



**Clackamas
Workforce
Partnership**
WORKFORCE DEVELOPMENT BOARD

**REQUEST FOR PROPOSALS
WORKFORCE INNOVATION and OPPORTUNITY ACT
ONE STOP OPERATOR
FOR
CLACKAMAS WORKFORCE AREA**

Proposals are due by email at 5:00 p.m. on Tuesday, May 18th, 2021.

ATTN: Brent Balog
Clackamas Workforce Partnership
365 Warner Milne Rd. (Suite 202)
Oregon City, Oregon 97045
rfp@clackamasworkforce.org

**CLACKAMAS WORKFORCE PARTNERSHIP
ONE STOP OPERATOR
REQUEST FOR PROPOSALS**

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Calendar of Events

May 4, 2021	RFP is released.
May 18, 2021	Proposals must be emailed and received at Clackamas Workforce Partnership by 5:00 p.m.
Mid-May 2021	Review Committee meeting and develops recommendation for the Local Workforce Board Executive Committee Approval
May 20, 2021	Approval / selection proposal by Local Workforce Board Executive Committee
Late-May, 2021	Contract negotiations with contractor
July 1, 2021	Contract period begins

PART I: PROGRAM OVERVIEW

[Clackamas Workforce Partnership](#) (CWP) is the designated local Workforce Development Board for Clackamas County ([see the workforce regional map](#)). CWP is soliciting proposals from qualified and experienced entities/organizations to provide One Stop Operator Services in the area through WorkSource Clackamas (WSC), the local affiliate of WorkSource Oregon and the network of American Jobs Centers. WSC information is found on www.worksourceoregon.org

CLACKAMAS WORKFORCE PARTNERSHIP WORKSOURCE CLACKAMAS

Oregon City - Clackamas County
506 High Street
Oregon City OR 97045

CWP is soliciting applications from providers that can act as a consultant/advisor on WorkSource Clackamas Center operations and best practices, resulting in the continual improvement of workforce services within the center and through the broader network of local partners and service providers. We are looking for an entity who is able to share nation-wide One Stop Center best practices, and is knowledgeable about other process enhancement, continuous improvement, project management, systems alignment, and service delivery methods. The selected respondent(s) will be able to assess service delivery, customer service practices, service content (as related to the local workforce needs) and provide guidance to the local board. This entity will possess knowledge of lean practices when assessing customer service practices and dealing with multiple partners' functionality to achieve common goals throughout the workforce system. The entity should possess an understanding and ability to develop and use process enhancement tools centered on equity and access.

The organizations/entities that respond to this RFP must demonstrate the capacity, experience, and the community networks necessary to coordinate staff and operate as a One-Stop Operator. Programs funded under this Request for Proposal (RFP) will operate under the provisions of the Workforce Innovation and Opportunity Act (WIOA) and serve as the One Stop Operator in the Clackamas area. WIOA is federal legislation funded by the Department of Labor.

I. Background

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

The One-Stop Operator is to assist the local areas in development and continuous improvement of the one-stop delivery system. The mission of Oregon's WorkSource Centers is to effectively respond to workforce challenges through high-quality services to individuals and businesses, resulting in job attainment, retention, and advancement. The WorkSource Oregon Centers deliver services to thousands of area residents who come through their doors each year.

The WorkSource Oregon Operational Standards were released in May of 2015, with the intent to position the workforce system toward relevance and growth. The WorkSource Oregon Operational Standards provide the minimum-level of required content and services to be available at all WorkSource Centers. Accountability mechanisms were established to ensure compliance with, and growth beyond, the minimum service expectations established by the WorkSource Oregon Operational Standards. The WorkSource Oregon system is expected to engage in continuous improvement activities in accordance with these standards.

[Click here to learn more about the Workforce Innovation and Opportunity Act \(WIOA\).](#)
[Click here to view a copy of the WorkSource Oregon Standards.](#)

PURPOSE AND AMOUNT FOR REQUEST FOR PROPOSALS:

The contract resulting from this request for proposals is anticipated to begin July 1, 2021 and end June 30, 2022. CWP reserves the option to extend the contract for an additional three years on a year-to-year basis, based on funding availability, contractor's satisfactory performance, and other factors as determined.

The federal government allocates WIOA and Dislocated Worker funds annually each spring. Planned funding for year one is \$15,000 and CWP will fund one proposal only. Bidders should ensure that the total of their proposal does not exceed \$15,000 per program year.

ONE STOP OPERATOR ELIGIBLE ENTITIES:

Eligible entities as defined by WIOA include: an entity (individual, public, private, or nonprofit) or individual of demonstrated effectiveness, located in the local area. The entity must be able to independently perform the duties of the One Stop Operator without any conflict of interests. Elementary and secondary schools are not eligible to apply to be the One Stop Operator as defined in WIOA. CWP encourages bids from individuals and organizations who identify as or are led by those who identify as: Black, Indigenous, or a Person of Color (BIPOC), women, LGBTQ+, trans or non-binary, differently abled, or have other lived experiences which provide a unique perspective on the workforce system.

PROVISIONS AND DISCLAIMERS

1. All solicitations are contingent upon availability of funds.
2. CWP reserves the right to accept or reject any or all proposals received.
3. This request for proposals (RFP) is for WIOA and other related programs and funding streams which may become available to CWP during the funding period.

4. CWP reserves the right to waive informalities and minor irregularities in offers received.
5. This RFP does not commit CWP to award a contract.
6. Proposals should follow the format set forth in the Proposal Response section of the request for proposals and adhere to the requirements specified therein.
7. CWP reserves the right to request additional data or oral discussion or documentation in support of written offers.
8. Costs for developing the proposals are solely the responsibility of the respondent.
9. Proposals submitted for funding consideration must be consistent with, and if funded, operated according to, federal WIOA legislation, all applicable federal regulations, State of Oregon policies, laws and regulations, and CWP policies.
10. CWP reserves the right to modify or alter the requirements and standards set forth in this request for proposals based on program requirements mandated by state or federal agencies.
11. The contract award will not be final until CWP and the bidder have executed a mutually satisfactory contractual agreement. No program activities shall begin prior to final CWP approval of the award and execution of a contractual agreement between the successful bidder and CWP.
12. CWP reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.
13. CWP reserves the right to determine the number and the funding level of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process. Bids submitted which are over the maximum amount of funds specified for this request for proposals will be rejected.
14. The proposal warrants that the costs quoted for services in response to the request for proposals are not in excess of those that would be charged any other individual for the same services performed by the bidder.
15. Applicants are advised that most documents in the possession of CWP are considered public records and subject to disclosure under the State of Oregon's Public Records Law.

ONE STOP OPERATOR SCOPE OF WORK:

The agreement between CWP and the One-Stop Operator shall specify the operator's role. The Operator shall work with LWDB leadership and the local Continuous Improvement Team (CIT) to identify specific projects and activities regarding the following elements. Activities and scope of work may be modified as needed. Project funds may be increased to cover an expanded scope of work, as needed and determined by Clackamas Workforce Partnership.

OSO Scope of Work and Services

- 1. Assessment of Services and Partnerships:** Objective assessment of service delivery in the center, applying a customer service assessment from a lean principles/quality assurance viewpoint. Assessments may include:
 - Service delivery and customer referral processes and tools
 - Partnership models, structure, and communication processes
 - Customer and staff feedback mechanisms
 - Provide recommendations and develop tools or processes to enhance services
 - Provide follow-up to ensure timely implementation or action steps, as needed
- 2. Continuous Improvement and Best Practices:** Coordinate with LWDB staff and partner leadership to lead continuous improvement activities and implement best practices. Activities may include:
 - Facilitate one monthly WSC Continuous Improvement meeting including the preparation of agendas, presentations, project materials, progress monitoring, etc.
 - Coordinate CIT members in the completion of OSO activities
 - Share best practices from other workforce regions in the state and nation
- 3. Monitoring and Compliance:** The OSO shall coordinate with LWDB staff and partner leadership to ensure the local center, as a service provider – meets requirements for accessibility, health and safety, service delivery, quality customer service, and adherence to operational standards outlined by WorkSource Oregon, Oregon Workforce Partnership, Workforce System Executive Team, and other regulatory bodies such as OSHA, OLI, etc. Activities may include:
 - **WorkSource Oregon Standards:** Ensure WSC meets service-delivery standards outlined in the WorkSource Oregon Standards through assessments and recommendations
 - **WorkSource Clackamas Reopening Process:** Work with LWDB and partner leadership to ensure WSC resumes in-person services in accordance with approved reopening plan
 - **One Stop Certification:** Coordinate with LWDB staff and partner leadership to carry-out the WSC recertification process and submit to the LWDB for review and approval.
 - **Americans with Disabilities Act and Equal Employment Opportunity Compliance:** Coordinate with LWDB staff and partner leadership to ensure WSC meets accessibility requirements and ensure modifications to the facility and services are made as needed

