

## **State Guidelines for Local Workforce Development Boards One-Stop Operator Procurement**

All RFPs that contain requests for One-Stop Operators must include the duties set forth in 20 CFR 678.620, conform to local policies as well as Kentucky Policies 15-001 and 15-002 (as amended), 17-001 and 17-002, and adhere to relevant federal and state statutes and regulations.

All Local Workforce Development Boards (LWDBs) must follow federal, state and local competitive procurement requirements when selecting the One-Stop Operator. Additionally, LWDBs shall incorporate the mandatory items listed in the following requirements and recommendations.

All One-Stop Operator RFPs must include a reference page that provides relevant WIOA references, the local entity's policies and procedures and other applicable state and federal policies and regulations.

### **Requirements and Recommendations for Bidders List**

**Bidders List:** LWDBs must ensure that a comprehensive bidders list is maintained on eligible entities able to provide One-Stop Operator services. At a minimum, this list should include entities eligible under 20 CFR 678.600. This bidders list should also be reviewed to ensure it is up to date and extensive. The bidders list should contain both local and non-local eligible entities, including non-profit as well as for-profit agencies.

It is highly encouraged that LWDBs take proactive outreach steps to notify potential bidders of the One-Stop Operator procurement opportunity rather than simply posting the RFP on the issuer's website and waiting for potential bidders to respond. All finalized RFPs must be submitted to OET for state publication.

It is highly encouraged that LWDBs within the same or adjacent planning regions share and compare bidder's lists to ensure a full and open competitive procurement process is maintained for the region.

LWDBs are encouraged to consider collaborating with LWDBs within their respective regions to conduct a regional procurement process.

It is recommended that the RFP be distributed in all applicable legal publications, as well as on the procuring entity's website and applicable national workforce organization websites. Additional efforts should be made to make the RFP available as widely as possible.

### **Requirements and Recommendations for Requested Documentation**

To be considered responsive, a bidder must provide two (2) years of audited financial history. Adequate documentation could include recent audit reports, the entity's Comprehensive Annual Financial Report (CAFR), an independent CPA review, tax records or another recognized review of accounting process and procedures. 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. Bidders who fail to provide complete and accurate information shall be disqualified. Bidders who fail to provide complete and accurate information shall be disqualified.

To be considered responsive, a bidder must provide an organizational chart.

All organizations that are private, for-profit, or not-for-profit should be able to provide documentation of their registration under either Kentucky or their respective state's Secretary of State's office.

All bidders should be required to provide their DUNS number. Prior to reviewing all responses, the reviewing entity should verify that the bidders are not on the federal debarred/suspended list.

### **Requirements and Recommendations for Requested Information/Responses for Evaluation**

Bidders must discuss how they will integrate all required and other workforce partners in the comprehensive Kentucky Career Center (KCC) offices and describe their commitment to an integrated service delivery model in the KCC system. This discussion must include partners who are electronically present in the center.

**Note:** Bidders should be made aware of any implications or special arrangements or how they will organize and meet the requirement of the provision at 20 CRF 678.630 stating: “Continued use of State merit staff for the provision of Wagner-Peyser Act services or services from other programs with merit staffing requirements must be included in the competition for and final contract with the one-stop operator when Wagner-Peyser Act services or services from other programs with merit staffing requirements are being provided.”

Bidders should be able to describe how the proposed One-Stop operations will fit into their organizational chart (see “requested documentation” section of this guidance above) and whether current or newly hired staff would be providing the services. Also, bidders should describe their plan to ensure that staff members are well-trained and ready to implement an integrated service delivery system. When possible, the bidder should either provide resumes of current staff or titles and job descriptions/postings for any new positions that are to be filled.

Bidders should be able to describe their customer service experience and discuss any experience with handling complaints and/or concerns from customers. Other required experiences should include oversight of staff teams and knowledge of team-based case management as well as experience in developing and delivering technical assistance.

