



**Cumberlands Workforce Development Board  
Request for Proposal**

**One Stop Operator**

**Services to be performed  
(July 1, 2022 – June 30, 2023)**

**January 3, 2022**

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# ONE-STOP OPERATOR REQUEST FOR PROPOSAL

## GENERAL OVERVIEW

The Cumberland Workforce Development Board (CWDB) with the agreement of the Governing Board of Local Elected Officials (Governing Board) is issuing this Request for Proposals (RFP) to solicit proposals from private non-profit organizations, for-profit organizations, public agencies, social enterprise agencies, public or private institutions of education, and consortia of these organizations, to be the One-Stop Operator (OSO) Kentucky Career Centers (KCC) in accordance with the Workforce Innovation and Opportunity Act (WIOA) of 2014. Services to be delivered must comply with WIOA (Public Law 113-128); the WIOA Final Rule (CFR 20 603-688); Department of Labor (DOL) Employment and Training Administration (ETA) Training and Employment Guidance Letters (TEGL) No. 15-16, 16-16 and 17-16; current and future Commonwealth of Kentucky directives; and all other applicable Federal, Commonwealth and local laws, regulations, policies, and other requirements.

Federal laws, regulations, guidance, and other information on WIOA can be found here: <https://www.doleta.gov/WIOA/>

The Office of Management and Budget's (OMB's) Guidance for Grants and Agreements can be viewed here: [http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cf200\\_main\\_02.tpl](http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cf200_main_02.tpl)

Our locations include: Albany, Burkesville, Campbellsville, Columbia, Corbin, Liberty, London, Monticello, Mt. Vernon, Russell Springs, Somerset, and Whitley City.

The Cumberland region consists of thirteen counties: Adair, Casey, Clinton, Cumberland, Green, Laurel, McCreary, Pulaski, Rockcastle, Russell, Taylor, Wayne, and Whitley. The Kentucky Career Center (KCC) – Cumberland is the One-Stop Center for adult, dislocated worker, and business customers needing assistance with workforce issues. The CWDB, operating under the WIOA of 2014, is responsible for oversight of services provided through the KCC.

The contract for the career center One-Stop Operator (OSO) will manage day-to-day activities of the centers, as well as be the liaison between the Career Centers and Workforce Development Director and the CWDB regarding center activities. The Operator position will be primarily located at the comprehensive KCC in Somerset which serves as the hub center for the Cumberland Workforce Development Area (CWDA). However, regular travel to each center in the Cumberland local area is required. If awarded a contract, the initial contact term shall be from July 1, 2022 through June 30, 2023. The CWDB and Governing Board reserve the right to continue contracting with the service provider for up to three additional years or through June 30, 2026. **Any entity failing to submit a proposal may not have another chance for funding through June 30, 2026.** Renewal will be based on performance, monitoring results and availability of funds. Contracts resulting from this Request for Proposal (RFP) shall be cost reimbursement via a line-item budget.

The bidder assures that it will not subcontract financial and/or programmatic functions to other entities if awarded a contract to be the OSO for the CWDB.

Separate proposals are being issued for One Stop Operator and Direct Services. Applicants are not required to apply for both.

## **PURPOSE**

The purpose of the RFP is to select an OSO to manage and provide oversight for services and activities provided through the KCC.

The overarching objectives of all Cumberland's programs are to prepare and place the region's workers in jobs that provide a self-sufficient wage and to build the region's economy by ensuring that employers – whether existing or new – are able to hire qualified workers that help their businesses succeed.

## **BACKGROUND**

WIOA provides for a customer centered workforce system that is accessible to all job seekers and businesses. The Cumberland's workforce system partners are responsible to collaborate and coordinate services in order to provide a holistic, seamless delivery of services necessary to assist customers with workforce issues.

WIOA authorizes three types of services for adult and dislocated worker customers: basic career services, individualized career services, and follow-up services. These services are provided by multiple partner agencies. Although the OSO will not directly provide the following services, it is necessary for the OSO to be aware of services provided through the KCC.

**Basic Career Services** are universal and accessible for all individuals and consist of the following types of activities:

- Eligibility determinations;
- Outreach and basic intake;
- Initial skill assessments;
- Labor exchange services;
- Provision of information on program and services, including support services;
- Labor market information including information on high-demand sectors/occupations, job vacancies and skill requirements for specific occupations;
- Referrals to entities in order to ensure customer needs are met;
- Provision of performance information and program costs on eligible providers of education, training, and workforce services;
- Information on local areas accountability measures and performance; and
- Provision of information and meaningful assistance to individuals filing a claim for unemployment compensation. Direct assistance with unemployment compensation is available only through career centers where DWI staff are located.

**Individualized Career Services** are available based on the needs of the individual customer to retain or obtain employment and requires eligibility specific to the program providing the service. These include:

- English language acquisition;
- Comprehensive and specialized assessments;
- Developing an individual employment plan;
- Career/Job readiness group and/or individual counseling;
- Career planning;
- Short term pre-vocational services including the development of soft skills and job preparation;

- Internships and/or work experiences;
- Workforce preparation activities;
- Financial literacy services; and
- Out of area job search and relocation assistance.

