

NORTHEAST MISSOURI WORKFORCE DEVELOPMENT BOARD

Request for Proposal

ADULT & DISLOCATED WORKER

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

PY 2021/FY22 ONE STOP OPERATOR, STAFFING, AND FISCAL FUNCTIONS

**Services To Be Delivered
July 1, 2021 – June 30, 2022
With a board approved option to renew for
three additional one-year periods (Maximum
contract – 4 years)**

**Northeast Missouri Workforce Development Board
NEMO WDB
111 East Monroe Street, Paris MO 65275
660-327-5125**

*The Northeast Missouri Workforce Development Board is an Equal Opportunity Employer/Program.
Auxiliary aids and services are available upon request to persons with disabilities. Relay 7-1-1*

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QUICK REFERENCE

Request for Proposal	https://nemowib.org/Request-for-%20Proposals/
Accounting Procedures Manual	http://www.nemowib.org/providers/
Q & A Response	https://nemowib.org/Request-for-%20Proposals/
NEMO WDB Local Plan	https://nemowib.org/about-us/strategic-plan/
NEMO WDB Issuances	http://www.nemowib.org/providers/
OWD Issuances	https://jobs.mo.gov/dwdissuances

Northeast Missouri Workforce Development Board

Request for Proposals Timeline

PY 2021

WIOA Adult & Dislocated Worker

EVENT	DUE DATE
RFPs Released	March 3, 2021
Intent to Bid Letter to diane.simbro@nemowib.org	March 15, 2021
RFP Q & A via email to diane.simbro@nemowib.org	March 15, 2021 through March 22, 2021
Q & A Responses posted on Request for Proposal page of website www.nemowib.org	March 24, 2021
Proposals Due	April 2, 2021 at 3:00 PM CDT
Public Opening of Proposal(s) Received	April 2, 2021 at 3:30 PM CDT at NEMO WDB Office in Paris MO
Bid(s) Awarded	April 19, 2021 @ WDB Meeting
Award/Non-award Notification Sent to Proposers	April 23, 2021
New Contracts Established/Service Delivery Begins	July 1, 2021
Questions will not be accepted after COB March 25, 2021.	All times noted are Central Daylight Savings Time
<p>Package Must Be Sealed and Clearly Labeled:</p> <p>PY 21 WIOA ADULT & DISLOCATED WORKER</p>	

Section I: Background and General Information

The Northeast Missouri Workforce Development Board (NEMO WDB) is soliciting proposals from qualified sources with expertise and capability to deliver Workforce Innovation and Opportunity Act (WIOA) Title 1 Adult and Dislocated Services and provide One-Stop operation, Job Center Supervision and Fiscal Services in the Northeast Missouri Workforce Development Region's 16 county region. WIOA provides funding to local workforce development areas to create a comprehensive employment and training system.

The Northeast Missouri Workforce Development Board is a non-profit organization that supports and funds employment and training services. Through strategic partnerships with educational institutions, business, labor, and community organizations, the NEMO WDB supports innovative employment-related programs. These programs serve adults, youth, dislocated workers, and employers throughout the Northeast Region, creating employment opportunities that lead to independence, self-sufficiency and nurturing a vibrant, well-trained workforce.

The NEMO Workforce Development Board serves a 16 county area in Northeast Missouri. The Northeast Region has a population of just over 275,000 and covers over 8,500 square miles. The counties include Adair, Clark, Knox, Lewis, Lincoln, Macon, Marion, Monroe, Montgomery, Pike, Ralls, Randolph, Shelby, Schuyler, Scotland, and Warren located in the Northeast corner of Missouri. Interested organizations should understand that the Northeast Region is looking for a contractor that will provide One-Stop Operations, Job Center Supervision, Staffing, and Fiscal Functions in one or more of these locations.

There are three (3) full-service Job Centers in the Region: Warrenton (located in Warren County and covering Warren, Lincoln, and Montgomery Counties), Kirksville (located in Adair County and covering Adair, Knox, Schuyler, Scotland, Clark, Macon, and Randolph Counties), and Hannibal (located in Marion County and covering Marion, Ralls, Pike, Monroe, Shelby and **Lewis Counties**).

Section II: Proposal and Method of Solicitation

This Request for Proposal addresses the procurement of One-Stop Operation for the Northeast Region for all programs and contracts managed by the NEMO Workforce Board and Staffing for the WIOA Adult and Dislocated Worker program.

- **Public Notice:** Notice of this RFP will be emailed to organizations on the NEMO WDB Bidder's List and will be published on our website www.nemowib.org under the "Request for Proposals" tab. The Notice will also be distributed to other Workforce stakeholders and organizations.
- **Respondents Eligible to Bid:** Any public, private, nonprofit or consortium of entities properly organized in accordance with applicable Federal or State laws is eligible to submit a proposal. To be eligible, respondents must be authorized to do business in the state of Missouri and must not be suspended, debarred or otherwise prohibited from entering into a legal contract. Minority and women-owned and operated businesses are encouraged to submit a proposal.
- **Assignment/Transfer:** Selected Sub-Contractor(s) shall not assign or transfer any interest in the contract without the prior written consent of the NEMO Workforce Development Board.

