

ONE STOP OPERATOR PROPOSAL REQUIREMENTS SOUTHWEST LOCAL WORKFORCE DEVELOPMENT AREA

I. INTRODUCTION

The Workforce Innovation and Opportunity Act (WIOA) also known as PL 113-128 was enacted in July 2014 with the purpose of helping citizens seeking jobs. WIOA provides job seekers support by educating and providing service training with the end goal of becoming successful in the labor workforce and fulfill employer demands with qualified and specialized employees that can compete in the global economy.

Specifically, in the Title I section of WIOA, it establishes a system comprised of Local Workforce Development Areas which offer training services and jobs through One Stop Centers (OSC) and American Job Centers (AJC) throughout Puerto Rico.

II. JUSTIFICATION

The OSC and AJC are designed to facilitate training and job access to individuals that need assistance in areas that contribute to their workforce needs.

WIOA and its implementing Regulations require Workforce Development Boards (WDB's) to use a competitive process for the selection of an entity to operate the OSC-AJC.

The Southwest Local Board is interested in selecting and contracting the services of an operator to coordinate services of One Stop partners according to the requirements in this document. The effectiveness of meeting these requirements will improve the quality of our workforce and highlight the Local Area productivity and competition.

III. RESOURCES

The Board developed a plan that contains significant information concerning One Stop required and optional partners of the OSC-AJC as well as the local workforce market. The information is readily available to applicants; therefore, it will not be included in this document. The Plan may be obtained at the following web address: www.aldis.org. Job specifications for the year 2021 may be requested by email at: jlsuroeste@aldis.org.

Proposers must have knowledge of the laws, statues, rules, regulations and public policies applicable to OSC-AJC. A copy of the WIOA and its Regulation may be downloaded at: <https://www.doleta.gov/WIOA>.

IV. PURPOSE

The purpose of this document is to request proposals from qualified entities to select a One Stop Operator (OSO) - (AJC) of the Board. The proposal selected by the Evaluation Committee will work according to Local and Regional Plans, and the job specifications that will serve the Southwest population. In accordance, the entity will be contracted based on cost effectiveness described in the document, its outreach, and the services that will be offered to achieve stability within the system for the best interest of the local area.

The entity selected will be required to serve everyone who requests technical assistance, including low-income individuals, veterans and people who require education, academic and occupational training with the purpose of obtaining paid employment.

V. ELIGIBILITY

The operator of the OSC-AJC can be a public or private non-profit entity or a consortium of entities with experience and a successful standing history which can be corroborated.

The types of entities that can be operators of the OSC-AJC include:

1. Higher Education Institutions;
2. State employment service agencies under Wagner-Peyser Law in representation of the local office of the Agency;
3. Private Non-profit entities (including community-based organizations);
4. Private For-profit entities;
5. Government agencies;
6. A Local Board can be an operator of OSC-AJC. However, the Local Boards **must** compete and comply with the mandatory requirements contained in 20 CFR 678.605 (c) y 678.615 (a). In the event that a Local Board is selected, the Governor and the designated member of the Board of Mayors, must agree with the selection and obtain approval (in a written and signed document) of the official designated member of the Board of Mayors and the Governor;

7. Other interested organizations that are capable of carrying out the duties of One-stop operator of OSC-AJC, such as a business organization or labor organization;
8. *Note:* Elementary school and secondary schools shall not be eligible for designation as One-Stop Operators, except non-traditional public secondary schools such as adult and technical education schools.

VI. IMPLEMENTATION PLAN / LOGISTIC ELEMENTS

- A. The Southwest Local Board has established a One-Stop Center (OSC) which serves the community as a resource for people seeking jobs and employers to help them identify ideal candidates that are able of responding to their workforce needs. This system also offers employment services such as career exploration, identification of required partners, and resources to support customer services at the center and focus on results.
- B. The system is based on the following principles of WIOA:
 1. Optimal services;
 2. Empowered individuals;
 3. Universal access;
 4. Increased accountability;
 5. Capable roles in leadership, supervision and administration for Boards and the private sector;
 6. Local flexibility;
 7. Improved Youth Programs.