Under specific partner agencies, career planning identified on the Individual Employment Plan (IEP) may consist of funding for training services. This service requires enrollment through specific program eligibility, and must be indicated on the IEP. This service is available for individuals, who after completion of an assessment and career planning, are determined:

- Unlikely or unable to obtain or retain employment;
- In need of training services to obtain or retain employment;
- As having the skills and qualifications to successfully participate in the selected program of training services;
- Unable to obtain grant assistance from other sources to pay the costs of such training;
- As a member of a worker group covered under a petition filed for Trade Adjustment Assistance (TAA) and is awaiting a determination. If the petition is denied, the worker will continue training under WIOA;
- Eligible in accordance with the State and local priority system in effect for adults under WIOA sec. 134 (c)(3)(E) if training services are provided through the adult funding stream; and
- To have selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate.

**Follow-up services** must be provided for participants enrolled in adult/dislocated worker programs for twelve months after their exit from the program, as appropriate. Follow-up services include:

- Career/employment counseling; and
- Referrals for additional assistance through partners.

### **KENTUCKY CAREER CENTER AND PARTNERS**

The CWDA has one comprehensive career center in Somerset, KY. The comprehensive center must provide access to services, programs, and activities of all required partners (identified below) through a physical presence in the center, representation through other partner agencies, and/or direct linkages to the organization providing the service. As required by the law, the physical presence of Title I is required in order for a center to qualify as comprehensive. All centers must be physically and programmatically accessible to individuals with disabilities.

The CWDA includes six affiliate career centers. Affiliate career centers make available one or more of the one-stop partners programs, services, and activities. An affiliate site does not need to provide access to every required one-stop partner program. However, affiliate career centers should supplement and enhance customer access to services. Also, there are five access points. An Access Point will have one designated point of contact.

KCC partners as identified in WIOA Section 121 (b)(1)(B) provide a holistic realm of services to meet the needs of the customer. Required partners include:

- Adult;
- Dislocated Workers;
- Youth;
- Job Corps;
- YouthBuild;
- Native American programs;
- Migrant and Seasonal Farm worker programs;
- Wagner-Peyser Act Employment Service Program;
- Adult Education and Family Literacy Act;
- Vocational Rehabilitation;
- Senior Community Service Employment Program;
- Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act;
- Trade Adjustment Assistance;
- Jobs for Veterans State Grants programs;
- Community Services Block Grant employment and training activities;
- Department of Housing and Urban Development employment and training activities;
- Programs authorized under State unemployment compensation laws;
- Programs authorized under the Second Chance Act of 2007; and
- Temporary Assistance for Needy Families (unless exempted by the Governor).

**SCOPE OF WORK AND OVERVIEW OF THE ROLES OF THE  
ONE-STOP OPERATOR AND CUMBERLANDS  
WORKFORCE DEVELOPMENT BOARD**

**Role of the One-Stop Operator**

Pursuant to 20 CFR Section 678.620(a), at a minimum, an OSO must coordinate service delivery of the required KCC partners and service providers. The role of the OSO in KCC offices is further defined through guidance provided in state, and local WIOA policies.

- Oversee management of KCC offices, service delivery, and fulfill OSO functions as directed by the CWDB.
- Evaluate performance and implement required actions to meet performance standards (includes required applicable core program performance). *This does not include performance negotiations as this is specifically a local board requirement.*
- Evaluate various customer experiences (including, but not limited to, employers, jobseekers and partner staff).
- Ensure coordination of partner programs.
- Define and provide means to meet common operational needs (e.g., training, technical assistance, additional resources, etc.).
- Plan and report responsibilities.
- Integration of available services and coordination of programs for the site with all partners.

## One Stop Operator General Requirements:

This position requires an individual(s) who is responsible and self-directed. The individual(s) must ensure these centers are customer-centric and provide assistance efficiently, effectively, and in conformation with all workforce development program guidelines. Travel to each center and to the main office location will be expected on a regular basis. Other travel for training and conferences may be required.

At a minimum, this position would prefer a Bachelor Degree in Business Management, Administration, or related field. Years of experience will be considered for the education requirements.

- Coordinate the delivery of services of participating one-stop partners and services providers in the region. These partners include, at a minimum, WIOA Title I-B Adult, Dislocated Worker, and Youth, Adult Education, Vocational Rehabilitation, and Employment Services authorized under Wagner-Peyser. It is expected and highly encouraged that other statutorily mandated programs are to be engaged in the system either through participation on-site and/or services delivery via technology. This coordination may involve multiple offices and locations, including a certified comprehensive one-stop center hub, access points, and affiliate centers.
- Foster a culture of collaboration and excellent customer service among one-stop partners that promotes delivery of high quality, innovative workforce development services and solutions to business and individual jobseeker customers. The one-stop system in the Cumberland region should be driven by the needs of the business community.
- Assist in development, implementation and oversight of standards/procedures/protocol to ensure expectations and exceptional customer experience for job seekers, workers, and businesses are met throughout the system.
- Ensure job seeking customers are served in order to reduce duplication of resources, minimize number of contacts and streamline processes. This includes a full menu of workshops to assist customers.
- Convene and lead regularly scheduled meetings of one-stop partners that facilitates integrated partnerships that incorporate seamless services for common customers and ensure the system's staff are well-trained, equipped and operating in a continuous learning environment with the skills and knowledge needed to provide superior service and evaluate process toward shared goals.
- Coordinate the delivery of services of participating one-stop partners and services providers in the region. These partners include, at a minimum, WIOA Title I-B Adult, Dislocated Worker, and Youth, Adult Education, Vocational Rehabilitation, and Employment Services authorized under Wagner-Peyser. It is expected and highly encouraged that other statutorily mandated programs are to be engaged in the system either through participation on-site and/or services delivery via technology. This coordination may involve multiple offices and locations, including a certified comprehensive one-stop center hub, access points, and affiliate centers.
- Serve as a resource for staff of all partner agencies in regard to the objectives, processes, requirements, and regulations of WIOA and the workforce delivery system.
- Provide support, assistance, and resolution to all staff in response to collaboration issues, facilities' needs, and/or other problems.
- Provide direction for the team leads of the partners and groups.
- Ensure that comprehensive cross-training activities are provided for the staff of partners present in the region. The Operator is also encouraged to provide additional learning opportunities for KCC Cumberland staff. Training should be conducted in-person or virtually.
- Measure customer satisfaction with the workforce delivery system. This includes written bi-monthly reports to the board and monthly reports to the CWDB Director.

