

**The Fulton, Montgomery, and Schoharie Counties  
Workforce Development Board, Inc.  
2620 RiverFront Center  
Amsterdam, New York 12010**

## **Request for Proposals**

**Request for Proposal #20-1**

**Title: Provision of WIOA Services and One-Stop Operator  
Under  
The Workforce Innovation and Opportunity Act of  
2014**

**Proposal Due: February 26, 2021**

**Send To: Gail Breen, Executive Director  
FMS Workforce Development Board, Inc.  
2620 RiverFront Center  
Amsterdam, NY 12010**

**Project Start Date: July 1, 2021**

# Request for Proposals For the Provision of Services

## Overview

### Intent of Bid Request

The FMS Workforce Development Board is seeking a contractor to provide WIOA services to adults, dislocated workers, and youth in Fulton, Montgomery, and Schoharie Counties, New York. In addition, the contractor will act as the One-Stop Operator. The provision of these services is to be funded by Title I of the Workforce Innovation and Opportunity Act of 2014 and other funding if available. The successful bidder will be selected based upon its demonstrated ability to serve customers such as those of the Fulton-Montgomery-Schoharie workforce development community.

The successful bidder's contract will be written for the period July 1, 2021 to June 30, 2022. This contract may be renewable for three additional years, through June 30, 2025, based upon availability of funds, successful attainment of program goals and performance standards in accordance with a Work Plan and other criteria, as determined by the Fulton, Montgomery, and Schoharie Counties Workforce Development Board, Inc., (FMS WDB) and the Workforce Innovation and Opportunity Act rules and regulations. The Budget and Work Plan will be negotiated annually and based upon available funding.

Funding for these services will be provided through a percentage of Fulton, Montgomery, and Schoharie Counties WIOA allocations for PY'2021 as well as a percentage of unexpended current year WIOA funds. The Proposed Budget should not exceed a total amount of \$770,000. This figure includes estimates of \$295,000 in program dollars for Adult, and \$300,000 for Youth, \$175,000 for Dislocated Worker. *Allocations for a TANF Summer Youth Program have yet to be determined.* If additional funds become available from any source, they will be negotiated at that time.

### Type of Contract

This is a cost-reimbursement contract based on a line item budget and Work Plan as contained in the response. Reimbursement will be made based upon the Work Plan and Weekly Expenditure Reports. Contingent upon a signed contract, an advance payment **for WIOA Services** may be negotiated under Workforce Innovation and Opportunity Act rules and regulations. ***An advance payment may not be available for the TANF Summer Youth Program.***

### Bid/Contract Timetable

- |                            |                   |
|----------------------------|-------------------|
| • Bid Release              | January 19, 2021  |
| • Bidders Meeting          | February 2, 2021  |
| • Proposal Due Date        | February 26, 2021 |
| • Tentative Selection Date | April 7, 2021     |
| • Start-up Meeting         | April 21, 2021    |
| • Signed Contract          | May 19, 2021      |

- Submitted by Contractor
- Program Start-Up

July 1, 2021

## **Eligible Applicants**

Government agencies, and private not-for-profit and for-profit corporations, are eligible to submit bids in response to this RFP. Respondents should have staff with relevant experience in delivering the services identified under this RFP. Relevant experience should be demonstrated in staff resumes as outlined in “Content of Proposal, Staffing,” page 17. Respondents should also be able to demonstrate knowledge of workforce development philosophy in relation to the connection between education and work.

The Fulton, Montgomery, and Schoharie Workforce Development Board, Inc. (FMS WDB) and the Counties of Fulton, Montgomery, and Schoharie are Equal Opportunity/Affirmative Action Employers and contractors. The FMS WDB also adheres to a policy of a drug and alcohol free workplace. The funds used in the contract resulting from this RFP are under the policies contained in the Workforce Innovation and Opportunity Act of 2014 and other state and federal policies concerning employment and contracting as well as the FMS WDB requirements.

**Demonstration of past performance and cooperation of the program providers who have previously been awarded contracts by FMS WDB will be taken into consideration in the review of proposals.**

## **Bidders Meeting**

A Bidders Meeting will be held by Zoom on Tuesday, February 2, at 11:00 a.m. The purpose of this meeting is to offer potential respondents a venue to ask questions and receive answers on specific questions they may have. Attendance at this Bidders Meeting is **strongly recommended** for all potential respondents. Additional information, not included in this RFP, may be shared at this meeting. In addition, this is an opportunity to ask questions first hand as well as hear questions that have been asked by others, and the answers to those questions. Questions and Answers generated from this Bidder’s Meeting will be posted on the contractor’s website: [www.fmsworkforcesolutions.org](http://www.fmsworkforcesolutions.org)

# Background

## The Workforce Innovation and Opportunity Act of 2014 (WIOA)

The Workforce Innovation and Opportunity Act of 2014, signed on July 22, 2014, and implemented on July 1, 2015, was the first major overhaul of the workforce development system since the Workforce Investment Act of 1998 (WIA) replaced the Job Training Partnership Act (JTPA) on July 1, 2000. The intent of WIOA is “to strengthen accountability and transparency; increase access to work-based learning tools, such as apprenticeships; improve relationships with employers, including through sector partnerships; and foster more cohesive planning within economic regions. They also improve access to education and workforce services for individuals with significant barriers to employment – individuals with disabilities, certain veterans, disconnected youth and other populations – to help them find good work.” (USDOL, Employment and Training Administration.)

