Fiscal Controls and Accounting:* Please describe in the Narrative, or include as an attachment, your organization's policies and procedures for:
- Cash receipts and disbursements;
 - Purchasing;
 - Property Management;
 - Payroll policy;
 - Travel policy; and
 - Cost Allocation Plan, including provisions for multiple funding sources.

C) Budget:

Each proposal should include a detailed line item budget subdivided into two cost categories of Administrative Overhead and Program Services. Programs providing one-year of follow-up services must include detailed budget information related to those services. Please use the following format listing both project costs and overhead:

- Staff Wages: Amount of time in hours and hourly rate of reimbursement for each full-time and part-time position.
- Staff Fringes: Indicate type of fringe benefits provided to staff and percent paid for each benefit.
- Staff Travel: Indicate total number of miles to be traveled and reimbursement rate.
- Materials/Supplies: List type, amount, cost.
- Equipment: Indicate type, purpose and cost for each item. (Please note: equipment purchased through this funding is considered the property of the BCWDB and will be required to be returned at the conclusion or termination of the program.)
- Other costs: Specify and itemize.
- Percentage of costs attributable to either Administrative or Program categories.

PROPOSAL SYNOPSIS FORM

Attachment

1

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 _____, 2018.

Signature: _____ Title: _____

References
Attachment
2

REFERENCES

Include a minimum of three Reference Letters, dated after the release of this RFP, detailing your organization's capacity for programs of this scope. Please ensure each Letter contains the following information:

Organization Name
Contact Name and Title
Address
Phone Number
Email Address