VII. ROLES AND RESPONSIBILITIES OF ONE-STOP OPERATOR (OSO)

1. Basic Roles

- a. Coordinate and offer services to main partners required by One Stop Center-AJC (physically and electronically) according to the definition in the Memorandum of Understanding (MOU).
- b. Foster affiliations with One Stop Center-AJC to promote functionality as a multi-agency team and promote collective participation directed to achieve effectiveness in the system; in addition, to individual results of each of partner.
- c. Ensure workforce development services are offered according to laws, statues, regulations, guidelines, and policies in place.

2. Specific Roles

- a. Coordinate with the Board a plan designed to implement the integration of partners in the system. There should be an operational plan that describes the roles and responsibilities of each partner within One Stop Center-AJC.
- b. Guarantee that partners adhere to the agreements of the MOU and the procedures established.
- c. Ensure that partners follow the policies of the Board.
- d. Establish one stop application entry (electronically and physically) for job seekers.
- e. Focus on a coordinated and integrated service model in the labor market as a principal structure that offers added value to job seekers.
- f. Offer related services to jobs in business. Services for employers include:
 - Access to qualified applicants.
 - Re-evaluate applicants.
 - Announce job offers from employers.
 - Attend job related activities in the recruitment process.
 - Assistance in planning job fairs.
 - Testing and assessment for job candidate positions.
- g. Offer Basic Career services, and widespread services to all individuals:
 - Announcements and initial interviews;
 - Initial skills assessment;
 - Determine eligibility;
 - Labor exchange services;
 - Program and service information including support services;
 - Labor market information, including occupational information on demand, vacant positions, and skills required;
 - Written referrals to Entities and /or Partners to ensure that customer needs are met;
 - Information about performance of the local area;
 - Information and assistance to unemployed claimers to a representative of the Program if present at One Stop Center-AJC.
- h. Register customer data in SIAC or a program that receive services.
- i. Implement internal policies of the Board: operating hours of One Stop Center-AJC, dress code, customer service expectations and other.
- j. Ensure partners contribute to OSC-AJC financially, as well as with resources and time invested by their representatives.
- k. Announce recruitment services to customers and voluntary partners. Promote services in OSC-AJC including develop marketing materials and dissemination with the approval of the Board.
- l. Promote the creation of innovative methods and the best practices in required services.
- m. Increase customer satisfaction through flowcharts and processes created considering feedback of the employers and job seekers.
- n. Develop and offer technical assistance.
- o. Train One Stop Operator staff.

- p. Cross training to representatives of partners.
- q. Compile data and validate it.

3. Responsibilities

- a. Operationalize the Board's vision with regard to workforce development.
- b. Comply with dispositions of ADA Act, ensure facilities of OSC-AJC are accessible to the disabled.
- c. Ensure partners of the OSC-AJC prioritize services to veterans who qualify and wives according to DOL mandate.
- d. Fulfill and maintain Equal Opportunities in offers and accessibility to services rendered by the Operator.
- e. Attend customer concerns and complaints.
- f. Ensure OSC-AJC has space available for partners in the system.
- g. Provide a resource area for customer information regarding rendered partner services.
- h. Identify strengths and weaknesses and identify solutions for continuous improvement.
- i. Maintain evidence of all operation related costs of OSC-AJC by categories.
- j. Assess and assist the Board in relevant aspects regarding Certification of OSC-AJC.
- k. Outline processes of the organization to improve capacity building in terms of knowledge, skills, tools, and other resources to become competent in the development of activities of each Partner.
- l. Present timely reports. Submit no later than five (5) days at the end of the month with details regarding:
 - Partner attendance;
 - Operator staff activities by hour and day of the month;
 - Customer concerns, complaints and resolutions;
 - Technical assistance and workshops offered. Detail topics, schedules, attendance, and evaluation of attendees and presenters;
 - Process related to organizational capacity. Detail topics, schedules, attendance, and evaluation of attendees and presenters;
 - Measures used to determine success rates of programs and services, and a description of the results;
 - Number of customers who received services, names, residential municipalities, types of services, and other information requested.