Section III: Services Solicited in this Request for Proposal

This RFP seeks proposals from organizations to perform two functions for the Region's workforce system. The two functions are:

1. To serve as the One Stop Operator (OSO) of the Northeast Region's Job Center system. The OSO coordinates service of the One Stop partners at full service Job Centers, affiliate sites and/or other service outlets to insure services are provided throughout the 16 county Region.

And

2. To provide staffing and fiscal function for the WIOA Adult and Dislocated Worker programs, working with job seekers, businesses and training providers through the Region's Job Center system. Services may be provided at full service Job Centers, affiliate sites and/or other service outlets to insure service provision throughout the 16 County Region.

These two functions are explained in detail below.

The functions of the One-Stop Operator are closely interconnected with the provision of WIOA services. The Northeast Workforce Development Board (WDB) has therefore chosen to accept only proposals from entities that are able and willing to perform both functions.

Upon initial selection of a successful proposal, the Northeast WDB retains the right to negotiate with the organization to modify the proposal and determine the terms of the contract before an award becomes final. If such negotiations fail to produce an agreement, the Southeast WDB reserves the right to retract their approval of that proposal and select another proposal from this RFP process or to initiate a new call for proposals.

Bidders must comply with 29 CFR 37, 38 and Section 188 of the WIOA and its governing Regulations. Bidders must also comply with the Missouri Office of Workforce Development's Issuances guiding workforce services in the state and the NEMO WDB's Issuances.

Serving as the One Stop Operator

In the Northeast Region, the functions of the One Stop Operator are to:

- Coordinate the delivery of workforce services of the participating One Stop partners and service providers. In addition to the WIOA Adult, Dislocated Worker and Youth programs funded under Title I-B of WIOA, the one-stop partners in any county may include, but are not limited to, Adult Education, Vocational Rehabilitation, Unemployment Insurance, Veterans Services, Wagner-Peyser and Temporary Assistance for Needy Families. Other agencies offering workforce services may also be included.
- The employer of record will be responsible for all human resource functions of the employees placed at the Job Center(s) or Affiliate site(s). However, the One Stop Operator will coordinate the service and functions they provide to insure a seamless provision of service and insure excellent customer service from all co-located entities.
- Make workforce services available to all areas of the Northeast Region. To do this the One Stop Operator will need to develop a service distribution and staffing plan. Although there

are currently full service Job Centers and Affiliate sites in operation, the One Stop Operator will be asked to be flexible and open in its ability to provide services throughout the Region. The coordination of workforce services may involve multiple Job Centers, Affiliate sites and/or other locations that can offer limited services on an intermittent or temporary status. The service plan will require approval by the Northeast WDB. Changes proposed will be considered based on available funds.

- To foster a culture of collaboration and excellent customer service among partners of the Job Center that promotes delivery of innovative, high quality workforce development services. The One Stop Operator will be expected to convene and lead meetings of the Job Center partners to build this collaborative culture, improve service delivery, and evaluate progress toward shared goals.
- To provide direction and serve as a resource for staff of all partner agencies in regard to the objectives, processes, requirements, and regulations of the workforce delivery system.
- To provide support, assistance, and resolution to all staff in response to collaboration and service delivery issues
- Lead the local workforce system to meet or exceed established performance goals and track and evaluate the pursuit of those goals.
- The One Stop Operator may be asked to participate in the Job Center certification process as prescribed by the Northeast WDB and the Missouri Department of Higher Education and Workforce Development.
- In coordinating local services, the one stop operator must 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.
- Entities that apply should possess and have demonstrated the following characteristics:
 - Competent management skills
 - Commitment to excellent customer service
 - Cooperative culture among management and staff
 - Commitment to an integrated service delivery model
 - Flexibility and ability to adapt to change

Entities submitting proposals must disclose any potential conflicts of interest (or any appearance of a conflict of interest) that could arise from its relationship(s) with any training or service providers.

The Northeast WDB, along with Local Elected Officials, will oversee and evaluate the performance of the entity selected as the one-stop operator. The Missouri Office of Workforce Development will monitor the programs and services delivered and report all findings directly to the WDB Chair and CLEO.

Serving as the WIOA Adult and Dislocated Worker Services Provider

In the Northeast Region the WIOA Adult and Dislocated Worker Service Provider is expected to:

- Realize that excellent customer service is critical. Staff will provide stellar customer service to all customers
- Provide workshops and group sessions on a wide range of job seeking and career topics on a regular basis (we suggest that the contractor develop virtual workshops)
- Determine eligibility status of job seekers applying to the Adult or Dislocated Worker programs and enroll as appropriate
- Assess the needs, barriers, strengths and available resources of job seekers and then work with the job seeker to develop an individualized employment plan
- Provide case management to Adult and Dislocated participants as required
- Provide follow-up services to Adult and Dislocated participants to ensure successful outcomes
- Document service in the Missouri Office of Workforce Development's case management information system. Maintain required documents for every individual enrolled in the Adult or Dislocated Worker program. Uploading documents into the State Case Management System is available for all required documents with the exception of documents that contain confidential information. Confidential documents must be retained in a separate hard file and kept in a locked cabinet.
- Ensure staff are trained as required to fulfill the functions of the Job Center and WIOA programs
- Ensure staffing that is flexible in its location and hours of operation to meet the needs of the Region's job seeker and employer customers
- Serve the Region's employer customers in their talent recruitment and workforce needs, documenting as required in the State's case management system
- Provide outreach to potential job seeker and employer customers to insure service is provided throughout the entire Region and performance levels are met
- Work cooperatively with all partners of the workforce system and share in the operation of the Job Center and/or Affiliate sites

Expectations of the Successful Bidder(s)

- It is important that the entity(s) selected is knowledgeable of workforce services and systems as described in the WIOA and the governing regulations and State Issuances.
- In the event of staff turnover, the contractor(s) will replace staff within 45 days unless other arrangements have been made with the WDB.
- The Contractor(s) will be held to specific performance deliverables as prescribed by the NEMO WDB. Each Respondent must have a clear understanding of the performance measurement tools used in Missouri, as well as any local performance criteria established by NEMO WDB. Further, Respondents must understand that NEMO WDB has an expectation of excelling in all measures to ensure that NEMO WDB is not subject to corrective action by the State. The current Performance goals (PY20) are:

Performance Goal Category	Adult	Dislocated Worker
Employment Rate 2 nd Qtr After Exit	75%	77%
Employment Rate 4 th Qtr After Exit	70%	66%
Median Earnings	\$5,400	\$7,200
Credential Attainment	77.5%	79.5%
Skills Gains	60%	51.5%

Although the criteria measured stays the same, the planned percentage toward meeting those measures change from Program Year to Program Year. The PY21 negotiated measures are not yet available.

Contract Term and Amount

The Northeast WDB intends to be as inclusive as possible in this solicitation. The goal is to receive several high quality proposals that articulate clear and aggressive strategies for ensuring unprecedented level of customer service and team work while staffing the Missouri Job Centers or any service provision site.

The contract term under this solicitation will be from July 1, 2021 through June 30, 2022. Based on future funding availability and contractor's performance, NEMO WDB reserves the option to extend the contract(s) for up to three (3) additional one-year periods with re-negotiation initiated by the Board prior to the expiration of the first year's contract as follows:

- * Optional Renewal One – July 1, 2022 to June 30, 2023
- * Optional Renewal Two – July 1, 2023 to June 30, 2024
- * Optional Renewal Three – July 1, 2024 to June 30, 2025

The Board using the following criteria will review considerations for renewal:

- The contractor meets or exceeds overall state mandated performance standards;
- The contractor expends 80% or more of their contract funds;
- The contractor meets the 60%/40% split Operational/Participant Cost requirement;
- The subcontractor provides quality training to participants as reflected by satisfactory monitoring results and at a reasonable cost which supports their bid and/or reflects local economic conditions;

Note: *The option to renew is not guaranteed and the initial award of the initial contract does not imply an exercise of the option to renew. In order for the NEMO WDB to exercise the Optional Renewal, the contractor must meet the performance requirements outlined in the contract. NEMO WDB is not bound to exercise a renewal contract solely on stated performance outcomes.*

Current PY20/FY21 Funding Available to use as a guideline. Below is the total budget for the Northeast region for all services being bid in the Request for Proposal. This includes staffing, operational expenses, and participant costs. We do not have solid predictive budget numbers for PY21/FY22.

WIOA Services for Adult	\$ 228,447
WIOA Services for Dislocated Worker	\$ 266,589
Total PY20/FY21 A & DW Funding	\$ 495,036

A **maximum** of 60% of program funds may be budgeted for operational costs. 40% or more must be spent on Direct Participant Costs. For more guidance on this requirement, please refer to [WIOA Expenditure Policy](#)

Note: This amount is provided as a planning figure only and does not commit NEMO WDB to award a contract for this amount. The Northeast Missouri Workforce Development Board reserves the right to modify the budget and slot levels pending the finalization of the state issued performance and budgets. The Respondent is responsible for proposing a reasonable total cost for delivering the services described in this RFP. Funding during the contract period may be adjusted due to changes in funding received by NEMO WDB.

