

**Workforce Investment Board  
Of  
Southeast Missouri  
Request for Proposals  
For  
Missouri Career Center Services**

**July 1, 2010 – June 30, 2011**

**RFP Issue Date: February 22, 2010**

**Proposal Due Date: April 9, 2010**

**Workforce Investment Board  
760 S. Kingshighway, Suite C,  
Cape Girardeau, Missouri 63703  
Phone: 573-334-0990**

# Request for Proposals

## Section I: Background and General RFP Information

A. The Workforce Investment Board of Southeast Missouri (SE WIB) is issuing this Request for Proposals (RFP) to procure a contractor that will provide staffing in Missouri Career Centers within the region. These staff will deliver workforce development services to both job seeker and employer customers as required by this RFP. Bidders should note that the following are fundamental principles of the Missouri Career Center system.

**Integrated Service Delivery:** The Southeast Region Missouri Career Center system will deliver workforce development services through an integrated service delivery model. Included in this integration model will be staff who delivers state funded services through Workforce Investment Act (WIA), Wagner-Peyser, Trade Adjustment Assistance (TAA), Missouri Employment and Training Program (METP) and Veterans Services programs. The purpose of this RFP is to identify a contractor that can provide staffing through WIA funding in the context of this integrated environment.

**Functional Supervision:** In the Southeast Region Missouri Career Center system integrated model, functional supervision will play a key role within the operations. To implement this supervisory approach, each full-service Career Center will have a Functional Leader who is directly responsible for day-to-day operational activities. The Functional Leader will make operational decisions concerning customer flow, deploy staff as necessary to manage the customer flow, and be responsible for the overall quality and effectiveness of Missouri Career Center services. The Functional Leader will also be an active participant in the delivery of customer service as needed. The functional supervision model recognizes that the contracting organization is considered the employer of record and has internal human resource functions that must be managed within their organization. Such functions would include final hiring and firing decisions, benefits administration, and time and attendance reporting. However, it should be noted that even in these critical human resource areas, the Functional Leader will have input and the opportunity to influence decisions.

**Team-Based Staff Deployment:** In the Southeast Region Missouri Career Center system integrated model, staff will be deployed in functional teams that work together to meet the needs of job seeker and employer customers. The specific functional teams that will operate in each Missouri Career Center, at a minimum, will include the Welcome Team, the Skills Team, and the Employment Team. Through this RFP, the SE WIB is seeking a contractor that can staff each of these functional teams with professional staff who can deliver high quality services to customers.

## Section II: Contractor Requirements

A. The SE WIB has identified the following key functions of staff that will work in the Southeast Region Missouri Career Center System:

- Interview job seekers to identify barriers to employment and identify Missouri Career Center services that will help address these barriers.
- Deliver a variety of skill development and job seeking services for customers addressing their needs in the areas of education and employment. These services are delivered primarily through group settings; however, services can also be delivered in one-on-one settings as appropriate.
- Facilitate and deliver workshops and group sessions instructing customers on various skills, including basic skills development, customer service, computer skills, and job search skills.
- Assessing customer readiness for training and committing financial resources to support customers with tuition, books, and other training-related expenses.
- Meet with customers to assist them on their job search effort (resumes, interviews, internet job search, and other topics). Assist job seekers in locating appropriate job openings and refer these individuals to these jobs.
- Maintain documentation of customer activities in the Missouri Career Center management information system, currently known as Toolbox.
- The SE WIB may also require the contracted staff to perform other duties as deemed necessary.

B. Southeast Region consists of Bollinger, Cape Girardeau, Dunklin, Iron, Madison, Mississippi, New Madrid, Pemiscot, Perry, Scott, St. Francois, Ste. Genevieve, and Stoddard counties. There is a full-service Missouri Career Center in St. Francois county. It is expected that a contractor ensure staffing of a Functional Leader at this location. There are satellite Missouri Career Center sites in Cape Girardeau, Scott, Pemiscot, and Dunklin counties. Interested organizations should understand that the SE WIB is looking for a contractor that can ensure staffing of a shared Functional Leader to be coordinated between Cape Girardeau and Scott county satellite centers and a shared Functional Leader to be coordinated between Pemiscot and Dunklin county satellite centers.

