

Timeline:

Release Date: October 8, 2018
Submission Deadline: October 26, 2018, 12:00 Noon
WDB Award Approval: November 8, 2018
Contract Negotiations: November/December 2018
Contract Start Date: January 1, 2019

Contact:

Misty Bishop-Price
High Country Council of Governments
468 New Market Blvd, Boone, NC 28607
misty.bishopprice@highcountrywdb.com, 828-265-5434 ext. 119

1. Overview

The High Country Workforce Development Board (WDB) is accepting proposals to provide services to the WDB as a One-Stop Operator as defined in the Workforce Innovation and Opportunity Act (WIOA) of 2014. This RFP is available to organizations that responded to the previous Intent to Bid process.

The High Country region includes seven counties in Northwest North Carolina. Due to the large geographical area, at a minimum, it is expected that the following counties be included together for service delivery: Avery, Mitchell, and Yancey Counties; and Alleghany, Ashe, Watauga, and Wilkes Counties.

Nationally, One-Stops are part of the American Job Center network. In North Carolina, One-Stops are branded as NCWorks Career Centers and operate under the integrated services delivery concept. Awarded contracts must comply with WIOA, DOL, NC Division of Workforce Solutions, and High Country WDB policy statements. Section 121(d) of WIOA requires that each Local Board designate a One-Stop Operator. TEGL 15-16 provides guidance on competitive selection of One-Stop Operators.

More information about the WIOA law and regulations may be accessed at:

www.doleta.gov/wioa

More information about the High Country WDB and the local services may be accessed at:

www.highcountrywdb.com

This RFP does not commit the High Country WDB to direct the award of a final contract agreement and will not pay any costs incurred in the preparation of a proposal to this request. The Board reserves the right to request additional data, discussion, or presentation in support of written proposals. The Board may reject any or all proposals received and reserves the right to cancel in whole or in part this RFP if it is in the best interest of the Board to do so.

2. Funding

Due to the timing of the RFP process, awarded contracts will be for a six-month period of January 2019 to June 2019. It is anticipated that for this six months, contracts will not exceed \$10,000 for the service delivery area of Avery, Mitchell, and Yancey Counties; and \$15,000 for the service delivery area of Alleghany, Ashe, Watauga, and Wilkes Counties.

For-profit organizations may request a profit which may be included in the contract. However, this amount may be negotiated according to complexity, risk, contractor's investment, and availability of funds. The payment of profit will be based on attainment of negotiated benchmarks. Earned profit will be paid in one lump sum upon program year completion.

Awarded contracts will be a cost reimbursement for actual expenses. Contract extensions may be awarded based on funding availability, satisfactory performance, and other factors determined appropriate by the Board. Subcontracting is prohibited. Sufficient non-federal resources at the contractor level must be available to reimburse the state/WDB for any disallowed costs incurred as a result of erroneous and/or other audit findings.

3. Role of the Operator

The WIOA places greater emphasis on local resource coordination to better meet the needs of jobseekers, workers, and businesses. This includes supporting the development of partnerships and strategies necessary for career centers and the workforce system at large to provide job seekers, workers, and businesses with high-quality career, training, and follow-up services.

Therefore, under WIOA and the local [Memorandum of Agreement \(MOA\)](#), the Career Centers are required to partner with the identified partner programs to promote the coordination of services on behalf of job seekers and businesses. The One-Stop Operator will serve a key role in supporting the coordination of these services to promote an effective, customer focused workforce system with a focus on continuous improvement.

In coordination with the designated Center Manager, the Operator will serve the local WDB and workforce system to coordinate service delivery leading to enhance services, customer satisfaction and program performance, while integrating workforce partner programs. Staff must follow procedures to safeguard customer personal identifiable information.

The designated Operator will also assist in meeting and maintaining Center Certification requirements and goals, monthly reporting of center traffic and activities, implementing WDB standards/policies, outreach, staff training, and ensuring the North Carolina model of Integrated Service Delivery is being implemented.

It is encouraged that the One-Stop Operator lead staff person is hired locally and reside within the region or adjoining region and must spend adequate time in the career centers. This project requires staff with management experience, excellent customer service skills, and the ability to facilitate system coordination.

4. Narrative Content

Entities should submit a proposal narrative of not more than eight (8) pages that describes the following:

1. Provide a brief general description of the entity making this proposal and any experience with workforce development, economic development, education or human services systems and how this may enhance center operations/services.
2. Describe the entity's understanding and experience specifically in workforce development, including the local system, and/or of WIOA.
3. Describe your anticipated approach to serving as the Operator and the counties you propose to serve. This may include coordination of partners, center communication, customer satisfaction, and integrated service delivery.
4. Provide a draft budget with detail explaining the expenses such as staff, travel, training, etc. Please explain if other funds will be used/integrated to supplement this project. For profit organizations must propose criteria/deliverables to be achieved.

5. Proposal Instructions/Evaluation/Selection

Proposals must be received by October 26th, 2018, 12:00 Noon, by email in PDF to: misty.bishopprice@highcountrywdb.com

The proposal review will look for demonstrated experience, capability, and description of approach. Proposals will be reviewed on the following scale based on 100 points:

- 30% - Experience with workforce development, economic development, education or human services systems
- 30% - Specific experience with workforce/WIOA
- 30% - Anticipated approach
- 10% - Budget Narrative

WDB staff and a review committee will evaluate proposals and make a recommendation to the full WDB for voting at the November 8, 2018 meeting.

Funding for contracts awarded as a result of this process shall be contingent upon continued federal authorization for program activities and is subject to amendment or termination due to lack of performance, funds, or authorization.

Appeals must follow the [High Country WDB Procurement Appeals Policy and Grievance Procedure](#). Upon contract award, selected entities will complete general provisions, assurances and certifications documents certifying it will comply with applicable laws as they relate to employment/training procedures and equal opportunity/non-discrimination.

RFP Cover Sheet

Through the completion of this form and attached narrative response, our organization is submitting a proposal for High Country's One-Stop Operator RFP. Please indicate which counties your organization is proposing to serve, and the funding requested for this project.

Counties	
Alleghany	
Ashe	
Avery	
Mitchell	
Watauga	
Wilkes	
Yancey	
Funding Request	\$

NCWorks
 career center

A proud partner of the

 americanjobcenter
 network

Authorized representatives of our organization have received and read the PY18 RFP for WIOA One-Stop Operator and we believe our organization is qualified to bid upon these services. The contents of this application are truthful and accurate, and our organization agrees to comply with the policies stated within and under the guidelines of WIOA, DOL, NC Division of Workforce Solutions, and the High Country Workforce Development Board. Submissions are due by email on October 26, 2018 at 12:00 noon.

Organization Name	
Address	
Phone/Email	
Name & Title of Signatory Authority	
Signature/Date	