Customer Service Levels:

The following numbers of WIOA Adult and DW customers in the Northeast Region were provided services in PY19 and up to 2/15/21 in PY20. Figures are presented in the charts below for the entire NEMO WDB region and the three job centers individually. *Note: The historical data shown below is provided for planning estimates only.*

PY19 ADULT/DW SERVED	New Registrant	Exited	In Program	Served	Carry Overs
HANNIBAL JOB CENTER	48	24	48	72	24
KIRKSVILLE JOB CENTER	23	19	31	50	27
WARRENTON JOB CENTER	21	14	14	28	7
NORTHEAST REGION	92	57	93	150	58
PY20 ADULT/DW SERVED July 1, 2020 to February 15, 2021 (Per Last Upload from MoPerforms)	New Registrant	Exited	In Program	Served	Carry Overs
HANNIBAL JOB CENTER	26	22	52	74	48
KIRKSVILLE JOB CENTER	28	6	54	60	32
WARRENTON JOB CENTER	22	20	17	37	15
NORTHEAST REGION	76	48	123	171	95

The contractor is not required to provide staffing on the following Holidays and any other dates as designated by the Governor of Missouri:

New Year's Day	Truman's Birthday	Columbus Day
Martin Luther King Jr. Day	Memorial Day	Veterans Day
Lincoln's Birthday	Independence Day	Thanksgiving Day
President's Day	Labor Day	Christmas Day

Additional Holidays identified by your organization must be indicated in your response.

Additional Information

- Applicants are fully responsible for all costs (directly or indirectly) associated with the development and submission of a proposal. Once submitted, all proposals and associated materials become the property of the NEMO WDB. This Request for Proposal is not in itself an offer for work, nor does it commit the Workforce Development Board to fund any proposal submitted. The Board reserves the right to accept, reject, or modify any or all proposals to this request; or to negotiate with all qualified sources; or to cancel, modify or reissue this RFP in part or in its entirety.
- This is a negotiated procurement utilizing the Competitive Request for Proposal method. As such, the award does not have to be made to the proposer(s) submitting the lowest priced proposal, but rather the proposer(s), as determined by the RFP evaluation process, having the most responsive proposal satisfying the NEMO WDB requirements.
- The specifications in this RFP may change based on issuance of Federal or State regulations or policy. The Workforce Development Board will work with the successful bidder(s) to implement any changes required by the State of Missouri or U.S. Department of Labor. By submitting this proposal, the bidder(s) agrees to work cooperatively with the Board to comply with subsequent changes.
- The Board assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation and Opportunity Act of 2014; Title VI and VII of the Civil Rights Act of 1964, as amended; Sections 503 and 504 of the Rehabilitation Act of 1973, as amended; the Americans with Disabilities Act of 1990, as amended; the affirmative action provisions of the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended; the Equal Pay Act of 1963, as amended; the Age Discrimination Act of 1975, as amended; the Age Discrimination in Employment Act of 1967, as amended; Title IX of the Education Amendments of 1972, as amended; and the anti-discrimination provision of the Immigration and Nationality Act, as amended. This assurance applies to the WIOA Title I financially assisted program or activity, and to all agreements that the Board makes to carry out the WIOA Title I financially assisted program or activity. This WIOA Title I funded program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities.
- Each Respondent is advised that NEMO WDB will hold the Contractor(s) totally responsible and accountable for effectively and efficiently managing and delivering the services and activities described in this RFP while providing excellent customer service and achieving the contracted performance outcomes.
- A submitted proposal may be withdrawn prior to the proposal due date. A written request to withdraw the application must be submitted to NEMO WDB Diane Simbro, Executive Director, [Email](#). If a proposer does not withdraw a proposal by the due date, the proposal becomes the property of the Workforce Development Board and may be subject to public disclosure.

- NEMO WDB, along with Missouri Office of Workforce Development will offer the necessary training to Contractor(s) on the documents, operating procedures, and the State Case Management System requirements that are specific/unique to workforce development services solicited in this RFP, within certain limitations. Most trainings are offered at no cost, but Contractor will be responsible for travel, lodging, and meals, if needed. Most of the training being provided at this time is virtual and is at no cost to the contractor. OWD's Learning Management System and Workforce GPS offer many free and helpful webinars for training purposes. As WDB administrative staffing and funding are limited for training and technical assistance, Contractor(s) with prior WIOA experience may be given additional consideration for documented exemplary performance and understanding of workforce development programs as previously delivered.
- Under the requirements of the Freedom of Information Act and Chapter 610, RSMo (Missouri Sunshine Law), the contents of proposals submitted in response to this RFP are subject to public release upon request, except those items specifically exempt from disclosure. The Respondent shall mark as "Proprietary" those parts of its proposal that it deems proprietary. However, the respondent is alerted that this marking is advisory only and not binding on NEMO WDB. If there is a proposal so marked, the WDB will advise the respondent and request further justification in support of the proprietary marking. If the WDB determines, after receipt of the justification, that the material is releasable, the respondent will be notified immediately. Under no circumstances will a proposal or any part of a proposal be released prior to the contract award decision.
- This will be a cost reimbursement contract. Reimbursement of cost incurred will be made in the manner specified by NEMO WDB. All payroll functions for eligible program participants, staff, training providers, and operational costs will be the sole responsibility of the successful bidder. Payments are made to the Subrecipient after receipt of the monthly Contract Progress Report (CPR) and supporting documentation is reconciled. This is due to the WDB Fiscal Officer by the 5th calendar day of each month.
- Contractor Status – The contractor shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc. and agrees to indemnify, save, and hold the State of Missouri and the NEMO WDB, its officers, agents and employees harmless from and against any and all loss; cost (including attorney fees); and damage of any kind related to such matters. The contractor will be responsible for informing their staff of the above statements.
- Successful bidder(s) must accept liability for all aspects of any WIOA program conducted under contract with the NEMO WDB. Respondents will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted. As a condition of the award of financial assistance from the Department of Labor under Title I of WIOA, the Respondent ensures that it will comply with the nondiscrimination and equal opportunity provisions under Section 188 of WIOA.
- It is the Respondent's responsibility to be familiar with all laws, statutes, rules, regulations, and policies, scopes of work and procedures that are applicable to the above-referenced services. Further, proposals shall sufficiently articulate the Respondent's plan of action to deliver the solicited services, demonstrate a successful performance track record of delivering the solicited (or comparable) services, and include past performance history with their proposal.