- Lead the establishment of performance goals for the workforce services network in the region and track and evaluate performance in pursuit of those goals. These need to be agreed upon with the CWDB and Director.
- Along with the CWDB and its staff, help create, maintain, and update the requisite Memorandum of Understanding and Infrastructure Funding Plan so that all partners are actively participating via on-site or through technological means and contributing their fair share of the costs associated with the system.
- Ensure the current electronic customer satisfaction data collection form is fully implemented and utilized.
- Utilize technology to its fullest extent to enhance the customer's experience and to ensure efficient operations.
- Be able to take on other duties as they become necessary due to the evolution of WIOA and the system/network.

### **Cumberlands Workforce Development Board**

The CWDB is responsible for the solicitation of the RFP for the OSO, the selection of the OSO contractor, and the evaluation of the contract prior to the date of renewal.

- Ensure monitoring of the OSO contract, identify any areas of concern, and request corrective action if necessary;
- Review, process, and approve all invoicing and supporting documentation prior to payment;

### **At-Will Termination**

The CWDB may terminate this contract at will in accordance with the law upon providing thirty (30) days written notice of that intent.

## **PERFORMANCE MEASUREMENT AND CONTINUOUS IMPROVEMENT**

Under WIOA, the core partner agencies (Title I Adult/Dislocated Worker/Youth, Adult Education and Family Literacy, Wagner Peyser, and Vocational Rehabilitation) have the same performance measures.

Employment Rate;  
 Credential Attainment;  
 Median Earnings;  
 Measurable Skill Gain; and  
 Effectiveness of Serving Employers.

CWDB performance is measured against the goals, objectives, and standards attached to each funding stream that it administers. The CWDB service model is designed to provide activities and services that will achieve these goals and objectives, and meet these standards. The overarching objectives of all of CWDB's programs are to prepare and place the region's workers in jobs that provide a wage that makes them self-sufficient, and to build the region's economy by ensuring that the region's employers – whether existing or new – are able to hire qualified workers that help their businesses succeed.

Similarly, the performance of successful responders to this RFP will be measured against the goals, objectives, and performance standards attached to each funding stream that supports client services and activities that they will deliver under the contract. The specific level of performance that will be deemed

as successful will be discussed and identified during the contract negotiations that precede the final contract awards.

The performance measures for the Adult and Dislocated Worker programs supported by Workforce Innovation and Opportunity Act (WIOA) funds can be found in Sections 116(2)(A)(i) and (iii) of the WIOA. The performance measures for the Youth programs supported by WIOA can be found in Sections 116(2)(A)(ii) and (iii) of the WIOA. The full text of the Workforce Innovation and Opportunity Act is available online at:

<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>

As mandated by WIOA, CWDB annually negotiates acceptable levels of performance against these measures. Contractors will be expected to meet or exceed these negotiated levels of performance.

Achievements of these measures are utilized to inform federal and state agencies and the general public about the effectiveness of the services provided in the KCC. Furthermore, the performance measures are factored into initial and periodic certification and re-certification of the local areas and one-stop designations.

To meet or exceed the WIOA performance measures, the OSO will ensure ongoing improvement of KCC services. Improvement should focus on but is not limited to program utilization, performance outcomes, customer satisfaction, and cost effectiveness.

#### **Contract Performance Criteria:**

1. Customer Satisfaction (both business and individual) reflects a rate of 90% or higher.
2. Any substantiated complaints or grievances are resolved within thirty days.
3. Utilization of the KCC by business customers will increase by 5% in comparison to customers served during the fiscal years prior to COVID. Documentation will be tracked on the format provided by the CWDB and reviewed monthly.

#### **Requirements and Recommendations for Evaluation Criteria**

- There must be at least one evaluation criterion that assesses the bidder's financial capabilities.
- There must be at least one evaluation criterion that assesses the bidder's past financial track record for federal and/or state grants that includes required information pertaining to any disallowed costs for the past three (3) years.
- There must be at least one evaluation criterion that assesses the bidder's technical/programmatic capabilities.
- There must be at least one evaluation criterion that assesses the bidder's service delivery experience.

(Note: it is not mandatory that bidders have WIOA experience, but it is recommended that the bidders have some experience with customer service and/or service delivery.)

## CONFLICT OF INTEREST

In accordance with 29 U.S.C.A. §3151(d)(4)(A)-(C), the 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 services 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
- (B) comply with Federal regulations, and procurement policies, relating to the calculation and use of profits.