VIII. BUDGET

Accompany the proposal with detailed budget costs for the proposed services. Include necessary costs to develop activities contained in the description. Each staff member position that will be financially petitioned should have a separate description in an appendix of the proposal. If the person was previously mentioned include a resume. If the person is hired in a new position, include qualifications, selection process, and time

frame needed to identify and contract the best candidate. Describe any other staff that the proposer deems necessary for Operator success. The proposal should include the description of vacancies and positions affiliated to OSC-AJC. In addition, resumes of all staff affiliated to OSC-AJC are required. For positions of staff not identified, describe the qualifications and the selection process for the candidate. Staff may perform more than one job function. Include the following:

- a. Positions for funds requested, percentage of time dedicated to each program activity, salaries and worker compensations. Justify the petition for the position in the proposal.
- b. Indications of work hours, regular vacation, sick leave that can be accumulated by the contracted employee.
- c. Justifications for each cost in terms of need that are permissible and reasonable. Indicate how the expenses were determined.
- d. Descriptions of professional development (if any) and estimated expenses.
- e. Identification of in-kind expenses that can be used in the budget. Include resources and funds.
- f. Explanations and determination of fees for membership, and subscriptions if any.
- g. Detailed expenses related to activities in the proposal.

The Operator will be responsible to follow up on partners to comply with the Budget Plan negotiated with the Board. The financial officer will collect and deposit the income for this purpose.

One Stop operator travel expenses, salaries, and worker compensations of staff and other expenses will not be covered by the Board and should be included in the proposal budget.

One Stop operator will be responsible for tracking and reporting expenses by category and costs according to the contract and WIOA regulations. Administrative costs are those referring to partner costs of specific functions that are not related to services of participants and employers.

One-Stop Operator will be in charge of coordinating services among partners.

Duties (roles and responsibilities) include but are not limited to:

1. Supervising day-to-day operations, services to the public and other activities to support the center.
2. Coordinating responsibilities of partners defined in a Memorandum of Understanding (MOU).
3. Coordinating One -Stop operation schedules.
4. Coordinating services for participants and businesses.

5. Ensuring basic services are available (orientation, information regarding local labor market, resource facility area.)
6. Implementing policies of Workforce Development Boards.
7. Guaranteeing regulations and state / federal policies.
8. Reporting operations, performance and recommendations for continuous improvement to the Workforce Development Boards.
9. Facilitating, as part of the integration of business partners, the services in common to customers that are served by the partners who comprise OSC-AJC.
10. Developing and implementing operation policies that manifest performance and communication of an integrated system and utilize technology to expand services.
11. Organizing and integrating services by functions instead of by programs in coordination with practices and training of resources.
12. Developing One- Stop staff with skills and knowledge necessary to provide quality services for job seekers, including the disabled and employers focused on a frame of reference, and regional services consistent with the requirements of each partner.
14. Offering Cross Training workshops to staff of One-Stop to increase capabilities, expertise and efficiency.
15. Other duties determined by the Board.

PROPOSAL PRESENTATIONS

B. Proposal Content

1. Format

- a. Proposals should be word processed on a computer, single spaced and letter size (8 ½" x 11") with a one-inch margin. Pages should be numbered with the format "Page 1 of 24."
- b. Original proposals should be signed by an authorized official to do business and sign contracts. (See Appendix A) Proposals should not contain the name of the respondent in any other part. Proposals that have a respondent's name in any other part of the document, except, in Binder 2, will **NOT** be considered for evaluation.
- c. Proposals should contain the following parts: (See Proposal Forms)

Proposals should be presented in two (2) binders. They should Include:

Binder 1

Part A

- i. Cover Sheet (See appendix A) It should be easy to detach;
- ii. Table of Contents
- iii. Executive Summary
- iv. General Proposal Narrative
 1. Eligibility
 2. Organizational Capacity
 3. Experience
 4. Information Management and Performance
 5. Organizational Structure, Human and Technical Resources
 6. Description of Services proposed based on Part VII of the Request for Proposals guideline as reference.
- v. Budget & Narrative

Part B

1. Proposal Form for One-Stop Operator Southwest Competition

Binder 2

- i. Certifications and required documents, as applies:
 1. Certificate of the Department of State Incorporation;
 2. Certification of Compliance;
 3. Debt Certification - Department of Treasury;
 4. Certificate of Tax Return –Department of Treasury
 - a. Form 2781 of the Department of Treasury, in the event taxes were not filed within the last five (5) years.
 5. Certification of Filed Sales and Use Tax (IVU.)
 6. Debt Certification of Filed Sales and Use Tax (IVU.)
 7. Debt Certification of Municipal Revenue Collection Center CRIM.
 8. Certification of Filed Moveable Property and Without Properties (if applicable.)
 9. Negative Certification of Compliance with ASUME (Justice Dept.)
 10. Sworn Affidavit according to Law # 2 -January 4, 2018.
 11. Financial Statement for the year 2017.