“WIOA retains the nationwide system of one-stop centers, which directly provide an array of employment services and connect customers to work-related training and education. WIOA furthers a high quality, one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs.” (USDOL, Employment and Training Administration.) This system is intended to be accessed through a variety of mechanisms, especially physical/walk-in service access, but also electronic linkages if applicable and practical, resource rooms, Internet, and other methods.

Career Services available through the One-Stop system consist of three types: Basic, Individualized, and Follow Up.

Basic Career Services consist of:

- ✓ Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- ✓ Outreach, intake, and orientation to the information and other services available through the One-Stop delivery system;
- ✓ Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- ✓ Labor exchange services including:
  - ✓ Job search and placement assistance;
  - ✓ Provision of information on in-demand industry sectors and occupations;
  - ✓ Provision of information on nontraditional employment;
- ✓ Provision of referrals to and coordination of activities with other programs and services;
- ✓ Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas;
- ✓ Provision of program performance information and program cost information on eligible providers of education, training, and workforce services;

- ✓ Provision of information about how the local area is performing on local performance accountability measures;
- ✓ Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance;
- ✓ Provision of information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation; and
- ✓ Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized Career Services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. Individualized Career services include:

- ✓ Comprehensive and specialized assessments of skill levels and service needs of adults and dislocated workers, which may include:
  - Diagnostic testing and use of other assessment tools; and
  - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- ✓ Development of an individual employment plan;
- ✓ Group or individual counseling and career planning;
- ✓ Short-term prevocational services to prepare individuals for unsubsidized employment or training;
- ✓ Internships and work experience;
- ✓ Workforce preparation activities;
- ✓ Financial Literacy services;
- ✓ Out-of-area job search assistance and relocation assistance; and
- ✓ English language acquisition and integrated education and training programs.

Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Business Services provided through the one-stop delivery system:

- ✓ Certain career services must be made available to local employers.
  - Local areas must establish and develop relationships and networks with large and small employers; and
  - Local areas also must develop, convene, or implement industry or sector partnerships.
- ✓ Customized business services may be provided to employers, employer associations, or other such organizations. These services are tailored for specific employers and may include:
  - Customized screening and referral of qualified participants in training services;
  - Customized services on employment-related issues;
  - Customized recruitment events, including targeted job fairs; and
  - Customized labor market information.
- ✓ Other business services and strategies may include:
  - Assistance or referral for assistance in the development of a registered apprentice program;

- Developing and delivering services in career pathways and skills upgrading;
- Coordination with rapid response activities and strategies for aversion of layoffs;
- The marketing of business services to appropriate area employers; and
- Assisting employers with accessing tax credits.

Depending upon availability of funding, training services are available to employed and unemployed adults and dislocated workers who are determined eligible for training services. Training services may include:

- ✓ Occupational skills training;
- ✓ On-the-job training;
- ✓ Incumbent worker training;
- ✓ Programs that combine workplace training with related instruction;
- ✓ Training programs operated by the private sector;
- ✓ Skills upgrading and retraining;
- ✓ Entrepreneurial training;
- ✓ Transitional jobs;
- ✓ Job readiness training provided in combination with trainings listed above Adult education and literacy activities provided in combination with any of the above listed services; and
- ✓ Customized training.

Local youth programs must make each of the following 14 services available to youth participants:

1. Tutoring, study skills training, and instruction that leads to completion of the requirements for a secondary school diploma or its recognized equivalent, or for a recognized postsecondary credential;
2. Alternative secondary school services;
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include following types of work experience:
  - Summer employment and other employment available throughout the school year;
  - Pre-apprenticeship programs;
  - Internships and job shadowing; and
  - On-the-job training opportunities.
4. Occupational skills training;
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
6. Leadership development opportunities;
7. Supportive services;
8. Adult mentoring for a duration of at least 12 months;
9. Follow-up services;
10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling;

11. Financial literacy education;
12. Entrepreneurial skills training;
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area; and
14. Activities that help youth prepare for a transition to postsecondary education and training.

The design framework services of the local youth program must:

- Provide for an objective assessment of each youth participant and include a review of the academic and occupational skill levels, as well as the service needs and strengths, of each youth for the purpose of identifying appropriate services and career pathways for participants and informing the individual service strategy;
- Develop, and update as needed, an Individual Service Strategy based on the needs of each youth participant that is directly linked to one or more indicators of performance, that identifies career pathways that include education and employment goals, that considers career planning and the results of the objective assessment and that prescribes achievement objectives and services for the participant; and
- Provide case management of youth participants, including follow-up services.

The goals of the youth program are to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants.

### **Functional Alignment and Integration of Services**

Each Local Workforce Investment Area in New York State has been required to develop and implement local and regional goals and strategies for aligning and integrating the delivery of Workforce Innovation and Opportunity Act (WIOA) Title I Services and Wagner-Peyser Employment Service. As a result, WIOA Title I and Wagner-Peyser staff in the FMS Workforce Solutions Centers do not provide services based solely on funding streams. Staff are assigned to functional work teams based on the services provided, not the funding streams supporting the services. Functional leadership and supervision are provided to each team by senior management in the Department of Labor and the WIOA sub-contractor. Functional supervision is defined as oversight of staff in all areas other than Time and Attendance and Personnel Evaluations. Time and Attendance and Personnel Evaluations will be completed by funding stream supervisors after consultation with the functional supervisor. Functional supervisors will be providing leadership and guidance to staff who are not necessarily in their own funding stream/contract. The DOL Manager, the WIOA Program Services Manager/One-Stop Operator, and the Assistant Director of Catskill Center for Independence participate in a Center Leadership Team along with the FMS WDB Executive Director and FMS WDB Executive Assistant. . This team may be expanded in the future to include managers of additional partners present in one or more of the three Workforce Solutions Centers.