## ONE-STOP OPERATOR ELIGIBILITY

To be eligible as the one-stop operator, an entity (may be a consortium):

- Shall be designated or certified as a one-stop operator through a competitive process; and
- 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 listed above of demonstrated effectiveness, located in the local area, which may include:
  - An institution of higher education;
  - An employment service state agency under the Wagner-Peyser Act;
  - A community-based organization, nonprofit organization or intermediary;
  - A private-for-profit entity;
  - A government agency; and
  - Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.
- 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.
- ADDITIONAL REQUIREMENTS: One-Stop Operators must:
  - Disclose any potential conflicts of interest arising from relationships of the operators with particular training service providers or other service providers;
  - 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
  - Comply with Federal regulations, and procurement policies, relating to the calculation and use of profits.
- The One-Stop Operator may not: (§678.620 of the WIOA Regulations)
  - Convene system stakeholders to assist in development of local plan;
  - Prepare and submit local plans;
  - Be responsible for oversight of itself;
  - Manage or significantly participate in the competitive selection process for one stop operators;

- Select or terminate one stop operators; career services, and youth providers;
- Negotiate local performance accountability measures; or
- Develop or submit budget for activities of the Local Workforce Development Board in the local area.

## **PROPOSAL GUIDELINES AND INSTRUCTIONS**

### **General Guidelines:**

The CWDB will award contracts for the OSO for an initial period of **July 1, 2022 – June 30, 2023** with a three one-year renewal option, pending performance, monitoring results, and availability of funds. Prior to renewal of the contract, a projected annual budget will be submitted for approval. The budget needs to be presented to the CWDB Director in May yearly prior to the CWDB meeting. The projected budget will be reviewed by the CWDB annually to determine if increases or decreases are necessary to fulfill the role of the OSO.

This Request for Proposal (RFP) seeks qualified individual(s), organizations, entities to serve as the One Stop Operator for all thirteen counties of the Cumberland Workforce Development Region, including coordinating the services of one-stop network partners, at any full-service (comprehensive) career center hub, affiliate career center or other service outlets in the region.

Upon initial selection of a successful proposal, CWDB retains the right to negotiate with the successful bidder to modify the proposal and determine the terms of the contract before the award becomes final. If such negotiations fail to produce an agreement, CWDB reserves the right to retract their offer and select another proposal.

The Workforce Innovation and Opportunity Act of 2014, in section 121(d) defines the role of the one-stop operator and allows local workforce development areas a great deal of latitude in defining the specific functions of this position. The following statements clarify specific duties and responsibilities of the One Stop Operator and will be negotiated in the contract.

### **Funds Availability**

The maximum amount of funds available for this project is \$80,000.

### **Right to Cancel and Negotiate**

The CWDB reserves the right to delay, amend, reissue, or cancel any or all of the RFP at any time without prior notice. This RFP does not commit the CWDB to accept any proposal nor will it be responsible for any costs incurred by a bidder in the preparation of responses, in conduct of a presentation, or any other activities related to this RFP.

The CWDB reserves the right to reject any or all proposals, to accept or reject any or all items in any proposal, and to award contracts in whole or in part as is deemed to be in the best interest of the CWDB. The CWDB reserves the right to negotiate with any bidder after proposals are reviewed and reserves the right to negotiate the final terms of the contract with the successful bidder.

### **Formatting Requirements:**

- Font size: 11 points
- Font style: Times New Roman
- Line spacing: Double-spaced
- Pages: Single sided
- Page numbered: Right side of the bottom of each page
- Language: English

Designs should be unique to the area and population. Any proposal, which uses or duplicates ideas or design from another applicant, either current or past, must include a signed release from the original administrative official.

Proposals which are not timely, not within the monetary limitations, are incomplete, do not follow the outline and the requested program design, and/or do not include programs consistent with the intent of the WIOA, will not be considered for funding. Proposals should only contain a description of activities and services that can be carried out by the bidder if awarded a contract. All bidders, if funded, will be expected and will be monitored to ensure all activities described in the proposal are carried out.

### **Project Budget:**

A detailed narrative and line-item budget must be submitted with each proposal. It must include costs necessary to operate the program. Each staff person for whom funding is requested shall have a separate job description included as an attachment to this proposal.

### **Budget Narrative:**

A budget narrative is requested to support the line-item funding requests. It is the responsibility of the bidder to provide a detailed line-item budget and answer all questions in the budget narrative as outlined. Plans and/or actual offsetting money or in-kind services should be clearly listed in the Budget Narrative, and **not throughout the budget**. The following items are required to be provided with this RFP.

- Two (2) years of audited financial history must be provided to be considered;
- Bidders shall provide the status of any disallowed costs by any State and/or Federal agency within the past (3) three years; and
- Bidders must provide the name of the agency, the amount of disallowed costs that are in dispute, the bidder's position as to the disputed disallowed costs, and the current status of any review process, dispute process, and/or corrective action plan that is in place related to the disputed disallowed costs.

### **Questions Regarding the Proposal**

Questions concerning this proposal may be submitted via email to [rfp@cwdb.org](mailto:rfp@cwdb.org). Responses will be disseminated to all interested parties who have provided a valid return e-mail address. All questions must be received by **February 9, 2022 at 4:00 p.m. Central Time**.

### **Submission of Proposals:**

**Electronic proposals shall be sent via email to [rfp@cwdb.org](mailto:rfp@cwdb.org) and shall be received no later than 4:00 p.m. Central Time, February 25, 2022. One hard copy must also be received. Faxed proposals will**

**not be accepted.** It is the responsibility of the bidder to ensure that the proposal is delivered via email or mail as described by the date and time specified to be considered for the award. Electronic signatures will be accepted.