12. Public Responsibility Insurance endorsed to ALDL/ Southwest.
13. Certification of Compliance with ASUME (Justice Dept.)
14. Sworn Affidavit according to Law # 428 -September 22, 2004.
15. Certification of Retention Relief Relay 7% (if applicable.)
16. Merchant Certification (IVU.)
17. Debt Certification (IVU.)
18. Employer Identification Number (EIN.)
19. Covid-19 Protocol and Certification.

- ii. Certification for Authorized Representative Signature.
These will be provided by the Board
 1. Certification for Exclusion and Suspension.
 2. Certification for Lobbying.

- d. Respondents or Entities should comply and state Non-Discriminatory Policies in the Proposal.

C. Proposal Submissions

1. Proposals of interested Respondents or Entities will be submitted within thirty (30) days of the Public Notice of Request for Proposals (RFP) closing date published in a general newspaper of Puerto Rico by any of the following means:
 - a. In-person delivery;
 - b. Mail or Messenger Service (Ex: FedEx, USPS, UPS, etc.);
 - c. Internet Email:

IN-PERSON DELIVERY OR MAIL SERVICE

1. All in-person delivery of Proposals (identified with authentic first-hand signatures and initials on the Cover Sheet), require five (5) paper copies or a PDF electronic format in a USB flash drive, and should be sent to the following address:

Address: Bo. Hoconuco
Rd. 2, Exit 169, Km. 170.0
Pitito Plaza
San German, PR 00683

2. All proposals (original and copies) should be delivered in a sealed package on or before of 4:00 PM (Date: September 30, 2021). Please be advised that **ALL** proposals received after the closing time will **NOT** be considered. Proposals received out of the time frame will be returned unopened and unaltered.
3. Proposals should be identified on the cover sheet as a respondent with the title: "Sealed Proposal: One- Stop Operator According to WIOA."
4. Designated officials will receive the proposals, number then according to the delivery date and time, and enter the evidence in a Registry Sheet for exclusive staff use who will evaluate the minimum submission information (date and time, etc.)
5. Proposals can be delivered thru regular mail, express mail or in-person.
6. Proposal packages should be completed and ensure USB flash drives were included. Not filing proposal requirements correctly will risk exclusions.
7. Inside the package, an original copy of the proposal should be in a separate identified envelope. All documents should be original and identified as such.
8. The Board will not be responsible for any submission costs of the respondents in this process.
9. Information included in the proposals will be sole property of the Board. The information and all related documents will not be made public until a proposal rejection notice of non-selection is issued and the contract is awarded to a winning entity.

INTERNET PROPOSAL SUBMISSIONS (Email):

Email proposal submissions to the Board will be accepted as a viable method.

1. Proposals should be saved in PDF formats.
2. Files can be submitted to the following e-mail address:
jlsuroeste@aldls.org
3. The title of the RFP and the entities' name should be included in the subject of the e-mail.

4. The PDF file name should be in the following format: **TITLE RFP_Company Name.PDF.**
5. Proposals should be received by the Board on or before the closing date and time established.
6. The Board will not consider any proposals sent to a different email than the one specified above;
7. The Board recommends proposers to send the proposals in one file, if possible, and if not, include an explanation indicating which Email file should be considered as the final proposal;
8. If instructions are not clear, the Board will require the proposer to clarify which file is considered the final version. However, additional information to the proposal cannot be submitted in response to this inquiry.
9. Only Emails received within the closing time frame will be accepted which means there is a risk that some files sent separately, in the case of multiple Emails, may not be accepted.
10. There are potential risks when submitting proposals thru the Internet including a delay between the sender routing system and the receiver, in this case, the Board;
11. The Board recommends tagging the Email with the option "*delivery receipt request*" and "*read receipt request*";
12. If the Email is not delivered and an automatic reply is not received from the Board, please contact Mrs. Julia Crespo, Executive Secretary at phone number (787) 892-7544;
13. Emails with a virus such as "malware" will be rejected;
14. Designated Local Board staff will not open any attachment before the closing date and time. In the event that one or more files do not open (For example, corrupt files) the proposers will **NOT** have the opportunity to resend the files after the closing;
15. The proposers are responsible for methods and channels they select to submit proposals. The Southwest Local Board does not assume any responsibility for emails that are rejected or late or any files that do not open; and

16. Proposers assume all responsibility for partner risks when sending proposals by email and delayed submissions, regardless of the reasons, they will be rejected.