Bidders should be able to propose outcome measures that effectively capture and evaluate their efficacy and system effectiveness. This response should also include proposed data collection and validation methodology as well as a proposed reporting method.

Bidders should discuss how they will ensure all partner agencies are collaborating and cooperating in the implementation of the partner programs. This should include discussions on both training for the One-Stop Operator staff and cross-training for the partner-program staff. Capacity-building experience would be relevant to this discussion. Bidders should also address the possibility of providing additional types of services and/or serving additional populations, and the extent to which their experience demonstrates adaptability and flexibility as requirements change and new opportunities arise.

Bidders should discuss how they will bring together the partner programs to ensure adequate outreach of the KCC and demonstrate a thorough understanding of target populations for partner programs. Discussion should also include how the bidder will take ownership/leadership in ensuring all partners are contributing to the KCC, both financially as well as through other resources and staff time.

Bidders should discuss how they will comply with all federal, state and local policies and regulations, as well as provide oversight to ensure that all partner agencies are also in compliance.

### **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.)

### **One-Stop Operator Evaluation Criteria Guidance**

Upon receipt of One-Stop Operator RFP responses, each Local Workforce Development Board (LWDB) or secured third party will be tasked with evaluating and scoring each received sealed bid. With the goal of allowing LWDBs, or the third party, the flexibility to evaluate bid packages in a manner that fits local needs and priorities while still providing basic standardization throughout all local areas, the Commonwealth has identified important evaluation criteria. Kentucky strongly recommends that these criteria be included in the LWDB’s (or third party) evaluation procedures. Each local board evaluation committee retains the right to add, remove or adjust any criteria based on the needs of the local area. However, **the points shown in red** have been deemed the most significant to include:

#### **Organization Overview/Experience**

- Bidder submitted record of past performance with WIOA (or similar program).
- Bidder provided a clear and relevant mission/vision.
- Bidder provided a description and brief history of the organization.
- Bidder demonstrated unique expertise that distinguishes organization.

#### **Financial/Fiscal Accountability**

- Bidder has financial and administrative experience in managing multiple federal, state, and/or private funding sources.
- Bidder provided documents establishing financial history.
- Bidder is up-to-date on taxes (income, annual state and federal, payroll tax, etc.)
- Bidder provided evidence that acceptable accounting systems are in place.
- Bidder provided a proposed budget and narrative, which may include: personnel costs, operational expenses, direct expenses, and other estimated costs.
- Bidder’s budget is adequate for the scope of work presented in the RFP.

#### **Capacity**

- Bidder demonstrated capacity to adapt and expand in cases of future service changes and growth.
- Bidder provided a functional or proposed organizational chart that is deemed satisfactory to meet Kentucky Career Center needs.
- Bidder provided a workflow/logistical model.

- Bidder provided a reasonable plan for staffing.
- Bidder described resources the entity can bring to the workforce system.

### **Partnerships and Community**

- Bidder demonstrated experience with oversight of multi-organizational staff.
- Bidder demonstrated a plan for partner integration within the entity.
- Bidder described strategies for outreach and enrollment.
- Bidder provided a plan/method for community and business outreach.
- Bidder provided a plan or demonstrated expertise in working with both rural and urban populations simultaneously (if applicable to local area).
- Bidder explained how the organization will measure customer satisfaction.

### **Programs/Program Outcomes**

- Bidder provided a proposed program design model.
- Proposed outcomes are relevant to the mission and objectives of Kentucky Career Center partner programs.
- Bidder has detailed a service delivery model that correlates to the proposed outcomes.
- Narrative clearly demonstrates how program activities will lead to the proposed outcomes.

### **Technology, Data and Reporting**

- Bidder described existing data and reporting system process.
- Bidder described how performance goals on a recurring basis will be tracked and evaluated.
- Bidder described technological needs in order to assume operation.
- Bidder demonstrated an ability to ensure and maintain data integrity.