## **Description of Services Sought/Deliverables**

The FMS Workforce Development Board is seeking to contract with an organization to provide services to adults, youth, and dislocated workers, through the Workforce Innovation and Opportunity Act of 2014 and other funding when available. The successful respondent will be responsible for providing services to businesses and eligible adults, youth, and dislocated workers, on-site at the Workforce Solutions Centers located in Amsterdam, Gloversville, and Cobleskill, New York. “Eligible adults, youth, and dislocated workers” is defined as those persons meeting the eligibility requirements as set forth in the Workforce Innovation and Opportunity Act of 2014 and by the FMS WDB’s policy for priority of individuals to be served.

According to WIOA Rules and Regulations Section 679.410 a local board may not directly provide core services or intensive services unless certain requirements are met. Local Board staff are also prohibited from directly providing core services and intensive services to customers. This is commonly referred to as the “Fire Wall.” To avoid any potential conflict of interest, the FMS WDB uses mandated WIOA partners and sub-contractors to provide direct services to customers of the Centers and System.

All services provided through this contract, including all staff contacts with customers, will be identified as services of the Fulton, Montgomery, and Schoharie Counties Workforce Solutions System and Centers. Staff providing services through this contract must be stationed in one of the three Workforce Solutions Centers. Providers and their staff will not use their own agency names, business cards, slogans, or logos in the marketing or delivery of these services. Staff providing services through FMS WDB funding will identify themselves to the public as FMS Workforce Solutions Center staff and will wear Workforce Solutions Center Name Tags while in the Centers.

If the provider under this contract has staff stationed on site who are allocated, all or in part, to another contract, provision must be made for reimbursement for all resources used, including space, telephones, etc. All contractor staff stationed on site will wear Workforce Solutions Center Name Tags while in the Centers.

The provider under this contract shall not discriminate against, and will provide equal access to, customers regardless of race, gender, age, religion, disability, or national origin. The FMS WDB is committed to serving all customers equitably, including “hard-to-serve” customers such as long term public assistance, persons with disabilities, non-English speakers, ex-offenders, and those lacking basic skills.

### **VETERANS’ PRIORITY PROVISIONS**

Federal grants for qualified job training programs funded, in whole or in part, by the U.S. Department of Labor are subject to the provisions of the “Jobs for Veterans Act” (JVA), Public Law 107-288 (38 USC 4215). The JVA provides priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services. Please note that to obtain priority service, a person must meet the program’s eligibility requirements. Training and Employment Guidance Letter (TEGL) No. 5-03 (September 16, 2003) and Section 20 of the Code of Federal Regulations (CFR) Part 1010 (effective January 19, 2009) provide general

guidance on the scope of the veterans priority statute and its effect on current employment and training programs. Where applicable, the grant applicant agrees to comply with the Veteran's Priority Provisions.

The FMS WDB envisions a customer-focused, universal access, quality-driven system of workforce development services for job seekers and business customers that will provide a workforce able to fuel a vibrant economy in the FMS WDB region. This system of services must:

- ✓ Be universally accessible for all job seeker customers according to eligibility as described above;
- ✓ Be universally accessible to all business customers;
- ✓ Provide customer choice in services and service delivery;
- ✓ Have in place mechanisms which ensure performance accountability; and
- ✓ Utilize continuous quality improvement strategies.

The FMS WDB intends that the contract resulting from this RFP will enable the FMS WDB to meet relevant performance standards such as common measures and customer service indicators as defined by New York State Department of Labor. The successful bidder will be responsible for providing career services described in Section 678.430 of WIOA Rules and Regulations as well as collecting and reporting to the FMS WDB all the information necessary to establish success in meeting the relevant performance standards contained in the Workforce Innovation and Opportunity Act. The successful bidder will use tools developed by the WDB to collect and report program information to the WDB on a monthly basis. The monthly reporting formats may be revised during the year to meet emerging needs. Specific time frames and mechanisms for collecting and reporting information will be established at a program start-up meeting with the successful bidder. In the event that any performance measure is failed, the FMS WDB will develop a corrective action plan with the successful bidder that at a minimum may include technical assistance and training, and at a maximum, may impact negatively on future proposals submitted by the successful bidder. In the spirit of integrated services and functional alignment, we recognize the problems inherent with having the contractor responsible for successfully meeting deliverables for services provided by staff outside of their own organization and will take that into consideration if a corrective action plan became necessary.

**The successful bidder will also act as One Stop Operator, providing oversight to all three Centers as outlined below:**

- ✓ Coordinate the service delivery of required one-stop partners and service providers in all three Centers in the System;
- ✓ Ensure that procedures are properly and consistently being implemented in the three Workforce Solutions Centers;
- ✓ Be the primary provider of WIOA Title I Adult, Dislocated Worker and Youth services in the Centers;
- ✓ Ensure that each Center has a fully staffed and equipped Career Resource Room; and
- ✓ Ensure that the Center hours are maintained.