IX. PROPOSAL EVALUATION

A. Review Committee

1. Consists of five (5) Board members including a representative of Wagner-Peyser.
2. The names of the Review Committee of the Southwest Local Board will be made public.
3. No member of the Review Committee, the Board, nor management staff is allowed to make a binding agreement related to Request For Proposals.
4. No member of the Review Committee, nor the Board, may disclose under any circumstances the proposal content, evaluations nor determinations, in consideration of the proposers.

B. Evaluation and Scoring

1. The basic criteria to evaluate and select a One-Stop Operator winning proposal will be, without limitations to:
 - a. Human Resources proposed.
 - b. Technical Resources and Infrastructure proposed.
 - c. Prior experience in Public and Federal Funding Management.
 - d. Prior experience regarding training and/or job programs;
 - e. Financial Capacity;
 - f. All cost in the proposed budget is reasonable and within funds available.
 - g. Other criteria determined by the Board.
2. Other additional specific criteria to include:
 - a. Those related to Regional and Local Plans, and job descriptions.
3. Other pertinent and adequate criteria deemed necessary.

C. Selection Notification

1. Once the One Stop Operator - AJC entity is selected, all proposers who participated in the Request for Proposal will be notified in a certified written mail statement accompanied by an acknowledgment receipt of the final decision. Proposals that were rejected will receive feedback of unmet criteria and reasons to base non-selection, a summary of the process, and the right to claim for reconsideration.

X. AVAILABILITY OF FUNDS

Financial grant subsidy for One-Stop Operator is mainly federally funded. For planning eventuality, proposers interested in RFP should assume that more funds cannot be designated annually to each program. For the financial year 2021-2022, the amount of funds available is between \$200,000 and \$300,000.

XI. CONTRACTING

- A. The completion period is three (3) years from November 1, 2021 to June 30, 2024. Performance will be evaluated for each program year and will be subject to performance, availability of funds, and at the discretion of the Local Board.
- B. The contract between the Southwest Board and One Stop Operator - AJC will specify the role and responsibilities of the operator.
- C. The One- Stop Operator selected will offer services in our facilities and use our resources available at: **Bo. Hoconuco, Rd. 2, Exit 169 Km. 170.0, Pitito Plaza, San German, PR. 00683**
- D. Any proposer the Board contracts to provide the services described in this document will be categorized as a subrecipient to whom all statutes, and federal regulations is obligated to comply with the dispositions in 2 CFC Part 200 as well as WIOA and others.
- E. The role of One Stop Operators should clearly delineate all stages of the acquisition process and the legal contract between the Local Board and One Stop. Subsidized funds of One Stop fluctuate every year. The contract should be modified to increase or decrease the amount of funds administered according to the roles of the delegates.
- F. The contract will provide payments by means of refunding. The entity contracted will be refunded the costs allowed monthly, after written evidence of the bill described in the contract approved.

- G. The contracted entity cannot charge basic service fees to individuals eligible for the programs; however, if the proposal has the intention of charging enhanced services to ineligible individuals and or businesses, then the structure of services and fees must be fully described in the narrative.
- H. One Stop will report to the Board and will evaluate negotiated compliance performance parameters in monthly reports, meetings, audits, and inspections. If One Stop is not in accordance with the contract it will be revoked as agreed.