C. The SE WIB is seeking interested organizations that demonstrate the objectives listed below:

- Competent and cooperative management with a vision for staffing and supporting the Missouri Career Center system
- A commitment and ability to ensure that customer service oriented staff are available to serve job seekers and employers

- A willingness to integrate resources and activities with other organizations
  - Flexibility in deploying human resources and an ability to adapt to change as economic conditions and operational needs evolve
- D. The SE WIB intends to be as inclusive as possible in this solicitation. The goal is to receive several high quality proposals that articulate clear and aggressive strategies for staffing Missouri Career centers and ensuring the delivery of workforce services to customers. The resulting contract with the successful bidder will be for a one-year period which shall begin at a mutually agreeable time, but no later than July 1, 2010. The SE WIB may elect to renew the contract for up to two one-year periods, based on region evaluation of the contractor.
- E. The SE WIB has identified the potential for a minimum of 19 positions to be funded through this contract. Initial staffing needs are projected as follows:
- Park Hills Missouri Career Center will have 4 positions, and a Functional Leader
  - Cape Girardeau Missouri Career Center will have 4 positions, and a Functional Leader shared with Sikeston Missouri Career Center.
  - Sikeston Missouri Career Center will have 3 positions
  - Kennett Missouri Career Center will have 3 positions, and a Functional Leader shared with Caruthersville Missouri Career Center
  - Caruthersville Missouri Career Center will have 2 positions
- F. The minimum hours of operation for each Missouri Career Center are 8:00 am to 5:00 pm, Monday through Friday.
- G. The contractor is not required to provide staffing on the following Holidays:
- New Years Day
  - Martin Luther King, Jr. Day
  - Lincoln Day
  - Washington's Birthday
  - Truman's Birthday (Observed)
  - Memorial Day
  - Independence Day (Observed)
  - Labor Day
  - Columbus Day
  - Veterans Day
  - Thanksgiving Day
  - Christmas Day (Observed)
- H. In the event of staff turnover the contractor will replace staff within a maximum of 30 days.
- I. The employer of record reserves the right to hire or do job placement. The successful bidder will also need to identify a single point of contact who will work with the Functional Leader on all such issues.

- J. The bidder shall propose its administrative/overhead fee, expressed as a percentage of 4% of the total staffing costs.

**Administration Costs**

Administration costs are expenses that are used to support the following functions:

President and Executive Officers	Accounting
Legal	Outsourced consulting

Expenses for these functions can include but not limited to: Salary, fringe benefits, travel, training, screening, rent, maintenance, utilities, equipment, and supplies.

Total Administration cost is limited to 4% or less of total staffing budget.

- K. Contractor should provide staffing for the following teams:

- The Welcome Team – the Welcome team greets visitors, conducts initial assessments, completes Missouri Career Center enrollment activities, and makes referral decisions based on information obtained in the process.
- The Skills Team – the Skills Team works with job seeker customers on a variety of skill development issues including basic skills, technology skills, soft skills, occupational-specific skills, and others.
- The Employment Team – the Employment Team works with job seeker customers on a variety of job finding activities, including resume development, interview preparation, job referrals, and others.

***\*\*\*Detailed job descriptions and Career Center organizational charts to be shared at the Pre-bid Orientation.***

- L. The successful contractor will be responsible for providing services to existing customers (customer carry over from the prior year).

### **Section III: Additional Requirements**

- A. This RFP is not in itself an offer of work nor does it commit the SE WIB to fund any proposals submitted. The SE WIB is not liable for any costs incurred in the preparation or research of proposals. The SE WIB reserves the right to make an award to any bidder or to make no awards, if that is deemed to serve the best interests of Southeast Region. In addition, the SE WIB reserves the right to: 1) amend or withdraw this RFP at any time, 2) reject any and all proposals, and 3) re-issue this RFP.

The SE WIB may negotiate the proposal with the successful bidder before the SE WIB will make any final commitment. All commitments made by the SE WIB are contingent upon the availability of funds.