4. Research, Data Collection, Analysis, and Reporting: The OSO shall conduct and document necessary information gathering and data analysis and prepare recommendations or findings. Activities may include:

- Develop recommendations by researching and identifying best practices
- Use data to inform decision-making, project/process development, and service delivery
- Prepare presentations to local leadership or other stakeholders as needed, including the Local Leadership Team, Center Leadership Team, and CWP Board of Directors.

RFP Inquiries and Technical Assistance

Beginning May 4th, 2021 interested parties can download the Request for Proposals on the website. The website (<http://www.clackamasworkforce.org/>) will be used as the primary mode of communication between CWP and potential bidders.

To submit a question regarding the RFP or application process

Email rfp@clackamasworkforce.org (Subject Line: OSO RFP)

Questions will not be answered over the phone.

Responses will be posted on the Bidders Information Sheet, which will be updated as often as daily, if necessary, through Friday, May 14th, 2021. Bidders are responsible to check the web page frequently to stay connected and apprised throughout the process.

Appeals and Protest of Outcomes

You must state your protest in writing and submit it within 10 working days after the contract awards are announced to:

**Clackamas Workforce Partnership
Attention: Brent Balog
365 Warner Milne Road (Suite 202)
Oregon City, OR 97045**

You will receive a response to your protest within 7 working days. Please notify Brent Balog if any special accommodations are required to submit the protest.

Please Note:

- The appeal or protest of outcomes must be due to what the respondent considers a flaw in the Evaluation Committee's funding recommendation process.
- Proposal rating scores may not be appealed. The mere fact that a proposal was not recommended for funding is also not open to an appeal, nor is a complaint about the amount of funding granted.
- The appeal must be a violation of the process established for this solicitation.
- An appeal must specify the basis of the appeal and provide an alternative.

Closed

PART II: INSTRUCTIONS FOR PROPOSAL SUBMISSION

RFP Posting and Submission Period:

The RFP document may be viewed on CWP's website on or after **May 4th, 2021**.

Link: <https://www.clackamasworkforce.org/our-impact/procurement-and-rfps/>

Submission Deadline:

Completed proposals are due electronically to rfp@clackamasworkforce.org by 5:00 p.m. on Tuesday, May 18th 2021. Use the subject line: OSO RFP Submission.

Proposals that are submitted after this date will not be reviewed.

All proposals must be in the specified format. Proposals will be judged on their content, merit, and clarity of language. Proposals that fail to include all items will not be reviewed.

Submission Criteria:

Please use Calibri (Body) font, sized 12 for narrative responses. Please ensure all documents are single spaced, adhere to length requirements, and are saved as a single PDF or Word document. If multiple attachments are required, please assign each document a numeric label and title describing its contents. (**For Example:** *PDF 1 – Coversheet; PDF 2 – Response Questions; etc.*)

Proposals must include the following elements:

- 1. APPLICATION COVERSHEET – ATTACHMENT A**
- 2. RESPONSE QUESTIONS – ATTACHMENT B**
Not to exceed 2 pages, single spaced, font size – 12 in Calibri (Body).
- 3. QUALIFYING OF QUALIFICATIONS AND TIME ALLOCATION – ATTACHMENT C**
Not to exceed 1 page, single spaced, font size – 12 in Calibri (Body).
- 4. BUDGET w/NARRATIVE – ATTACHMENT D**
Budget Narrative not to exceed 1 page, single-spaced, font size – 12 in Calibri (Body).
- 5. ORGANIZATIONAL ADMINISTRATIVE/FISCAL QUALIFICATIONS – ATTACHMENT E**

Scoring Criteria and Process

Submissions will be reviewed by a committee comprised of LWDB board, staff, and partner leadership. Submissions will be evaluated on the following scale:

1. APPLICATION COVERSHEET – ATTACHMENT A

10 points – Pass/Fail

Completed cover sheets will be awarded a sum of 10 points. Incomplete submissions will receive no points.

2. RESPONSE QUESTIONS – ATTACHMENT B

25 points (5 points per question)

Response questions may receive a total of 25 points, with individual questions amounting to 5 points total. Questions will be evaluated based on clarity and relevance of responses.

3. QUANTIFYING OF DUTIES AND TIME ALLOCATION – ATTACHMENT C

25 Points

Responses will be evaluated on relevancy to the Overall scope of work outlined on pages 7 – 8. Each element of the scope of work is worth 5 points.

4. BUDGET w/NARRATIVE – ATTACHMENT D

15 Points

Budget and narrative will be evaluated based on adherence to required format and length; the clarity/relevance of narrative portion; and alignment of budgetary projections and narrative descriptions.

5. ORGANIZATIONAL ADMINISTRATION & FISCAL QUALIFICATIONS – ATTACHMENT E

25 Points – Pass/Fail

Organizational qualifications are a pass/fail, which a total of 25 Points. Submissions which contain all required materials will receive 25 points; submissions which are missing information will not be awarded any points.

Submissions to Receive 100 Points

ATTACHMENT B

Response Questions – 25 Points

Please ensure responses indicate how the proposal, funded under this RFP, will operate as a One-Stop Operator under WIOA design requirements.

1. Please describe your experience and approach with assessing current program practices. What assessments and knowledge will your organization bring to the WorkSource center in Clackamas County to assist with the overall functions of the workforce system in the area? **(5 pts)**
2. Describe your entity's experience with or ability to cover this workforce area. Reference any existing relationships with local or regional workforce system partners. **(5 pts)**
3. Describe your history of working with a consortium of partner agencies towards a common goal; please include a specific example. **(5 pts)**
4. Please explain how you will assess and facilitate cooperative working relationships with partner agencies to improve the workforce delivery system in Clackamas. **(5 pts)**
5. Describe your history and understanding of the Workforce system in Oregon and how you can perform the duties outlined in this RFP. **(5 pts)**

ATTACHMENT C

Time Allocation and Quantifying of Duties – 25 Points

Using the Scope of Work-table provided on pages 7 and 8, provide an estimated monthly time allotment and brief summary for each element of OSO services. Summaries should provide a concise explanation of allotted hours for each element of OSO work. Please note these will be considered estimates and may be adjusted to meet actual need or remain in the parameter of the contract, as needed.

WorkSource Clackamas – OSO Activities	Time Allotment (monthly)
Assessment and Evaluation Activities	
Continuous Improvement Team Coordination (1x month)	
Monitoring and Compliance Activities	
Materials Development (tools, templates, reports, presentations)	
Research, Data Collection and Analysis, Reporting <i>Imbed required time for this element into previous sections</i>	-----

CLOSED

ATTACHMENT D

1. **BUDGET w/NARRATIVE – 15 Points**

Provide a budget and a narrative which describes the methodology used to arrive at the budget figures – budget not to exceed \$15,000- maximum 1 page in size 12 Calibri font.

Closed

ATTACHMENT E

ENTITY ADMINISTRATIVE/FISCAL QUALIFICATIONS – 25 Points (Pass/fail)

Subrecipient contract will be required to be signed with the following documentation and assertions.

Insurance Requirements

The One Stop Operator shall provide all insurance as stipulated in this section. The One-Stop Operator shall not commence any work until the One-Stop Operator obtains at own expense, all required insurance as specified below.

- a. Professional Liability insurance with limits no less than \$1,000,000;
- b. Automobile Liability Insurance, comprehensive form, in adherence with Oregon Motor Vehicle Law when using motor vehicles in performance of actions authorized under this contract;
- c. Worker's compensation coverage consistent with the law of the state of Oregon, if applicable.
- d. Additional Insured's Clause. The liability insurance coverage required for the performance of this contract shall be endorsed to name each local workforce board and its elected officials, officers, agents and employees as additional insureds with respect to the activities performed under this contract.

Fiscal Requirements

The One Stop Operator chosen under this RFQ must:

- a. Have a valid business license or private contractor license within the state of Oregon.
- b. Have the ability to produce reports and invoices as directed by the local workforce board.
- c. Declare they are not employed by any of the workforce board.