Section IV: Submission of Proposal

The Northeast Region is divided into three Job Center regions as follows: **Kirksville Job Center** consists of Adair, Knox, Macon, Randolph, Schuyler, and Scotland counties; **Hannibal Job Center** consists of Clark, Lewis, Marion, Monroe, Pike, Ralls, and Shelby counties; **Warrenton Job Center** consists of Lincoln, Montgomery, and Warren counties. The minimum acceptable bid would be for one full Job Center region. Proposals will be accepted for Multiple Job Center regions if the proposal follows the geographic unit as described. Proposals for programs and services to a single county or a geographical area/political unit less than one county will be rejected. Respondents must provide assurance that all programs and services will be provided to all counties in the Job Center area(s) for which the proposal covers.

Technical questions/inquiries regarding the Request for Proposal must be sent via email to Executive Director, Diane Simbro at diane.simbro@nemowib.org. All questions and answers will be posted on the NEMO WDB website (www.nemowib.org) in the "Request for Proposals" link; those questions and the answers will be addressed by NEMO WDB staff and posted for all prospective bidders to view. Questions will be accepted and answered until COB March 17, 2021. Response to questions will be posted within two (2) business days. No questions/inquiries will be accepted after that date.

Proposal Due Date

Proposals must be received no later than 3:00 CDT on April 2, 2021.

Proposal package must consist of: One (1) Completed original hardcopy proposal, including all attachments with original signature. **In addition**, one complete proposal package on a thumb drive or delivered electronically via a shared drive or link submitted to:

Northeast Missouri Workforce Development Board
111 East Monroe Street, Paris MO 65275
diane.simbro@nemowib.org

A proposal package must include and assembled in the following order:

Proposal Summary Cover Sheet
Contractor Certifications and Assurances
Narrative and Supporting Documents
Budget for each Job Center Bid

1. All Mailed or Delivered Proposals shall be received in sealed packages, which are clearly marked: "PY21 WIOA ADULT & DISLOCATED WORKER PROPOSAL". Hand delivered and mailed proposals will be date/time stamped at the exact time of receipt. Fax proposals will not be accepted. Electronic proposals or thumb drives must also be received by the time of the RFP Closing. The electronic copy is not a substitute for the original, signed hard copy of the proposal. All proposals, both hard copy and electronic must be received at the Northeast Missouri Workforce Board office, 111 East Monroe Street on or before 3:00 PM CDT on April 2, 2021.
2. The Proposal Summary Cover Sheet and the Certification/Signature Page must be manually signed in blue ink by an official authorized to represent and bind the proposing agency. The Proposal Summary Cover Sheet (attached) shall serve as the first page of the submission or first page inside hard cover.

3. The response should be prepared simply and economically. We are not limiting the number of pages but we do request that your responses are straight-forward and concise.
4. Please use at least an 11-point font and we encourage you to double side your proposal.
5. Budget Worksheets shall be completed on the forms provided.
6. Respondent must submit all data required herein in order for the proposal to be evaluated and considered for award. Giving incomplete or erroneous information or withholding important information could result in disqualification or later, contract termination.
7. Receipt of this Request for Proposal does not commit the Northeast Missouri Workforce Development Board to award a contract to any specific entity receiving this document or to pay the costs for the preparation and submission of any or all of the proposals generated thereby.
8. A public opening will be held at 3:30 P.M. CDT on April 2, 2021 at the NEMO WDB Office, 111 East Monroe Street, Paris MO 65275 via Zoom. A calendar invitation notice will be sent to all who submitted a proposal.

Section V: Proposal Evaluation Process

The NEMO WDB intends to evaluate offers and award a contract without discussions with bidder. Therefore, the bidder's initial offer should contain their best terms from a price and technical standpoint. However, the NEMO WDB reserves the right to conduct discussions if later determined by the One-Stop Committee as necessary. The NEMO WDB may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received if it is in the best interest of the Board.

Proposals submitted will be reviewed for responsiveness to the RFP and compliance with WIOA, its regulations, the NEMO WDB Local Plan, Procurement Policy, and the Workforce Development Board's contract with the Office of Workforce Development. The Evaluation Committee will be comprised of the WDB One-Stop Committee, barring anyone who might have a conflict of interest. The WDB One-Stop Committee will evaluate the proposals and provide its recommendation to the NEMO WDB Executive Committee, who will then make the recommendation to the Northeast Missouri Workforce Development Board at the Board meeting on **April 19, 2021**.

Proposals will be scored based on criteria outlined in Section VI Narrative (page 15). NEMO Workforce Development Board reserves the right to consider historic information and fact, whether gained from the bidder's proposal, question and answer process, references, or any other source, in the evaluation process. NEMO Workforce Development Board reserves the right to make multiple or partial awards. The bidder is cautioned that it is the bidders sole responsibility to submit information related to the evaluation categories and that the WDB is under no obligation to solicit such information if it is not included with the bidders proposal.

The Board reserves the right to officially modify (or cancel) a Request for Proposal after issuance. Such a modification will be identified as an amendment and numbered in a sequential order as issued. Unless otherwise stated in the amendment form, the bidder must sign and return any amendment with the Proposal no later than the proposal close date and time as acceptance of the conditions stated therein. However, the submission of the last amendment only will constitute the submission and acceptance of all previous amendments. Verbal messages from the bidder will not be permitted or considered as an acceptance of an amendment.

A proposal may be modified or withdrawn by written notice or in person by the bidder authorized representative if received prior to the official closing date and time specified. After the official closing date and time, no change in proposal prices or other provisions of the proposal shall be permitted.

Following the selection of a subcontractor or subcontractors, the WDB reserves the right to authorize the Administrative Entity to negotiate minor discrepancies in the subcontractor(s) proposal. The WDB may initiate the contract amendment process to increase and/or decrease funding as a result of increased or decreased funding from State and/or Federal sources. This can include deobligations of contracted funds where subcontractor(s) fail to meet appropriate expenditure rates. Amendments relating to activities covered by contracts may be made without further issuance of an RFP during the 4-year period covered by this RFP.

Evaluation results are not mailed to respondents. Respondents are permitted to review competitors' proposals and evaluation documents, except parts that are considered proprietary after the selection and award process is completed. This review must be conducted on site at the WDB office.

It is the intent and purpose of the WDB the Request for Proposal to permit free and open competition. However, it shall be the respondent's responsibility to advise the WDB if any language, requirements, etc. or any combination thereof, inadvertently restricts or limits the requirement to a single source or otherwise prohibits the submission of a proposal. The notification should be received by the WDB at least ten (10) working days prior to the proposal close date and time. The respondent may submit a notification after the elapse of this period, provided sufficient time is permitted for a thorough review by the WDB. A review of the notification will be made by the WDB and its decision will be final.

Respondents/Bidders are cautioned to not contact WDB Board Members, Chief Local Elected Officials (County Commissioners), or WDB staff, with exception to emailed questions to the Director during the permitted timeframe, concerning this procurement during the competitive procurement and evaluation processes as it could disqualify your application.

Appeals/Complaints

Applicants have the right to appeal any action or decision related to this RFP. Appeals/complaints will be handled in accordance with the Missouri Office of Workforce Development Complaint and Grievance Policy. [Policy Link](#)

All appeals/complaints must be made in writing and must fully identify any contested issues. Subjective interpretations by evaluators are not subject to protest or appeal.

Written appeals/complaints must be fully documented and filed with:

Diane Simbro, Executive Director
Northeast Missouri Workforce Development Board
111 East Monroe Street, Paris MO 65275
diane.simbro@nemowib.org

Section VI: Narrative

Your narrative response will follow the format below. You will state the Section Letter and Number along with the question and your response. Bidders are encouraged to consider the expectations detailed earlier in this RFP as well as the NEMO WDB Local Plan.

NARRATIVE: 100 POINTS POSSIBLE

A. Organization Management, Experience and Capacity (50 points total)

- 1) Provide an overall description of your organization. **(10 points)**
- 2) Explain the purpose of your organization; the legal status; the management structure highlighting key personnel and their proposed roles in this project. Please identify a single point of contact for your organization. **(3 points)**
- 3) Describe your organization's experience in managing and delivering Workforce services outlined in this RFP. Include innovative ideas on delivering services. **(7 points)**
- 4) Describe your organization's experience with operating a programmatically integrated service delivery model that has the needs of business and industry at the core of the operations. **(3 points)**
- 5) Describe your organization's financial and administrative experience and capabilities. Include in that description experience in managing and accounting for multiple Federal, State and local funding sources in accordance with Uniform Guidance. **(7 points)**
- 6) Explain how you plan to meet or exceed the contract objectives, expenditure and performance goals. **(7 points)**
- 7) Describe how, in the face of the COVID-19 pandemic, your organization was able to transition to the virtual processes and retain the same level of performance and customer service. **(3 points)**
- 8) Demonstrate your organization and/or key staff's understanding of the Workforce Innovation and Opportunity Act (WIOA) and describe past experience in providing workforce services rather funded by WIOA or other source. Include positive or negative outcomes in providing such service. **(10 points)**

B. Staffing (20 points)

Staffing of the Job Centers and Affiliate sites is the most critical aspect of ensuring program quality and customer service. Describe how your organization would provide staffing for the Adult and Dislocated Worker programs and serve as the One Stop Operator. This description should explain staffing and services provided in the Region's current structure. The minimum hours of operation of each Job Center is from 8:00 A.M. to 4:30 P.M. Monday through Friday.

- 1) Staffing and hiring decisions will be the responsibility of your organization. Please describe the minimum qualifications required for all staff involved in delivering the proposed services. **(2 points)**
- 2) Provide justification for the proposed number of staff to be hired or retained; how was the proposed number determined? **(4 points)**
- 3) Describe the procedures that will be utilized to follow-up on participants who are exited from the program, to include a detailed description of services that will be provided to those participants who are no longer employed at the time of follow-up. **(2 points)**
- 4) In order to serve people where they are, describe how you will include flexibility in hours and locations for your staff. **(4 points)**
- 5) Describe how you will encourage participants to explore occupations and develop career pathways and upskilling opportunities. **(2 points)**

- 6) Describe your organization's experience conducting self-monitoring for contract performance and compliance; include explanation of your corrective action procedures as issues are identified. **(2 points)**
- 7) Describe staff knowledge/experience of WIOA policies and procedures and MoJobs state management system. **(4 points)**

C. Financial Management and Budget (20 points)

This will be a cost reimbursement contract. The anticipated maximum amount available is \$495,000.00. The contractor will be responsible for all payroll functions for its staff, participants, training employers, and employer reimbursements as well as operational expenses.

A detailed budget should be submitted for each job center the respondent is bidding using **Attachment C Spreadsheets. (12 points)**

Include in your budget response:

- Operating expenses such as travel, staff training, etc.
 - Rent, utilities and other facility cost of the Job Center is not to be included
 - Note: Do not assume any job center cost share as it will be determined after the award along with the PY21/FY22 budget numbers.
 - Use the 60% operational/40% participant split in your calculations.
- 1) Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles. *Provide* a brief description of the accountability of the organization in this section and provide one copy of your organization's most recent audit report and a copy of bonding policy, worker compensation insurance, and accident and liability insurance coverage. **(3 points)**
 - 2) Has your organization had any questioned costs, disallowed costs or compliance monitoring findings in the last three years? If so, describe the issues and how they were resolved. **(2 points)**
 - 3) If WIOA costs incurred in the operation of the proposed services were subsequently disallowed as a result of an audit or monitoring (meaning you spent funds inappropriately) would your organization have the capability to repay the funds? If yes, from what source? **(3 points)**

D. Partnerships (10 points)

- 1) Include a brief description of any partners that will be involved in the operation of your proposal. Describe the specific role that these partners will play and how they will deliver their proposed workforce services. The bidder may submit letters of support from partners describing how you were able to braid services to increase the success for jobseekers and employers. **(5 points)**
- 2) Describe how you plan to utilize your network of community organizations, civic groups, business and trade associations, governmental agencies, etc. for outreach and braiding resources. **(5 points)**

Attachment A

PROPOSAL SUMMARY COVER SHEET

Proposal Summary Cover Sheet shall be attached as the Cover Page (or first page inside hard cover) of the Submission.

Entity Submitting Proposal:			
Address:			
Type of Organization:	<input type="checkbox"/> Private Non-Profit <input type="checkbox"/> Public Non-Profit <input type="checkbox"/> Private for Profit <input type="checkbox"/> School District <input type="checkbox"/> Community Based Org. <input type="checkbox"/> Faith Based Org <input type="checkbox"/> Other: _____		
Telephone Number & Email Address			
Proposed Cost Per Participant	Adult		\$
	Dislocated Worker		\$
Job Centers & corresponding Counties included in this RFP response: (Check all that apply)	<input type="checkbox"/> Hannibal (Marion, Ralls, Pike, Lewis, Monroe, Shelby) <input type="checkbox"/> Warrenton (Warren, Lincoln, Montgomery) <input type="checkbox"/> Kirksville (Adair, Knox, Schuyler, Scotland, Clark, Randolph, Macon) <input type="checkbox"/> Entire Northeast Workforce Development Region		
Cost Summary	Administrative Adult		\$
	Program Services Adult		\$
	Administrative Dislocated Worker		\$
	Program Services Dislocated Worker		\$
Names and Addresses of Sub-Contractors (if applicable) <i>Add additional page if necessary</i>			
Company	Address	Primary Contact Information	
CERTIFICATE OF CURRENT COST OR PRICING DATA			
This is to certify that, to the best of my knowledge and belief, the cost or pricing data submitted, actually or by specific identification in writing to the Northeast Missouri Workforce Development Board, Inc. in support of the Title 1 Adult and Dislocated Worker (PY21) are accurate, complete and current as of this date. This certification includes the cost or pricing data supporting any advance agreements and forward pricing agreements between the bidder and the Northeast Missouri Workforce Development Board, Inc. that are part of this proposal.			
Submitted by (Authorized Signature):			
Title:	Date:		

FOR NORTHEAST MISSOURI WORKFORCE DEVELOPMENT BOARD USE ONLY

Date Received:		Time Received:	
Received By: Print & Sign			

CONTRACTOR CERTIFICATIONS and ASSURANCES

The potential organization (contractor) assures and certifies to each of the following items:

Certificate Regarding Debarment

The Organization certifies that it and its principles: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in this paragraph; and (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

Certificate Regarding Conflict Of Interest

The NEMO WDB maintains a written code of conduct that governs the performance of its members, sub recipients, employees, and agents engaged in the award and administration of contracts. The Organization certifies that it is either not aware of any conflicts of interest (real or apparent) inherent in the bid or in delivering the plan of work if NEMO WDB awards a contract. A conflict of interest would arise if any individual involved in the preparation of this RFP, proposal review and rating or award decisions has a financial or other interest in or represents the bidding organization and would be likely to gain financially or personally from the award of this contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. Organizations must disclose potential conflicts of interest with training or service providers; avoid practices that create disincentives for services to individuals with barriers to employment; and comply with federal regulations and procurement policies relating to calculation and use of profits. NEMO WDB reserves the right to disqualify a bid should a conflict of interest be discovered during the solicitation process.

Certificate Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988. The Organization certifies that it will continue to provide a drug-free workplace and that it is and will continue to be in compliance with the Drug-Free Workplace Act.

Certificate Regarding Monitoring Compliance

The bidding organization assures that if awarded a contract by the NEMO WDB, it will comply with Regional, State and Federal program and financial monitoring requirements. This means the organization(s) will make available required information (both program and financial) as is required to satisfy local, state, and federal monitoring expectations.

Certificate Regarding E-Verify

The bidding organization assures they have knowledge of and participate in E-Verify Program by sworn affidavit and provision of documentation. Upon award of a contract, the successful bidder will affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Every such business entity shall also sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

Certificate Regarding Compliance with Federal Laws

The Organization certifies that it is an Equal Opportunity Employer and is in compliance with Section 188 of the Workforce Innovation and Opportunity Act of 2014; WIOA 29 CFR 38; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended; Genetic Information Nondiscrimination Act of 2008; Title I and II of the Americans With Disabilities Act, as amended; Office of Management and Budget Uniform Administration Requirements, Cost Principles and Audit Requirements for Federal Awards; Final Rule, and Executive Orders 11246 and 11375. The Organization certifies that it will provide guidelines for client grievance procedures.

Certificate Regarding Lobbying

The Organization certifies that no funds have been paid or will be paid by or on behalf of the Organization, 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, or the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement. The Organization certifies that it is aware that a Certificate Regarding Lobbying, Certification for Contracts, Grant, Loans, and Cooperative Agreements will be included in the contract that will be awarded through this proposal.

Certificate Regarding Cost

The Organization certifies that to the best of its knowledge and belief, the cost data submitted is accurate, complete, and current at the time this proposal is submitted.

Certificate Regarding Transitioned Clients

The Organization certifies that it will honor the original plan of service to all clients that are being transitioned from a previous service provider. Clients that are "transitioned" are those clients that are receiving WIOA services and were registered as a WIA/WIOA participant prior to the effective date of the contract arising from this RFP. The Organization certifies that services to those transitioned clients will not be interrupted.

Certification of Intellectual Property

The Organization certifies that any programs developed as a result of this RFP and subsequent contract will become the property of the NEMO WDB, the State of Missouri, and the U. S. Department of Labor.

Certificate Regarding RFP Content

The Organization certifies that it has read all of the information presented in the RFP. The Organization certifies that it understands that the contract that will arise from this RFP will have the conditions, stipulations, and requirements that are stated in the RFP and that the contract will have other legal provisions that are standard and customary contract provisions, but which are not specifically shown in this RFP.

Certification of Intent to Participate in the Workforce Delivery System

The Organization certifies that it, if selected for a contract through this proposal, agrees to support the WIOA One Stop concept and agrees to establish a cooperative and mutually beneficial relationship between the One Stop Partners to participate in the planning and implementation of individual and mutual duties, obligations, and responsibilities under the Workforce Innovation and Opportunity Act. The Organization certifies that it will participate in the local integration plan and will fully participate in the integrated and functional delivery of services that have been approved.

Certification of Indemnification

The Organization certifies that it is aware that an indemnification clause will be included in the contract that is awarded as a result of this proposal. The Organization certifies that it is aware that the indemnification clause will state that the Organization (contractor) will indemnify and hold harmless the NEMO WDB officers, agents, and employees and the Local Elected Officials from liability of any nature and kind, including costs, expenses, and attorney fees, for or on account of any actions, claims, suits, and damages of any character whatsoever arising out of any negligent act or omission of the Organization (contractor) or any of its employees, agents, volunteers, subcontractors, or representatives.

Certification of Contract Costs

The Organization certifies that all costs are reasonable, necessary, allowable, and allocable. The contract awarded under this RFP is subject to available funding.

Name of Organization

Signature of Authorized Representative

Date

Print or Type Name Representative