- B. Bidding organizations should note that under the requirements of the Freedom of Information Act (FOIA), the contents of your proposal or other information submitted to the SE WIB is subject to public release upon request, except those items specifically exempt from disclosure. The bidder shall mark as "proprietary" those parts of its proposal that it deems proprietary. However, the bidder is alerted that this marking is advisory only and not binding on the SE WIB. If there is a request from the public under FOIA to inspect any part of the proposal so marked, the SE WIB will advise the bidder and request further justification in support of the "proprietary" marking. If the SE WIB determines, after receipt of the justification, that the material is releasable, the bidder will be notified immediately. Under no circumstances will a proposal or any part of a proposal be released prior to the contract award decision.
- C. Business Certification, and Affidavit – Please see attachment
- D. Confidentiality- SE WIB adheres to the Division of Workforce Development's confidentiality policy. Successful bidders will be expected to comply accordingly.
- E. This program is subject to the provisions of the Employment Eligibility Verification Program (E-Verify), Section 285.530.2, RSMo, which requires as a condition for the award of any contract or grant in excess of five thousand dollars by the state to a business entity, the business entity shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Every such business entity shall also sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. For more information and to enroll your organization in the program online, visit the Employment Eligibility Verification Program (E-Verify) website at:  
[http://www.dhs.gov/xprevprot/programs/gc\\_1185221678150.shtm](http://www.dhs.gov/xprevprot/programs/gc_1185221678150.shtm).
- F. Contractor Status - The contractor staff shall not represent himself/herself to be an employee of the State of Missouri or Southeast Region. Therefore, the contractor shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc., and agrees to indemnify, save, and hold the State of Missouri and Southeast Region, its officers, agents, and employees, harmless from and against, any and all loss; cost (including

attorney fees); and damage of any kind related to such matters. The contractor will be responsible for informing their staff of the above statements.

- G. If chosen this will be a cost reimbursement-type contract. Reimbursement of cost incurred will be made in the manner specified by SE WIB.

## Section IV: Submission of Proposal

In order for the Committee to adequately evaluate proposals uniformly and objectively, all proposals will be submitted in accordance with the below format. The proposal should be prepared simply and economically, providing straight-forward and concise information as requested.

A. To ensure a fair and open process for all interested bidders, the following time table will be used with this RFP process:

RFP Issued	<u>February 22, 2010</u>
Pre-bid Orientation	<u>March 4, 2010 2:00 p.m.</u>
Proposals Due	<u>April 9, 2010 NOON</u>
Contracts Awarded	<u>No later than June 30, 2010</u>
Contractor Begins Delivering Services	<u>July 1, 2010</u>

B. Proposals must be received by noon Friday, April 9, 2010 in person or by mail at the address indicated. Proposals received after that time and date may be rejected. Please note that proposals must be received not postmarked by noon, Friday, April 9, 2010. Proposals will not be accepted by email or fax.

C. The Authorized Project Manager **MUST** be present at the Pre-Bid Orientation. Each attendee may only represent one organization.

D. Proposals must include the following **ONLY**:

- Executive Summary no longer than one (1) page.
- Proposal no longer than eight (8) pages double-spaced; single sided, on 8.5 inch x 11 inch pages with one inch margins with text type no smaller than 11 point.
- Attachments completed with requested information and executed properly
- One copy of the proposal with original signatures clearly labeled "ORIGINAL."
- Nine copies of the proposal clearly labeled "COPY."
- An electronic copy of the proposal must also be submitted via email to the attention of June O'Dell, President and COO at [june@job4you.org](mailto:june@job4you.org).
- All pages must be numbered
- Proposals that fail to follow instructions and do not include all applicable information and forms will not be considered.

E. **Attachment A** (Non-Collusion Affidavit) must be signed and submitted.

F. **Attachment B** (Assurance and Certifications) must be signed and submitted.

G. Proposals may be hand delivered or mailed to the following address:

June O'Dell, Workforce Investment Board  
760 S. Kingshighway, Suite C  
Cape Girardeau, MO 63703

H. Questions regarding this RFP may be submitted in writing to June O'Dell, President and COO, via email to [june@job4you.org](mailto:june@job4you.org).

I. Bidders have the right to appeal any action or decision related to this RFP. Appeals must be submitted to the Workforce Board of Southeast Missouri and will be reviewed and investigated by the Board. The decision of the Workforce Board in such situations shall be final. Bidders wishing to make a formal appeal should do so in writing to

John Moorman, Workforce Investment Board Chair,  
760 S. Kingshighway, Suite C  
Cape Girardeau, MO 63703

## Section V: Evaluation

Responsive proposals will be evaluated based on the following criteria:

### A. Experience of Bidding Organization and Staff (30 points)

1. Provide an overall description of your organization. What are your organization's mission and vision, governance structure, and legal status? Please describe your management structure that highlights key management personnel and their proposed roles with this project. Please identify the single point of contact for your organization. What experience does your single point of contact have at directing and managing projects? **(14 points)**
2. Proposals must include information to demonstrate that the organization and/or its key staff has a record of success in customer service and operating workforce preparation programs or projects. Outline any specific workforce services that your organization and/or key staff have provided to those looking for further opportunities or guidance. **(12 points)**
3. Provide three references of individuals outside your organization familiar with the quality of prior workforce preparation programs your organization and/or key staff is capable of providing. Letters of support are not required and will not be considered in the overall evaluation of bidding organizations. **(4 points)**

### B. Staffing Plan and Organizational Structure (30 points)

Staffing of the Career Centers is the most critical aspect of ensuring program quality and customer service. Please describe your proposed staffing plans. While staffing/hiring decisions will be the responsibility of your organization, please identify the minimum qualifications required for staff that will be involved in delivering the proposed services. Include brief position descriptions and locations where these staff will be located. **(30 points)**

### C. Financial Management and Budget (30 points)

The bidder should complete a budget. Please do not deviate from the budget plan provided. Consistency will allow the reviewers to compare the proposed budgets.

1. Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles. Financial records must be available for audit and monitoring purposes. Bidders should provide a brief description of the accountability of the organization in this section and provide one copy of their most recent audit report with the bid package. **(9 points)**
2. Has your organization had any questioned costs, disallowed costs or compliance monitoring findings in the last three years? If so, describe how the issues have been resolved. **(5 points)**
3. If WIA costs you incurred in the operation of the proposed program were subsequently disallowed as a result of an audit or monitoring (meaning spent inappropriately), does your organization have the capability to repay these funds? If yes, from what source? **(3 points)**

4. A one-page budget narrative should be attached that describes the allocation of funds amongst programs. Also, submit a salary range and benefit plan for staff. The budget narrative should be used to clarify and annotate the budget. **(13 points)**

**D. Partnerships (10 points)**

Include a brief description of any partners that will be involved in the operation of your proposal. Describe the specific role that these partners will play in delivering the proposed workforce services. For partners that will play a significant role in your proposed services, you are encouraged to include letters from these partners which reference the specific commitments being made, including services to be delivered to customers, financial or in-kind contributions if any, and any other commitment(s) being made. **(10 points)**

Attachment A

**Non-Collusion Affidavit**

State of Missouri

County of \_\_\_\_\_

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Workforce Investment Board of Southeast Missouri whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting of the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Signature of Authorized Representative

Signature of Authorized  
Representative \_\_\_\_\_

Print or Type Name \_\_\_\_\_

Date \_\_\_\_\_

**Assurances and Certifications**

The respondent assures and certifies to each of the following items:

1. The bidding organization agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Investment Act & Workforce Investment and any other applicable laws and regulations.
2. The bidding organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federally funded programs.
3. The bidding organization possesses legal authority to offer the attached proposal.
4. A drug free workplace will be maintained in accordance with State of Missouri requirements.
5. By submitting a proposal the bidder certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the plan of work if the SE WIB awards a contract. A conflict of interest would arise if any individual involved in the preparation of this RFP, proposal review and rating or award decisions has a financial or other interest in or represents the bidding organization and would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The SE WIB reserves the right to disqualify a bid should a conflict of interest be discovered during the solicitation process.
6. The bidding organization assures that if awarded a contract by the Workforce Investment Board of Southeast Missouri, it will comply with Regional, State and Federal program and financial monitoring requirements. This means the bidder will make available required information (both program and financial) as is required to satisfy local, state, and federal monitoring expectations.
7. The bidding organization assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The bidder also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the WIA Title I financially assisted program or activity, and to all agreements that the Workforce Investment Board of Southeast Missouri makes to carry out the WIA Title I financially assisted program or activity. This WIA Title I funded program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities. By submitting a bid all bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.

Signature of Authorized Representative \_\_\_\_\_

Print or Type Name \_\_\_\_\_

Date \_\_\_\_\_