“**Cumberlands WIOA One-Stop Operator**” should be written in the subject line of the email, and proposal attachments shall be titled “**CWDB OSO {name of applicant organization}**” ie., “CWDB OSO Proposal.” Upon receipt of applications, the date and time will be recorded and routed to the proper staff for initial review. **Applications received after the designated due date and time will be considered unsolicited proposals and will not be reviewed.**

### **Evaluation of Proposals:**

An initial review of all timely proposals will be completed upon receipt to determine which applicants have submitted a responsible bid. Applicants submitting non-responsible proposals will be notified via return email that the proposal was not reviewed nor considered for funding during the initial funding cycle.

Funding of proposals is contingent upon the availability of WIOA funds, authorization of program activities, federal or state legislative actions, and satisfactory negotiation of the proposed project and budget. In addition, proposals will be evaluated on the ability to meet the program design at a reasonable cost, a satisfactory record of past performance in serving the participants, the ability to confidentially maintain records, as well as fiscal accountability. Past performance from current contractors who choose to reapply will also be evaluated. All proposals that result in funding must have the ability to enter into a fully executed contract by **July 1, 2022.**

All bidders are encouraged to access the [www.doleta.gov](http://www.doleta.gov) website to obtain a copy of the Workforce Innovation and Opportunity Act. Bidders may also request information from CWDB concerning WIOA and policies.

**Any proposals that do not provide the required documentation to fulfill the requirements of this RFP will not be considered.**

### **Right to Reject**

The Review Committee reserves the right to accept or reject any or all proposals at any time during the bidding and review process. The Review Committee also reserves the right to waive any formalities in bids where acceptance, rejection, or waiver is considered in the best interest of the CWDB. In the event proposals are rejected due to programming changes, Law and Regulatory changes, or budget constraints, bidders will be notified in writing. It is anticipated that if proposals are rejected due to programming or Law and Regulatory changes, modified proposals will be reissued for response.

### **Appeals**

If a proposal is denied, a written appeal regarding the non-award of funds may be submitted within 10 calendar days of the date of the non-award notice. The appeal may include a request for reconsideration of funding, along with the grounds for appeal. The written appeal shall be submitted to: Cumberlands Workforce Development Board, ATTN: RFP, P.O. Box 1570, Russell Springs, KY 42642. After consideration, the written notice may be submitted to the CWDB, or designated committee of the Board for consideration.

Applicants have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and investigated by the Cumberlands Workforce Development Board, in accordance with Board policy and

by-laws. The decision of the Board in such situations shall be final. Any Proposer may request review of a disqualification or of a proposed contract award under this RFP.

### **Disclaimer**

In the event policy, procedure, program design, law or regulatory changes occur, bidding organizations may be requested to modify program design or the delivery of services. Should a request for a change in program design or services occur, staff of the CWDA will be available to assist bidding organizations or service providers with the interpretation and suggestions for changes in design.

### **Contract Award**

Contracts shall be awarded on the basis of the best interest of the program in terms of price, content, and other factors as identified in this RFP.

All contracts will be written as cost reimbursement contracts with backup documentation to support expenditures required.

All entities awarded contracts under the RFP will be required to attend training on WIOA Law and Regulations, specific contract requirements, and other items as determined necessary.

### **TIME FRAMES**

The RFP will be available from the CWDB website at <https://www.cumberlandsworkforce.com/> beginning January 3, 2022.

<b>Schedule of Events</b>	
Release RFP	January 3, 2022
Letter of Intent (sent via email)	January 26, 2022
Questions & Answers	February 9, 2022
Proposal Due	February 25, 2022
Evaluation of Proposals	March 1, 2022 – March 22, 2022
Board Consideration	March/April 2022
Contract Negotiation & Execution	April/May 2022
<b>Contract Implementation</b>	<b>July 1, 2022</b>

**CWDB must receive one hard copy or one electronic copy of the proposal no later than close of business, February 25, 2022. If hard copies are submitted, they should be sent to:**

Cumberlands Workforce Development Board  
ATTN: RFP  
PO Box 1570  
Russell Springs, KY 42642

The electronic copy should be emailed to: [rfp@cwdb.org](mailto:rfp@cwdb.org)

## **RETURN THIS SECTION WITH PROPOSAL:**

- *Cover Sheet*
- *Program Summary*
- *Proposal Narrative*
- *Assurances*
- *Budget Narrative*
- *Line-Item Budget*

**CUMBERLANDS WORKFORCE DEVELOPMENT BOARD  
 WORKFORCE INNOVATION AND OPPORTUNITY ACT, TITLE I  
 ONE STOP OPERATOR REQUEST FOR PROPOSAL  
 Program Operation: July 1, 2022 – June 30, 2023**

**PROGRAM & EXECUTIVE SUMMARY**

<u>Applicant Name &amp; Address</u>	<u>Contact Person</u>
_____	_____
_____	_____
_____	_____
<b>Phone:</b> _____	<b>Phone:</b> _____
<b>State ID #:</b> _____	<b>Fax:</b> _____
<b>IRS ID #:</b> _____	<b>E-Mail:</b> _____
<b>DUNS #:</b> _____	

**Type of Agency:**       Private Non-Profit  
 Private For-Profit  
 Public Non-Profit  
 Other \_\_\_\_\_

**Place of Operation:** \_\_\_\_\_

**Total Funds Requested: \$** \_\_\_\_\_ **(cannot exceed \$80,000.00)**

**Which type of audit is applicable to your organization?**       A-133  
 NA  
 Other \_\_\_\_\_

**Do you have a current affirmative action/EEO Plan?**       Yes       No

If no, explain: \_\_\_\_\_

**Please provide an executive summary.**

Two page limitation on the organization’s letterhead: (Does not count against page limitation.)

- An overview of the organization’s qualifications, including the number of years it has successfully provided workforce related services.
- If submitting as formal partnership, consortium, or collaboration, identify all key partners and the lead entity.
- A concise description of the proposed services, including a plan to integrate partner services.

## **PROPOSAL NARRATIVE**

**General Proposal Information:** Please respond to each statement following the format and order as presented below.

### **Organization Experience and Past Performance (Maximum 4 pages) 20 points**

- Describe the organization's vision, mission, staffing, and service expertise, services provided, current customer base, funding sources, and funding stability. Describe how this proposal relates to the organization's goals and to the CWDB's goals for the one-stop system. (NOTE: Organizational chart will not count against the page limit but must be included as an attachment.)
- Describe the organization and staff's experience related to one-stop operations and your organization's capacity to carry out the proposed Operator services.
- Describe the organizational experience in implementing systems and/or processes similar to workforce development activities. What were they, how were they implemented, and how was success measured?
- Describe the qualifications for staffing the One-Stop Operator. If staff has already been selected, provide name, experience and qualifications, including related knowledge, skills, and abilities of the person who will perform the duties of the One-Stop Operator. Include a resume, and/or a one-page narrative of the current or planned staff qualifications.
- Describe all experience related to the Workforce Investment Act/Workforce Innovation and Opportunity Act (WIA/WIOA) or other Federal or state programs/legislation.
  - Describe experience in delivering similar programs or services.
  - Provide a detailed summary of similar experience with data and references (name, phone number and email addresses).

### **Operator Plans: 20 points**

This category will evaluate the feasibility and adequacy of operator services and processes, including evaluation of:

- Leadership, creativity, flexibility, and innovation to adapt to future service changes and growth.
- Experience operating one-stop centers, and/or affiliate sites;
- Experience with oversight of multi-organizational staff;
- Provides a plan for partner integration;
- Provides a strategy for outreach and enrollment;
- Provides a program design model;
- Proposes outcomes that are relative to the mission and objectives of the KCC-Cumberlands;
- Creativity in the development MOUs/Infrastructure Funding Agreements (cost allocations plans) for the one-stop delivery system;
- Provides a workflow/logistical model;
- Provides a function or proposed organizational chart for KCC-Cumberlands;
- Development of staff professional development; and
- Become the change agent for a paradigm shift in the Cumberlands region's one-stop system to being business driven and getting partner buy-in.

**Relationships and Collaboration: 15 points**

This category will evaluate the bidder's current and proposed relations with WIOA core partners and other community partners. Evaluation of this section will include:

- Evidence of credible and realistic partnerships;
- Existing relationship with the CWDB;
- Collaboration with Wagner-Peyser (state) Adult Education, Vocational Rehabilitation, community college, and other mandated WIOA partners.

**Operator Plan Budget and Budget Narrative: 45 points**

This category will evaluate the cost of the proposed plan. The budget will be reviewed for accuracy and completeness. Additionally, all proposals will be reviewed for costs that are reasonable, allocable, allowable, fully justified and competitive as measured by the review of the line-item budget, the plan's feasibility, and comparison to all other proposals. Also, if there are other funding sources (i.e., in-kind, etc. to be used in this budget, please provide detailed information on funding source and how they will be utilized.

NOTE: The budget that is proposed will not necessarily be the amount funded.

## **PROPOSAL EVALUATION CRITERIA**

In response to this RFP, each proposal, which meets the minimum requirements, will be evaluated and scored based on criteria in the following categories:

<b><u>Evaluation Category</u></b>	<b><u>Points</u></b>
Organization Experience & Past Performance	20
Operator Plans	20
Relationships & Collaboration	15
Operator Plan Budget & Budget Narrative	45



**Certification Regarding  
Debarment, Suspension and Other Responsibility Matters  
Primary Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.115 & 200,

1. The prospective primary participant, (i.e. grantee) certifies to the best of its knowledge and belief, that it and its principals:
2. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
3. Have not within a three-year period preceding this proposal been convicted or had a civil judgement 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.
4. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
5. Have not within a three-year period preceding this application/proposal had one or more public transactions (federal, state or local) terminated for cause or default.
6. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

**Sworn Statement Regarding Campaign Finance Laws  
Pursuant to KRS 45A.395  
Of the Kentucky Model Procurement Code**

The undersigned hereby swears or affirms under penalty of perjury, that neither he/she nor the Corporation which he/she represents, has knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky, and that the award of a contract to him/her or the company he/she represents will not violate any provision of the campaign finance laws of the Commonwealth of Kentucky.

**Certification Regarding Lobbying  
Certification for Contracts, Grants, Loans and Cooperative Agreements**

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 federally 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, Member of Congress, an officer or employee of Congress, or any employee of a Member of Congress in connection with this federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," 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 grants, loans and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is material representation of fact upon which reliance 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 by 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 each such failure.

#### **CFR Part 34**

#### Nondiscrimination and Equal Opportunity Certification

As a condition to the award of financial assistance under WIOA from the Department of Labor, the grant applicant assures, with respect to operation of the WIOA-funded program or activity and all agreements or arrangements to carry out the WIOA-funded program or activity, that it will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014, including the Nontraditional Employment for Women Act of 1973, as amended; the Age Discrimination in Employment Act of 2012, title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34 and adhered to the provisions of paragraphs (1) through (7) of Section 202 of Executive Order No. 11246 unless exempted by rules, regulation, or orders of the Secretary of Labor, issued pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, entitled "Equal Employment Opportunity," as amended by Executive Order 11375 of October 13, 1967, and Executive Order 13672 of July 21, 2014, and as supplemented in Department of Labor regulations (41 C.F.R. chapter 60) as amended, so that such provisions will be binding upon each subcontract or vendor. The stated parties will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

#### **Certification Regarding WIOA Marketing and Media Releases**

All contractors and subcontractors must assure and covenant that they will comply with the following requirements regarding marketing and media releases:

1. All media releases and publicity concerning any program funded by Cumberland Workforce Development Board, WIOA Title 1 Programs must clearly identify that such project is funded by the U.S. Department of Labor through the Cumberland Workforce Development Board, administered by the fiscal agent with Workforce Innovation and Opportunity Act Title 1 monies;

an Equal Opportunity Employer/Program and auxiliary aids and services are available upon request to individuals with disabilities;

2. The stated parties attest to and agree to comply with WIOA and the policies of the Cabinet regarding all WIOA Outreach/Media Releases. The stated parties shall utilize the appropriate KCC branding logo. The brand shall be displayed according to the KCC Brand Guidelines on all communications and publications including, but not limited to, external and internal communications, printed materials, signs, stationery, websites, promotional materials, posters, brochures, and pamphlets. All media releases must be submitted to the DWI prior to release. Initial submission should be made to Cumberland Workforce Development Board, ATTN: RFP, P.O. Box 1570, Russell Springs, KY 42642.

**Concurrence of Collective Bargaining Agent**

Is the occupation(s) in which employment and training is to be offered subject to a bargaining agreement?  
Yes \_\_\_ No \_\_\_

If “Yes”, a letter from the appropriate union representative should accompany this agreement or be on file with the CWDB.

**I certify that the entity completing this application will adhere to the Assurances; Certification Regarding Debarment, Suspension and Other Responsibility Matters Primary Covered Transactions; Certification Regarding Lobbying Certification for Contracts, Grants, Loans and Cooperative Agreements; 29CFR Part 34 and Executive order No. 11246, Section 202. Nondiscrimination and Equal Opportunity Certification, Certification Regarding WIOA Marketing and Media Releases and Concurrence of Collective Bargaining Agent.**

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**Name and Title of Authorized Representative**

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**Signature**

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## CUMBERLANDS WORKFORCE DEVELOPMENT AREA

### Certification of Current Cost or Pricing Data:

As an authorized representative/signature official of said organization, I certify that, to the best of my knowledge and belief, the cost of pricing data submitted, either actually or by specific identification in writing, are accurate, complete, and current as of the date of submission of this proposal. This certification includes the cost or pricing data supporting any advance agreements and forward pricing agreements between the offered and the Cumberland Workforce Development Area are part of the proposal.

**This application for program implementation is accurate and prices contained herein will not increase for a period of at least 90 days from the contract initiation unless initiated by the Cumberland WDB.**

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*Authorized Representative*

---

*Date*

---

*Authorized Representative/Typed*

---

*Date*

---

*Title*

## **BUDGET NARRATIVE**

**In addition to the completion of the detailed budget form, please address each of the following in the below format:**

1. Provide the official name of the organization applying for WIOA funds.
2. Identify the individual(s) responsible for maintenance and management of records (fiscal and programmatic).
3. Identify the EEO officer of the organization.
4. List in-kind services and amount of in-kind services to be provided by the organization for the proposed service, if applicable.
5. For audit purposes, specify the total amount of federal funding received by the bidding organization.
6. Describe how shared/indirect costs are determined, if applicable.
7. How will payroll be calculated (hourly/salary) and how often will staff be paid?

**Cumberland Workforce Development Board  
WIOA One-Stop Operator  
Detailed Program Budget Proposal**

**A. STAFF COSTS:**

**Salaries:**

Position	Salary/Hourly	X	Month/Weeks	X	% WIOA	=	\$	
_____	\$ _____	X	_____	X	_____	=	\$ _____	
_____	\$ _____	X	_____	X	_____	=	\$ _____	
_____	\$ _____	X	_____	X	_____	=	\$ _____	
<b>Staff Salaries Subtotal</b>							<b>=</b>	<b>\$ _____</b>

**Fringe Benefits**

FICA	X	\$ _____	(Total Wages)	=	\$ _____		
Retirement		_____			\$ _____		
Health Insurance		_____			\$ _____		
Life Insurance		_____			\$ _____		
Worker's Compensation		_____			\$ _____		
Medicare		_____			\$ _____		
Unemployment		_____			\$ _____		
Other		_____			\$ _____		
<b>Salary/Fringe Benefits Subtotal</b>						<b>=</b>	<b>\$ _____</b>

**Staff Travel Costs**

*(Buses/vans must be the most economical means of transportation)*

Total Miles \_\_\_\_\_ X \_\_\_\_\_ (Rate Per Mile) = \$ \_\_\_\_\_

**(Travel will be reimbursed based on State per diem guidelines.)**

Other Travel Costs: Trainings, conferences, etc.

Type \_\_\_\_\_ Amount \_\_\_\_\_ \$ \_\_\_\_\_

**(Conferences and trainings must be pre-approved by the Cumberland Workforce Director.)**

**STAFF COST TOTAL** \$ \_\_\_\_\_

**C. MATERIALS/SUPPLIES:**

**General Office Materials/Supplies/Equipment**

Item	Quantity	Purchase Price	or	Rental Price	=	Cost
_____	_____	_____	or	_____	=	\$ _____
_____	_____	_____	or	_____	=	\$ _____
_____	_____	_____	or	_____	=	\$ _____
_____	_____	_____	or	_____	=	\$ _____

(Include itemized list of all anticipated purchased materials and supplies along with percent (%) of WIOA usage.)

*General Office Materials/Supplies Subtotal*      \$ \_\_\_\_\_

**D. INDIRECT COSTS:**

**Indirect costs: (include cost allocation plan or summary explaining rate)**

<b>Rate%</b>		of	_____	=	Cost
_____			(direct salaries, program operations, etc.)		\$ _____
<b>INDIRECT COSTS TOTAL</b>					<b>\$ _____</b>

**G. OTHER COSTS**

**Other Costs: Itemize and Describe**

	Cost
_____	\$ _____
_____	\$ _____
_____	\$ _____
<b>OTHER COSTS TOTAL</b>	<b>\$ _____</b>

**TOTAL REQUEST**      \$ \_\_\_\_\_

**Restrictions on Amounts Requested: Total funds request is not to exceed \$80,000.00. All funding is contingent upon the availability of federal funding, authorization of program activities, and federal and state legislative actions.**

**This budget is a projection of specific needs and will be used to assist in negotiations and development of a line-item budget for an approved contract.**

**The budget will be negotiated for one year at a time.**

## ATTACHMENTS REQUIRED

Please attach the following items as supplements to the questions as identified above.

### **Attachment 1: Organizational Chart**

The chart should include and clearly display the staff with dedicated functions as identified in this contract.

### **Attachment 2: Itemized Supply List**

Provide a detailed description of supplies, materials, and instructional aides to be purchased. The total of these items **should** be reflected in the budget worksheet under C: Materials/Supplies/General Office Materials and Supplies.

### **Attachment 3: Disclosure Form:**

An entity that applies to be an OSO in the CWDA must disclose in its application any potential conflicts of interest that could arise from any relationship(s) with training service provider(s), agencies, or other service providers. A conflict of interest exists when an entity, individual, or immediate family members of an individual associated with the contract either directly or indirectly benefits from the relationship developed through the OSO contract.

### **Attachment 4: Financial History:**

Audit: Attach the last two years of audited financial history (examples: An independent CPA review, tax records or another recognized review of accounting process.)

Bidders shall provide the status of any costs that have been disallowed by any state and/or federal agency within the past three (3) years. Bidder must provide the name of the agency, the amount of disallowed costs that are in dispute, the bidder's position as to the disputed disallowed costs, and the current status of any review process, dispute process and/or corrective action plan that is in place related to the disputed disallowed costs.

**Cumberlands Workforce Development Board  
Performance Measures PY 20 and 21**

<b>Adult Program</b>	<b>PY 20</b>	<b>PY 21</b>
Employment Rate 2 <sup>nd</sup> Quarter After Exit	68.0%	69.0%
Employment Rate 4 <sup>th</sup> Quarter After Exit	66.0%	69.0%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$5,400	\$5,700
Credential Attainment within 4 Quarters After Exit	54.0%	57.0%
Measurable Skill Gains	50.0%	55.0%
<b>Dislocated Worker Program</b>		
Employment Rate 2 <sup>nd</sup> Quarter After Exit	72.0%	73.0%
Employment Rate 4 <sup>th</sup> Quarter After Exit	70.0%	72.0%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$7,000	\$7,200
Credential Attainment within 4 Quarters After Exit	61.0%	63.0%
Measurable Skill Gains	50.0%	55.0%
<b>Youth</b>		
Employment Rate 2 <sup>nd</sup> Quarter After Exit	62.0%	66.0%
Employment Rate 4 <sup>th</sup> Quarter After Exit	67.0%	69.0%
Median Earnings (Second Qtr. After Exit)	\$3,000	\$3,700
Credential Attainment within 4 Quarters After Exit	50.0%	55.0%
Measurable Skill Gains	50.0%	55.0%

## **RESOURCE INFORMATION**

These attachments are for informational purposes to assist with proposal completion.

### **Reference page**

#### **REFERENCES**

Additional information and updates pertaining to WIOA may be reviewed at the U.S. Department of Labor's WIOA resource page at [https://www.doleta.gov/WIOA/eta\\_default.cfm](https://www.doleta.gov/WIOA/eta_default.cfm).

Additional federal regulations pertaining to various programs tied to WIOA were issued in the Federal Register on August 19, 2016 and can be found at <https://www.govinfo.gov/content/pkg/FR-2016-08-19/pdf/2016-15975.pdf>.

Kentucky Career Center (KCC) Website:  
<http://kcc.ky.gov/>

Kentucky Workforce Innovation Board Website: <http://kwib.ky.gov>

Cumberlands Workforce Website:  
[www.cumberlandsworkforce.com](http://www.cumberlandsworkforce.com)

Kentucky Skills Network – (Business Services):  
<http://www.thinkkentucky.com/workforce/>

Kentucky Center for Statistics – (Labor Market Information): <https://kystats.ky.gov>