***According to S678.625, when the One-Stop Operator is also a service provider, there must be appropriate firewalls in place regarding oversight, monitoring, and evaluation of the performance of the service provider. The firewalls must conform to the specifications in S679.430 of WIOA for demonstrating internal controls and preventing conflicts of interest.***

Adult and Dislocated Worker Program:

The successful bidder will provide career services such as:

- ✓ Determination of program eligibility;
- ✓ Performance and program cost information;
- ✓ Outreach, intake, and orientation to WIOA and One-Stop services;
- ✓ Initial, comprehensive and specialized assessments of skill levels and service needs;
- ✓ Information on availability of supportive services, in-demand occupations and nontraditional employment;
- ✓ Referrals to and coordination with other programs and services;
- ✓ Development of an individual employability plan;
- ✓ Group counseling;
- ✓ Individual counseling and career planning;
- ✓ Workshops that teach employment-related skills;
- ✓ Case management;
- ✓ Short-term pre-vocational services;
- ✓ Internships and work experience;
- ✓ Financial literacy services;
- ✓ Follow-up services;
- ✓ Business Services such as:
  - Employer outreach for purposes of developing job opportunities and making the business customer knowledgeable of FMS WDB services;
  - Customized screening and referrals, recruitment events, and labor market information; and
  - Coordination with rapid response activities and accessing tax credits.
- ✓ Other career services which may be delineated during start-up meetings with the successful bidder or introduced during the year in response to changing system needs or legislative requirements.

The successful bidder will coordinate the provision of training services such as assessment for, and referral to:

- ✓ Classroom (occupational skills) training;
- ✓ On-the-Job Training;
- ✓ Skills upgrading and retraining;
- ✓ Entrepreneurial training;
- ✓ Transitional jobs;
- ✓ Job readiness training; and
- ✓ Customized training.

## Youth Program:

According to Section 681.420 of the WIOA Rules and Regulations, the program design of framework services of local youth programs must:

1. Provide for an objective assessment of each youth participant and includes a review of the academic and occupational skill levels, as well as the service needs and strengths, of each youth for the purpose of identifying appropriate services and career pathways for participants and informing the individual service strategy;
2. Develop, and update as needed, an individual service strategy based on the needs of each youth participant that is directly linked to one or more indicators of performance, that identifies career pathways that include education and employment goals, that considers career planning and the results of the objective assessment and that prescribes achievement objectives and services for the participant; and
3. Provide case management of youth participants, including follow-up services.
4. The FMS WDB is also requiring that out-of-school youth without a High School Equivalency Diploma or High School Diploma are targeted for the program.

Section 681.460 of the WIOA Rules and Regulations lists 14 program elements that must be available to youth through the youth program. Local programs have the discretion to determine what specific program services a youth participant receives, based on each participant's objective assessment and individual service strategy. *Local programs are not required to provide every program service to each participant. Programs are encouraged to partner with existing entities that can provide program element(s) at no cost to the local youth program.* The program shall provide elements consisting of:

1. Tutoring, study skills training, and instruction that leads to completion of the requirements for a secondary school diploma or its recognized equivalent, or for a recognized postsecondary credential;
2. Alternative secondary school services;
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experience:
  - Summer employment and other employment available throughout the school year;
  - Pre-apprenticeship programs;
  - Internships and job shadowing; and
  - On-the-job training opportunities
4. Occupational skills training;
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
6. Leadership development opportunities;
7. Supportive services;
8. Adult mentoring for a duration of at least 12 months;
9. Follow-up services;
10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling;

11. Financial literacy education;
12. Entrepreneurial skills training;
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area; and
14. Activities that help youth prepare for a transition to postsecondary education and training.

The successful bidder will also be responsible for:

- ✓ Collecting and recording customer data using the One-Stop Operating System (OSOS) and any other data collection system prescribed by the FMS WDB;
- ✓ Effectively entering required data into the One Stop Operating system (OSOS) within 5 days of service provision, and managing such data in a timely and effective manner (The OSOS is the primary reporting mechanism of program outcomes and performance);
- ✓ Following-up with classroom training participants every 30 days until employment is found;
- ✓ Collecting and reporting all job opportunities using the One-Stop Operating System (OSOS);
- ✓ Collecting and recording financial data and monthly generation of all reports as required to fulfill reporting requirements as specified by the FMS WDB;
- ✓ Attending Center meetings at each location, and other meetings as determined by the FMS WDB;
- ✓ Participating in the FMS WDB Business Services Consortium and the FMS WDB Business Services Committee;
- ✓ Attending meetings between the contractor's administrative staff and WDB staff as required; and
- ✓ Participation by the Program Director/One-Stop Operator in the Center Leadership Team.

## **Monitoring and Support**

FMS Workforce Development Board staff, as required by WIOA law, will conduct program, financial, and performance monitoring of the program operator as described in the Workforce Development System Technical Advisories #04-19 and #5-15. All reports will be compared for accuracy, with discrepancies being addressed immediately. The program operator must participate fully in all reviews. The program operator must demonstrate that OSOS Management Reports are used regularly as a management tool to comply with the WDB's commitment to continuous improvement as well as an internal management tool to ensure the attainment of required WIOA performance outcomes.

The program operator must also ensure that the United States Department of Labor (USDOL) and the New York State Department of Labor (NYSDOL) have access to program and fiscal records for the purposes of auditing and monitoring.

The program operator must ensure that all program and fiscal records will be retained for no less than six years, subsequent to the close of the contract period, as specified in 2 CFR Part 200-Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. (Super Circular)

Technical assistance will be provided throughout the contract and may be requested at any time.

Program operator management staff will meet as scheduled with WDB staff to discuss issues, concerns, and/or suggestions regarding WIOA programs, System operations, and other related issues. These meetings may include site visits and/or reviews of records/files.

Providers not meeting required benchmarks and performance measures as agreed to in the service contract will be required to follow a corrective action plan that includes mandatory participation in technical assistance and attainment of any probationary plan requirements. Continued inability to meet required performance may result in the termination of the contract and may prevent the provider from bidding on future requests for proposals.

In the event of a dispute arising from this contract, its deliverables or funding, the reason for the dispute must be put in writing and delivered to the other party. The first course of action is for the FMS WDB Executive Director and the program operator's Director to work together to find a solution acceptable to both. If no resolution can be reached by these two parties, the Boards of the respective organizations, through their Board Chairs, will work to reach resolution.

## **Center-Specific Guidelines**

Following is a breakdown by center of fixed staffing levels. Staffing must be flexible to allow for movement from Center to Center to provide adequate coverage for vacations, sick leave, and other absences by staff.

<b>Minimum Required Staffing in FTE's *</b>					
Title	Amsterdam	Gloversville	Cobleskill	All	Total
Program Director/Supervisor	-	-	-	1	1
Data Base Coordinator	-	-	-	1	1
High School Equivalency Program Instructor	.5	.25	.25		1
Youth Services	.5	.25	.25	-	1
Adult/DW Services	1	.75	.75	-	2.5
Business Services	1	.25	.25	-	1.5
Resource Room	1	1	1		3
<b>Total Staff</b>	<b>4.0</b>	<b>2.5</b>	<b>2.5</b>	<b>2</b>	<b>11</b>

\* FTE = Full Time Equivalent.

## Content of Proposal

The proposal should contain the following:

- Organizational Summary: Up to a two (2)-page overview that provides a brief profile of your organization including the mission, philosophy, size, structure, and customer base. Describe your knowledge of the workforce development, employment and training fields in general and in the services requested in this RFP in particular. Since WIOA is a quality improvement/customer-focused program, describe your commitment to continuous quality improvement and customer satisfaction and how you will relate this commitment directly to the customers of the local Workforce Investment Area. Include names and phone numbers of three of your most recent customers/contacts.
- Adult & Dislocated Worker Services Approach: Up to eight (8) pages identifying programming and describing your program's strategy and design to achieve the stated objectives and WIOA outcomes. Provide a description of how you intend to approach this project including:
  - Method of outreach (marketing) to potential business and job seeker customers (marketing must be consistent with and approved by the FMS WDB);
  - Method of sharing information and coordination with NYS Department of Labor and with other partners;
  - Method of assessing potential participants to determine those who are eligible in accordance with priorities for customers to be served under WIOA funds, and FMS WDB policy;
  - Methods of providing post-employment and follow-up services to enhance job retention and wage increases in customers that have exited the system;
  - Method for ensuring that staff are provided with training that will enhance their ability to serve customers under the Workforce Innovation and Opportunity Act; and
  - Include past results on WIA or WIOA Programs or similar programs in the areas of business services, job readiness and job placement if lacking in WIOA experience. **Current WIOA program operators applying for new funds should include what has been learned from their current experience including what if anything will be done differently.**
- Youth Program Services Approach: Up to eight (8) pages identifying programming and describing your program's strategy and design to achieve the previously stated objectives and WIOA outcomes. The following information must be included for the youth program:
  - Methods of providing the 14 elements required for WIOA youth programs, including any agreements in place with partner organizations to ensure that all program elements will be offered;

- The program components from recruitment and intake to successful WIOA outcome;
- How, when and where services will be provided, including activities and events (attach a program schedule and or calendar if relevant);
- How private businesses may be utilized for internships and other structured employment experiences and/or job placements;
- How the program will document progress being made by each youth throughout the grant period on each particular goal and WIOA outcome;
- How follow-up will be conducted for participants exiting WIOA programming and what follow-up supports will be provided to ensure a successful transition from programming, retention, and wage increases if appropriate;
- Method for ensuring that staff are provided with training that will enhance their ability to serve customers under the Workforce Innovation and Opportunity Act; and
- Include past results on WIA and WIOA Programs or similar programs in the areas of youth development if lacking in WIOA experience. **Present WIOA program operators applying for new funds should include what has been learned from their current experience including what if anything will be done differently.**
- Staffing: Provide a list of project staff, their credentials, and a copy of each person's resume. For positions that are currently open, or projected through this RFP, there is a description of each of the positions including duties and qualifications in the FMS Policies and Procedures Manual and are attached. (If program staff is not currently in place describe the process you will use to hire and train the individual(s) to provide services as described in this proposal).
- Fiscal Management Ability: Provide a description of the fiscal management systems in place within the bidder's organization that demonstrate financial accounting experience and capability to manage a contract of this nature. **Current WIOA program operators applying for new funds should include what has been learned from their current experience including what if anything will be done differently.**
- General Management Ability: Provide a description and organizational chart of the management system in place within the bidder's organization that demonstrates the chain of command and the capability to manage and supervise contract staff. Explain how staff in all three Centers will be supervised. **Current WIOA program operators applying for new funds should include what has been learned from their current experience including what if anything will be done differently.**
- Costs: Using the forms attached, provide a detailed budget itemizing costs for this project. Each Center has required staffing levels. Final staffing patterns may be negotiated depending upon funding and local need. Since this is a contract for services, all costs including supervision and administrative duties will be charged to program costs.

## Proposal Evaluation/Selection

Selection must ultimately be weighted toward bidders with comprehensive knowledge and experience in providing services to business and individuals as outlined under the Workforce Investment Act. Although cost of the project is an important factor, the FMS WDB reserves the right to award the contract to the bidder whose proposal best meets the “Description of Services Sought/Deliverables.”

Bids will be evaluated as follows:

- Review for Compliance: Proposals submitted will be evaluated on compliance with the information requested as listed under the section entitled “Submission Requirements.” Failure to submit all necessary information as requested, or failure to follow the format outlined in the previous section, may result in rejection of the proposal.
- Detailed Review Against Criteria: Each proposal will be evaluated based on an assessment of the information provided in response to the RFP. Only information submitted as part of this bid will be considered in the review process.
- Selection Criteria to be Evaluated:
  - Organizational Summary Maximum 5 Points
    - Description of the organization
    - Knowledge of workforce development
    - Description of commitment to “quality improvement” and how you will relate it to the local workforce investment area.
    - References listing names and telephone numbers of three recent customers
  - Adult and Dislocated Worker Services Approach Maximum 30 Points
    - Method of outreach to potential business and job seeker customers
    - Method of sharing information and coordination with other partners
    - Method of assessing potential participants
    - Projection of number of participants, by county, who will receive individualized career services
    - Projection of number of participants enrolled in training as described
    - Methods of providing post-employment and follow-up services
    - Include past results on WIOA Programs or similar programs
    - Present WIOA program operators should include “lessons learned”
  - Youth Program Services Approach Maximum 25 Points
    - Method of providing the 14 elements required
    - Description of program components
    - How, when, and where the services will be provided
    - Utilization of private businesses for internships and work experience
    - Mechanism for documenting progress by each participant
    - Plans for follow-up and follow-up support
    - Include past results on WIOA Programs or similar programs

Present WIOA program operators should include “lessons learned”

- Staffing Maximum 5 Points  
Project staff, including resumes  
Method of ensuring and providing staff development opportunities  
References listing names and telephone numbers of three recent customers
  
  - Fiscal Management Maximum 5 Points  
Description of fiscal management system  
Demonstrated experience and ability  
Present WIOA program operators should include “lessons learned”
  
  - General Management Ability Maximum 5 Points  
Description and Organizational Chart  
Explanation of how all 3 Centers will be supervised  
Present WIOA program operators should include “lessons learned”
  
  - Costs and Budget Maximum 25 Points  
Detailed itemized budget  
In-kind contributions, if any
- 
- In addition to requirements outlined above, proposals will be evaluated based on the following:
    - Bidders must demonstrate the ability to provide the required services at a reasonable cost to the FMS WDB. Costs will be evaluated based not only on competitiveness with respect to their bids, but equally important, the value they reflect in light of services proposed and bidder’s capability and experience;
    - Bidders must be able to demonstrate a history of successful performance-based contracting;
    - Bidders must be able to meet the start date of July 1, 2017;
    - Bidders must have a satisfactory record of integrity, business ethics, and fiscal accountability, including;
      - The agency’s efforts to recover debts;
      - The absence of fraud or criminal activity of a significant nature;
      - The absence of serious administrative deficiencies, such as failure to maintain a financial management system in compliance with Super Circular audit requirements;
      - Timely reconciliation of findings or questioned costs resulting from audits or monitoring;
      - Provision of services to applicants as agreed to in previous contracts;
      - Timely and accurate submission of required reports;
      - Proper reporting and disposal of government property;
      - The necessary organization, experience, accounting, and operating controls; and

- The technical skills to perform the work.

Reservation Clauses: The FMS WDB, in order to serve the best interests of the FMS Workforce Development Area and its customers, reserves the right to:

- Postpone or cancel this RFP upon notification to all bidders;
- Amend the specifications after their release with appropriate notice to all bidders;
- Request bidders to present supplemental information clarifying their proposal, either in writing or in formal presentation;
- Waive or modify minor irregularities in proposals received after prior notification to the bidder;
- Correct any arithmetic errors in any proposal;
- Reject any and/or all proposals received in response to this RFP;
- Contact bidders' references as a check on qualifications;
- Award the contract to other than the lowest bidder;
- Negotiate with selected bidder prior to contract award; and
- Disqualify any bidder who inappropriately acquires information contained in a competitor's proposal and attempts to use that information to influence the award decision.

Contract Cancellation: The FMS WDB reserves the right to cancel the contract or any part thereof, at any time, upon thirty (30) days written notice. If, in the judgment of the FMS WDB, the Contractor fails to perform the work in accordance with the contract, the FMS WDB may terminate the contract immediately by written notice for cause. The FMS WDB may elect to provide a corrective action period prior to termination.

## Submission Requirements

Proposals should be no longer than 21 pages in length, excluding the budget and any other attachments. Three (3) paper copies and an electronic copy of the complete bid package must be postmarked and received by the Workforce Development Board by 4:00 p.m. on Friday, February 26, 2021. Proposals may be hand-delivered or sent by mail to:

**Gail Breen, Executive Director  
The Fulton, Montgomery and Schoharie Counties  
Workforce Development Board, Inc.  
2620 RiverFront Center  
Amsterdam, New York 12010**

**Faxed copies will not be accepted. An electronic copy may be e-mailed to Gail Breen at the address below, but paper copies are also required by 4:00 p.m. on Friday, February 26, 2021.** Bids received after 4:00 p.m. on Friday, February 26, 2021, will not be eligible for funding consideration. Use of certified, registered or express mail is suggested for postmark verification. For technical assistance or clarification of instruction with regard to this Request for Proposals, email Gail Breen at [ggreen@fmsworkforcesolutions.org](mailto:ggreen@fmsworkforcesolutions.org).

All bids and accompanying information become the property of the Fulton, Montgomery, and Schoharie Counties Workforce Development Board, Inc. and will not be returned.

# **Fulton, Montgomery, and Schoharie Counties Workforce Solutions Centers**

## **Resource Room Coordinator**

### **Duties Include:**

- ✓ Input customer data into the OSOS System;
- ✓ Coordinate use of the Resource Room and equipment;
- ✓ Teach customers value and use of self-help technologies and resources (Internet, fax, computers, e-mail, voice mail, etc.);
- ✓ Identify customer skills, understanding of technology, learning style and personal preferences;
- ✓ Conduct orientations to the resource self-help center;
- ✓ Continually seek customer feedback on usefulness and availability of materials;
- ✓ Prevent, identify, or solve problems with resource room equipment;
- ✓ Provide constructive feedback and suggestions to customers regarding the effective use of the resources when developing their resume and conducting their job search;
- ✓ Actively listen to the customer inquiries/requests to identify services that are most needed and additional services that could be developed;
- ✓ Demonstrate sensitivity and respond to customer complaints and resolve them effectively and in a professional manner;
- ✓ Maintain daily traffic log;
- ✓ Participate in center and functional team meetings;
- ✓ Participate in staff development activities;
- ✓ Conduct Metrix orientations, assign licenses, and serve as contact person for Metrix users;
- ✓ Monitor the use of the Metrix system;
- ✓ Conduct Basic Computer Skills workshops; and
- ✓ Coordinate Monthly Center Calendars.

### **Skills, Abilities, Qualifications Include:**

- ✓ Minimum of an Associate's Degree in related field, Bachelor's Degree is preferred;
- ✓ Working knowledge of technology equipment including computers, fax machines, copiers and other self-help equipment;
- ✓ Working knowledge of various computer applications/programs, and other employment tools available to meet the needs of the customers;
- ✓ Working knowledge of the Internet and its benefit to the jobseeker;
- ✓ Strong communication and organizational skills;
- ✓ Demonstrated customer service skills;
- ✓ Ability to interpret and critique written material and provide constructive feedback;
- ✓ Ability to identify transferable skills;
- ✓ Knowledge of community services and referrals; and
- ✓ Proficient in Microsoft Office and the Internet.

# Fulton, Montgomery, and Schoharie Counties Workforce Solutions Centers

## Workforce Advisor

### Duties Include:

- ✓ Completing assessments of customers regarding job skills, abilities, interest, barriers to employment and academic ability. Determine if additional assessment is needed;
- ✓ Determining eligibility in compliance and program requirements;
- ✓ Developing Individual Employment Plans;
- ✓ Maintaining caseload assigned by Functional Supervisors;
- ✓ Completing and maintaining customer files including entry into OSOS;
- ✓ Making appropriate job referrals, matching customer skills and abilities to employer requirements;
- ✓ Facilitating Center workshops, including the National Work Readiness Credential workshop;
- ✓ Conducting advising sessions regarding job attitude, job seeking and keeping skills, self-esteem activities, career exploration and labor market information;
- ✓ Promoting STEM Careers to appropriate customers;
- ✓ Assisting customers in creating and organizing job search materials;
- ✓ Meeting with service agencies to promote program activities;
- ✓ Attending and participating in case management meetings;
- ✓ Making appropriate referrals for additional services;
- ✓ Participating in Center and Functional team meetings; and
- ✓ Participating in staff development activities.

### Skills, Abilities, Qualifications Include:

- ✓ Minimum of Associates Degree in Human Services field, BA is preferred;
- ✓ Knowledge of the services available at the Center;
- ✓ Problem solving, including making evaluations and reaching conclusions
- ✓ Ability to work cooperatively with all partner staff;
- ✓ Knowledge and understanding of program performance standards;
- ✓ Knowledge of computer applications including database systems;
- ✓ Strong communication skills and organizational skills;
- ✓ Accurate and attentive to detail;
- ✓ Knowledge and experience in customer service;
- ✓ Knowledge of OSOS;
- ✓ Knowledge of WIOA programs and services;
- ✓ Knowledge of STEM Careers, ability to act as a Subject Matter Expert to other Center Staff;
- ✓ Knowledge of community services and referrals;
- ✓ Proficient in computer skills, including ability to use Microsoft Office and Internet; and
- ✓ Vehicle and clean driver's license.

# **Fulton, Montgomery, and Schoharie Counties Workforce Solutions Centers**

## **Youth Employment Coordinator**

### **Duties Include:**

- ✓ Determining eligibility for youth within compliance and program requirements;
- ✓ Completing assessments of youth re: job skills, abilities, interest, barriers to employment, and academic ability;
- ✓ Developing an Individual Service Strategy that addresses these issues;
- ✓ Completing and maintaining Case Management files, including OSOS;
- ✓ Assisting youth in the creation of employment portfolio's, assist in creating and organizing job search materials including: practice applications, resumes and cover letters for use in job search;
- ✓ Conducting basic workplace skills and National Work Readiness Credential workshops;
- ✓ Developing worksites, placing eligible youth, maintaining appropriate payroll records;
- ✓ Conducting orientation for worksites and youth including: WIOA regulations, New York State Labor laws, emergency medical procedures, and payroll procedures;
- ✓ Conducting counseling sessions re: job attitude, job seeking and keeping skills, self-esteem activities, career exploration and labor market information;
- ✓ Promoting STEM careers;
- ✓ Meeting with local school and service agencies to promote program activities while developing support for this target group;
- ✓ Assisting the youth in obtaining the necessary skills needed for positive parenting and self-sufficiency;
- ✓ Participating in Center and Functional Team Meetings; and
- ✓ Participating in staff development activities.

### **Skills, Abilities, Qualifications Include:**

- ✓ Minimum of an Associate's Degree in Human Services field, experience working with youth ages 16 – 20;
- ✓ Strong communication and organizational skills;
- ✓ Ability to work with diverse cultures and people;
- ✓ Ability to interact with youth and worksite supervisors in a work environment;
- ✓ Ability to provide motivation to youth;
- ✓ Ability to provide training for youth in compliance with program policy and requirements;
- ✓ Skills in problem solving, making evaluations or reaching conclusions based on subjective or objective criteria, including specific assessments;
- ✓ Proficient in Microsoft Office and Internet;
- ✓ Knowledge of WIOA regulations and NYS Labor Laws for Youth; and
- ✓ Vehicle and clean driver's license.

## **Fulton, Montgomery, and Schoharie Counties Workforce Solutions Centers**

### **Business Services Representative**

#### **Duties Include:**

- ✓ Promoting services available to businesses through the Workforce Solutions Centers;
- ✓ Educating and advising businesses regarding DOL and WIOA policies and programs including selection and referral, human rights regulations, On-the-Job training, LMI, tax credits, Classroom Training Programs, and other workforce related subjects;
- ✓ Knowledge of STEM Careers, ability to act as a Subject Matter Expert to other Center Staff;
- ✓ Working with Workforce Advisors and Businesses to develop employer-based training programs, including the Two-Step STEM contracts;
- ✓ Facilitating Center workshops on STEM Careers, Demand Occupations, and the National Work Readiness Credential workshop;
- ✓ Acting as a liaison between businesses and Workforce Solutions Centers;
- ✓ Participating in a “Regional Business Services Team” in assisting in preparing and implementing a Regional Business Services Plan;
- ✓ Preparing monthly activity report and submitting to Functional Supervisor and presenting to WDBs Business Services Committee;
- ✓ Advising various community, agency, business, and employee groups regarding DEWS and WIA business services;
- ✓ Participating in Center and Functional team meetings;
- ✓ Participating in staff development activities;
- ✓ Participating in WDBs Business Services Committee; and
- ✓ Coordinating Business Services Consortium.

#### **Skills, Abilities, Qualifications Include:**

- ✓ Minimum of Associates Degree in Human Services or Business field, BA is preferred;
- ✓ Knowledge of the business services available at the Center;
- ✓ Problem solving skills;
- ✓ Ability to work cooperatively with all partner staff;
- ✓ Knowledge and understanding of program performance standards;
- ✓ Knowledge of computer applications including database systems;
- ✓ Strong communication skills;
- ✓ Strong organizational skills;
- ✓ Accurate and attentive to detail;
- ✓ Knowledge and experience in customer service;
- ✓ Knowledge of OSOS;
- ✓ Knowledge of WIOA and DOL programs and services for businesses;
- ✓ Knowledge of STEM Careers and employer-based training opportunities, ability to act as a Subject Matter Expert to other Center Staff;
- ✓ Knowledge of community services and referrals;
- ✓ Proficient in computer skills, including ability to use Microsoft Office and Internet; and
- ✓ Vehicle and clean driver’s license.

**Fulton, Montgomery & Schoharie Counties  
Workforce Development Board, Inc.  
Contract Budget Summary**

Program Name: \_\_\_\_\_ Contractor Name: \_\_\_\_\_

**Budget Page**

2021-2022

<b>Category of Expense</b>	<b>Contract Costs</b>
A. Staff Salaries (Total)	
B. Staff Fringe Benefits	
C. Staff Travel	
D. Other Operating Expenses	
E. Misc. Participant Expenses	
F. Participant Payments	
<b>Total Budget</b>	

## Contract Budget Narrative/Justification

Please provide the following additional information in support of the contract budget, as needed. Note for contract modifications information is required to support changes only.

**A. Staff Salaries:**

**Provide an explanation of percentage of effort in staffing patterns and/or annual salary costs.**

**B. Fringe Benefits:**

**Please provide agency rate.**



**D. Other Operating Expenses:**  
**Please provide an estimated budget by general type of expense. Please provide details on charges to administrative costs.**

Allowable categories:

Estimated Budget

Office Supplies and Advertising

Conference Reg.

Legal & Professional Fees

Membership &

Publications

Other Extraordinary Categories (List):

<b>E. Miscellaneous Participant Expenses:</b> <b>Please provide an estimated budget by general type of expense.</b>		
		<b>Estimated Budget</b>
Allowable categories:		
	Training Materials	
	Testing Materials	



## Detail Budget Page (2)

### Other Operating Expenses

Allowable Other Operating Expenses include the Following Types of Expenses:

	Office Supplies and Advertising
Conference Registrations	Legal and Professional Fees
	Membership & Publications

### Miscellaneous Participant Expenses

Allowable Miscellaneous Participant Expenses include the following types of Expenses:

Training Materials
Testing Materials

If Any Other Type of Participant Expenses are included, please list:


### Detail Budget Page (3)

#### Participant Payments

Description of Item	# of Participants	Cost
Individual Training Accounts		
Participant Wages (OJT)		
Supportive Services		
Work Experience for Youth		
<b>Total Participant Costs</b>		