XII. LIMITATIONS

- A. The Local Board is not responsible for costs related to RFP replies and will not authorize costs as part of the contract.
- B. The Local Board reserves the right to accept or reject any or all of the proposals received, to cancel or edit this RFP in part or totally.
- C. The Local Board reserves the right to award a contract to some of the services requested in this RFP for an amount the Board determines is in the best interests to benefit the system.
- D. The Local Board reserves the right to correct errors or make changes to this request if necessary.
- E. The Local Board reserves the right to negotiate final contract terms with the selected proposer and any of the terms negotiated in this RFP.
- F. The Local Board reserves the right to get in touch with any individual, agency, employer or beneficiary included in the proposal who may have knowledge of the experience and or knowledge of the performance and/ or relevant credentials of the proposer. The Board can request additional information to proposers.
- G. The Local Board reserves the right to conduct a revision of the register, system, procedures, including credit and criminal background checks, etc. of any selected entity to be financed. This can occur before or after winning a contract or agreement. Misrepresentation of the applicant to perform as indicated in the proposal can result in the cancellation of a contract or agreement granted.
- H. The Local Board reserves the right to remove or reduce the amount settled or cancel any contract or agreement in this settlement if the funds of the Labor Department of the United States through WIOA funding authorized to the Department of Economic Development and Trade are not received.

- I. Proposers should not, under penalty of law, offer or provide tips, favors, or any monetary valuable to any official, member, employee or agent of the Board due to influential effects towards their own proposal or any other proposal presented.
- J. No employee, official or agent of the Board can participate in the selection process, award or administer a contract supported with WIOA funding, if conflict of interest or potential conflict is concerned.
- K. Proposers will not be involved in any activity that restrains or eliminates competitiveness. Violation of this disposition may result in a rejection of the proponent. This does not exclude associations or subcontractors.
- L. All proposals presented should be an original product of the proposers. Copying, paraphrasing or use of substantial parts of a proposal of another entity as one's own is not allowed. Un-adhering to these instructions may result in disqualification or rejection of the proposal submitted.
- M. A contract of a selected proposer may be retained, at the exclusive discretion of the Board, due to a breach in federal or state contracts or questionable or impermissible costs until these matters are settled satisfactorily. The Board can remove a contract if the resolution is not satisfactory.
- N. One Stop Operator should appoint a person as a full-time manager and describe the criteria or qualifications of the position. The proposer should describe the performance of the supervisor role in terms of interactions with ranked state Partners.

XIII. RECONSIDERATION

- A. Any proposer or participating entity in this process has the right to ask for reconsideration of the Board's decision that may have resulted adverse.
- B. Proposers or entities should appeal a settlement to the Board within fifteen (15) consecutive days, counting the notification date received that is esteemed adverse.
- C. This appeal should explain incorrect or adverse judgements and the corresponding corrective actions. This appeal will be sent to:

Address: Bo. Hoconuco
RD. 2 Exit 169 Km.170.0
Pitito Plaza
San German, PR 00683

Mailing Address: P.O. Box 1448
San German, PR 00683

- D. The Local Board will have a thirty (30) day period upon receiving the appeal to resolve and answer in writing.
- E. All One Stop Operator proposers and participating entities in the selection process have the right to view the awarding proposal file which includes all proposals and reviews, among other documents, with a prior request. Request to view the file by the proposers or entities should be presented within fifteen (15) days after receiving the proposal acceptance or rejection notification.
- F. If the proposer or participating entity does not agree with the Board's appeal response, they will have fifteen (15) days after receiving the determination to appeal at the State Level. The appeal will be sent to:

Address: Work Development Program
Department of Economic Development and Trade
Fomento Industrial Building, 2nd Floor,
Roosevelt Ave. #355, Hato Rey, Puerto Rico

Mailing: Work Development Program
Department of Economic Development and Trade
P.O. Box 192159
San Juan, Puerto Rico, 00919-2159

- G. The State will have a thirty (30) day period upon receiving the appeal to resolve and respond in writing.

XIV. SIGNATURES (On a Separate Sheet)

Proposers should certify by means of a Corporate Resolution, if applicable, stating the authorized person to represent the entity in the submission process, as well as, signing the contract if they are selected.

In the case of an individual, they should certify they have the legal capacity to make contracts with the government and nothing impedes this process.

APPENDIX A: COVER SHEET

Proposer's Name:

Mailing Address:

Contact Person:

Title:

Telephone:

Email Address:

Website:

I hereby certify that the information provided is correct in all its parts.

Proposers Signature:

Authorized Representative of the
Proposer:

Authorized Signature for the Contract:

Initials: