

**WACCAMAW
WORKFORCE DEVELOPMENT BOARD**



REQUEST FOR PROPOSAL

for

**Workforce Innovation and Opportunity Act
ONE-STOP OPERATOR
(WRCOGWIOA-OSO2022)**

Program Year July 1, 2022 – June 30, 2023

Release Date: March 11, 2022

Introduction to the Local Area

The Waccamaw Workforce Development Area (WWDA) is a three-county Local Workforce Development Area including Georgetown, Horry, and Williamsburg Counties. The comprehensive SC Works Center is located in Conway, South Carolina with affiliate locations in Georgetown and Kingstree.

Sector partnerships will be an important strategy in the WWDA and within our region. The WWDA will focus its efforts on Health Care and Manufacturing forecasted in-demand industries and occupations. In terms of having a comprehensive career pathways approach to building a talent pipeline for the in-demand occupations, Retail, particularly as it relates to Hospitality, will also be considered an existing in-demand industry that will provide a stepping-stone for upward movement into middle skill in-demand industries and occupations.

The Waccamaw Workforce Development Board's (WWDB) strategic vision for preparing an educated and skilled workforce inclusive of youth and individuals with barriers to employment in order to support the local area economic growth and economic self-sufficiency is ***to guide the Waccamaw workforce delivery system in developing a skilled workforce that meets the needs of businesses and strengthens the local economy.***

Strategic Goals:

1. Create a workforce system that is relevant to business customers.
2. Establish a sector partnership and career pathway model to grow the talent pipeline of new and emerging in-demand industries and occupations.
3. Embrace a customer-centric methodology that serves diverse populations and informs improved processes and procedures.
4. Identify industries that have sustainable wage and career opportunities.
5. Support dynamic partner alignment and integration to better serve business customers and jobseeker clients.
6. Document evidence-based return on investment through a performance management dashboard to track employment, retention, wages, and educational attainment.

Request for Proposals

This Request for Proposal was prepared based upon the Workforce Innovation and Opportunity Act of 2014 (WIOA) and associated U.S. Department of Labor Regulations and guidance. This Federal Law was implemented to consolidate, coordinate, and improve employment, training, literacy and vocational rehabilitation programs in the United States. WIOA provides the framework for a national workforce preparation system that is flexible,

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

responsive, customer-focused, and locally managed. Mandatory core program partners include: Adult, Dislocated Worker, Youth, Wagner-Peyser, Adult Education and Literacy, and Vocational Rehabilitation, along with required partners specified in the Act. Bidders are strongly encouraged to read Training and Employment Guidance Letter 04-15 issued by the U.S. Department of Labor that outlines the vision for the One-Stop system under WIOA and Training and Employment Guidance Letter 15-16 issued by U.S. Department of Labor that outlines the competitive selection of One-Stop Operators.

The three hallmarks of WIOA include:

1. The needs of businesses and workers drive workforce solutions, and local boards are accountable to communities in which they are located.
2. American Job Centers provide excellent customer service to all job-seekers and employers, and focus on continuous improvement.
3. The workforce system supports strong regional economies, and plays an active role in community and workforce development.

WIOA is built around the following key principles:

- Increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market.
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages, and to provide employers with the skilled workers they need to succeed in a global economy.
- Promote improvement in the structure and delivery of services to better address the employment and skill needs of workers, jobseekers, and employers.
- Increase the prosperity of workers and employers and the economic growth of communities, regions, and states, and the global competitiveness of the United States.
- Provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention and earnings of participants, and increase attainment of recognized postsecondary credentials by participants.

The WWDB oversees WIOA funds for the Waccamaw Local Workforce Area. The Waccamaw Regional Council of Governments (WRCOG) is the authorized Administrative Entity and Fiscal Agent. All grants and contracts are entered into with the WRCOG on behalf of the Waccamaw WDB. If any changes occur with Waccamaw's administrative entity, a new

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

contract will be executed with the service provider for the remaining timeframe outlined in this proposal.

The Waccamaw Workforce Development Board is soliciting proposals to identify a single One-Stop Operator for the Waccamaw Local Workforce Development Area comprehensive and affiliate One-Stop Centers:

- SC Works Conway (comprehensive)
200-A Victory Lane
Conway, South Carolina 29526
- SC Works Georgetown (affiliate)
2704 Highmarket Street
Georgetown, South Carolina 29440
- SC Works Kingstree (affiliate)
530 Martin Luther King, Jr. Ave.
Kingstree, South Carolina 29556

For more information on the local area and the workforce system see <http://waccamawworks.org>.

Resource Information

Potential bidders may get helpful background information from the Local Integrated Plan that was recently submitted to the State of South Carolina by the Waccamaw Workforce Development Board. The plan can be found at <http://waccamawworks.org>

The United States Department of Labor has a WIOA Online Community of Practice that provides information sharing needed to implement and maintain WIOA at: <http://on.workforcegps.org>

WIOA law and regulations can be found at: www.doleta.gov/wioa/

South Carolina's WIOA Combined State Plan Executive Summary can be found at: <https://www.dew.sc.gov/sites/default/files/Documents/draft-sc-wioa-combined-state-plan-published-for-comment-february-28-2020.pdf>

A copy of the current Memorandum of Understanding/Resource Sharing Agreement can be found at <http://waccamawworks.org>. This document is being revised for the new Program Year but is very similar to the one provided on the website.

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

RFP Timeline

3/11/22	Request for Proposal (RFP) Issued on www.waccamawworks.org	
3/18/22	Deadline to submit Technical RFP Questions to Ayla Hemeon at ahemeon@wrcog.org	5:00 pm
3/23/22	MANDATORY Bidder's Conference and Questions Posted on Waccamaw WDB Website	10:00 am
3/25/22	Questions and Answers Released and Posted on www.waccamawworks.org	Noon
4/13/22	Deadline for Receipt of Proposals Due Electronically to Ayla Hemeon at ahemeon@wrcog.org	5:00 pm
4/20/22	Committee Evaluation and Recommendation	
5/2/22	Full Board or Executive Committee Approval	
5/2/22	Award Announcement and Letter of Intent to Award	
5/9/22	Negotiate and Finalize Contract	
7/1/22	Contract Start Date	

Technical Details

The contract resulting from this RFP begins July 1, 2022 and will be a one-year agreement through June 30, 2023 with the ability to extend the contract for one year periods not to exceed a total contract of four years at the sole discretion of the WWDB and the Chief Elected Officials. Contract extensions may be based on funding availability, satisfactory performance, and other factors determined appropriate by the WWDB and the Chief Elected Officials.

Once the contract has been awarded, the WWDB, in collaboration with the Chief Elected Officials, reserves the right to modify delivery design. In the event the modification requires additional labor hours on the part of the One-Stop Operator terms will be negotiated and the contract modified. The Board also reserves the right to de-obligate funds from the One-Stop Operator if it fails to meet contractual requirements.

The successful bidder will be required to agree to the Contract General Terms and Conditions, have all controls securely in place, and agree to comply with any policies created by the WWDB and any applicable Federal or State policies, regulations, or laws. The

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

successful respondent to this RFP will be expected to participate in contract negotiations to establish the exact services to be provided and the costs of those services. The funding award will not be final until an executed agreement is in place. The final negotiated proposal narrative and budget schedule will constitute the Statement of Work for the contract. The content of the accepted proposal will become the basis for the negotiation of a final contract agreement. Applicants are advised that most documents in the possession of the Board are considered public records and subject to disclosure under South Carolina's Public Records Laws.

This RFP does not commit the WWDB to direct the award of a final contract agreement. The WWDB 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.

A bidder may not be recommended for funding regardless of the merits of the proposal submitted if it has a history of contract non-compliance with the WWDB or any other funding source. Subcontracting is not permitted without written authorization from the Board.

Bidders who have submitted a proposal may protest the award of the contract in writing and emailed to the Board's staff at ahemeon@wrcog.org by May 16, 2022. All protests are public information after the protest period ends. Please see **WACCAMAW REGIONAL COUNCIL OF GOVERNMENTS APPEAL AND PROTEST PROCEDURE (Attachment A)**.

Eligible Applicants

Organizations eligible to submit proposals may fall within any of the following categories:

- Governmental Agencies
- Private Non-Profit Organizations
- Private For-Profit Businesses
- Educational Entities

To be eligible to receive funds from the WWDA made available to operate the One-Stop Centers, a proposer must be a public, private or not for profit entity that has a history of providing workforce services.

One-Stop Operator Scope of Work

The following One-Stop Operator Scope of Work sets forth the One Stop Center Commitments, One Stop Operator Role and Function, and Partner Dispute Resolution Process.

One-Stop Center Commitments

The One-Stop Operator will ensure that each comprehensive One-Stop Center and affiliate sites operate in a manner that supports the operational policies and procedures of the WWDB and of the Workforce Innovation and Opportunity Act of 2014 One-Stop required partnerships. The organizations operating at, or in association with the One-Stop Center, comprehensive or affiliate, sign a Memorandum of Understanding outlining their commitments. The Memorandum of Understanding, at a minimum, includes:

1. A description of services to be provided through the One-Stop delivery system, including the manner in which the services will be coordinated and delivered through the system;
2. AGREEMENT on funding the costs of the service and operating costs of the system, including:
 - a. Funding of infrastructure costs of One-Stop Centers; and,
 - b. Funding of the shared services and operating costs of the One-Stop delivery system;
3. Methods for referring individuals between the One-Stop Operator and partners for appropriate services and activities;
4. Methods to ensure that the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system;
5. The duration of the Memorandum of Understanding and procedures for amending it; and,
6. Assurances that each Memorandum of Understanding will be reviewed annually, and if substantial changes have occurred, renewed, to ensure appropriate funding and delivery of services.

The Memorandum of Understanding, infrastructure and resource sharing AGREEMENT further defines the operational commitments of each required partner.

One-Stop Operator Role and Function

The One-Stop Operator must coordinate the service delivery of core and required one-stop partners and other partners working with the comprehensive One-Stop Centers. This

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

includes managing partner responsibilities in the comprehensive One-Stop Centers as defined in the Memorandum of Understanding.

The Workforce Innovation and Opportunity Act Memorandum of Understanding serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system. This includes the sharing of resources, referral AGREEMENTs, etc. In the end, the overall goal is to ensure efficiency within the Waccamaw workforce system.

The Workforce Innovation and Opportunity Act was signed into law on July 22, 2014, and went into effect July 1, 2015. The Workforce Innovation and Opportunity Act supersedes the Workforce Investment Act of 1998, and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

The Workforce Innovation and Opportunity Act has two tiers of partners: Core Program Partners and Required Partners.

The Core Program Partners who are required to collaborate and participate in the One-Stop System include: Workforce Innovation and Opportunity Act Adult, Dislocated Workers, Youth; Wagner-Peyser labor exchange; Adult Education and Literacy; and, Vocational Rehabilitation. Core Program Partners are in the common performance measures pool and must work closely together to achieve success.

Required Program Partners must participate in the Memorandum of Understanding process and provide coordinated services with the comprehensive One-Stop Centers. Required Program Partners include the four Core Program Partners as well as: Career and Technical Education, Title V Older Americans, Job Corps, Native American Programs, Migrant Seasonal Farmworkers, Veterans, Youthbuild, Trade Act, Community Services Block Grant, HUD, Unemployment Compensation, Second Chance, and TANF. In the event any of the required partners do not have funding in the WWDA, their participation is waived.

Providing businesses with the skilled workforce they need to compete in the global, regional, and local economies is central to South Carolina's vision in implementing the Federal Act. South Carolina's workforce system provides a talent pipeline through the establishment of partnerships between State and local entities, businesses, economic development, education, and community stakeholders. To ensure that the workforce system efficiently meets the needs of both the businesses and the jobseekers that it serves, South Carolina's workforce agencies have jointly developed the State's workforce plan with the intent that this vision is carried out in each of the local workforce development areas through their One-Stop Centers.

The One-Stop Operator will be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive and affiliate One-Stop Centers. This will include convening partner meetings on a regular basis as well as stakeholder meetings including all core program partners and advising the Administrative Entity and Board Staff on partner operational challenges and successes.

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

In support of the Workforce Innovation and Opportunity Act Memorandum of Understanding the One-Stop Operator responsibilities will also include:

- Coordinating service delivery among partners.
- Managing hours of operation at the comprehensive Centers.
- Facilitating customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes are carried out as agreed upon in the Memorandum of Understanding.
- Communicating Board and Administrative policies and procedures to all partners.
- Reporting to the Administration and WWDB on Center activities.

The role of the One-Stop Operator is equivalent to that of a managing partner. In the role, the Operator identifies issues that need to be addressed that have to do with service delivery. The Operator works with co-located partners to form a solution. Certain workforce services are integrated into the framework of the One-Stop service delivery system and are provided through partner agencies under other funding sources. The Operator will be responsible for ensuring a seamless delivery of services from all partners in Horry, Georgetown, and Williamsburg Counties.

One-Stop Operator Day-to-Day Operations

The Operator coordinates, facilitates, promotes, designs, and expedites services for the SC Works Waccamaw system. Operations include the delivery of the full array of WIOA services (to include required and non-mandated) to all interested job seekers and employers in SC Works One-Stop Centers. The Operator will work to deliver a seamless system of partner services in the Waccamaw 3-county area. Activities will include:

- Enforce Waccamaw operational policies including hours of operations, data confidentiality, proper use of Personal Identity Information, proper equipment use, health and safety, emergencies, and service delivery.
- Supervise three greeters (one at each center location).
- Coordinate with partners to ensure all common areas in the Center are staffed properly.
- Ensure all Centers and services are ADA (American with Disabilities Act) and EO (Equal Employment Opportunity) compliant.
- Coordinate the use of shared equipment (copiers, printers, necessary maintenance, etc.) and supplies (ink and toner) in the Center.
- Establish, disseminate and enforce Center policies and procedures.
- Maintain updates to the Center policies for each Center and coordinate training as needed.
- Implement Centers' staff development plan that includes technical training for use of SCWOS, information sharing, and team building.

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

- Evaluate Center activities for customer satisfaction, continuous improvement and measurement achievement.
- Assist One Stop Center staff with all on-site events to ensure proper signage, traffic control, set-up and take-down, etc. is accomplished.
- Ensure Partner delivery and effectiveness of services.
- Develop and implement new hire orientation to acclimate new partner employees to site procedures and policies.
- Address customer complaints in a timely, efficient, and effective manner.
- Possess a thorough knowledge of building lease terms to ensure compliance and act as a liaison to the landlord.
- Convene monthly meetings of the One-Stop Partners.
- Convene annual meeting of MOU/IFA (Memorandum of Understanding / Infrastructure Funding Agreement) Partners.
- Provide reports of Center activities, deliverable and milestones to the WWDB and WIOA COG staff as requested.
- Manage other day-to-day business and facility functions of the designated One-Stop Centers.
- Ensure quality service delivery to all customers.
- Maintain partner relationships and participate in existing grant commitments and community projects related to workforce development (as funding allows).

One-Stop Certification

The One-Stop Operator must achieve the major work components and standards necessary to acquire and maintain One-Stop Certification Standards (Management, Job Seeker and Employer Services). The Operator is responsible for coordinating with the WWDB to ensure the system-wide standards are achieved and utilize continuous quality improvement assessment tools to document success. Development of additional tools may be necessary to achieve and document measurements within the Certification Standards.

In addition, the Operator will be responsible to ensure all services are ADA and EO compliant. The Operator will maintain a copy of the Limited English Proficiency (LEP) Plan and maintain up to date ADA compliant equipment. The Operator will ensure staff understands and implements the LEP plan and uses the ADA equipment as needed.

Partner Dispute Resolution

Workforce Innovation and Opportunity Act One-Stop partners, at times, may have a disagreement about some matter with a One-Stop Operator that falls outside the scope of the Memorandum of Understanding and that they are unable to resolve. In this case, they can document the issue and efforts they have made to resolve it and submit the documentation to the WWDB Executive Committee who will issue a written recommendation for resolving the issue. In the event the recommendation from the Executive Committee does not resolve the dispute, the documentation of the issue and the efforts made to resolve it will be referred

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

to the State Workforce Development Board to resolve the issue on behalf of the Governor or to the Governor.

PY 2022 One-Stop Operator Budget

Proposals must include a detailed budget that shows all costs related to serving as One-Stop Operator. The planning estimate for the purpose of this RFP is \$314,000 total (in the 3 county area and includes 1 operator and 3 center greeters). IMPORTANT NOTICE - Funding levels identified in this RFP are preliminary estimates and are used for planning purposes only. Total final contract amounts are subject to funding levels for PY22. Budget detail should include categorizing costs as direct or indirect.

Submission Information and Requirements

General Submission Information

To be considered for funding, an entity must submit a proposal along with other supporting documentation in accordance with the instructions in this RFP. When evaluating a proposal, the WWDB RFP Committee will consider how well the respondent has complied with these instructions and provided the required information. The WWDB RFP Committee reserves the right to request clarifications from any bidder regarding information in their proposals and may request an oral presentation if deemed appropriate and necessary to make a final recommendation.

Bidders may request clarification to comply with instructions during the Question and Answer period March 11, 2022 through March 18, 2022 by emailing Ayla Hemeon at ahemeon@wrcog.org. All questions, requests for additional information, etc. will be managed through a MANDATORY in-person or virtual bidders' conference on March 23, 2022 at 10:00 am. WWDB staff will respond to all questions by noon on March 25, 2022. Answers will be posted on www.waccamawworks.org.

No questions can be answered by telephone at any time during the response period. Bidders shall not direct questions or have conversations regarding this RFP with any Board Members, Chief Elected Officials, or Waccamaw Regional Council of Government's staff except during the official "question" period. All questions must be communicated through ahemeon@wrcog.org. Questions submitted should be electronic and include in the subject line Questions – Waccamaw One-Stop Operator Procurement. Questions without the assigned subject line will not be considered.

The proposal, as well as any reference materials presented, must be typed in English in at least 12-point font and must be on standard portrait 8 ½ " by 11" size with no less than one inch margins. Landscape orientation containing charts, spreadsheets, and oversize exhibits is permissible.

Contract Funding Source

Funding for One-Stop Operator is made possible by a grant from the U.S. Department of Labor and is administered by the Waccamaw Regional Council of Governments on behalf of the three-county Waccamaw area in partnership with South Carolina Department of Employment and Workforce.

Compliance Requirements

Any award of a contract under this RFP will be subject to applicable requirements of the funding sources, including the U.S. Department of Labor and the South Carolina Department of Employment and Workforce. These terms and conditions include, without limitation, provisions regarding reporting, insurance, indemnification, audits, nondiscrimination,

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

minority and women's business enterprise requirements, veterans' priority of service, conflict of interest and local hiring provisions.

Available Funds Note

It is suggested that the organization has a minimum of three months operating capital on-hand throughout the term of the contract.

Public Records

Bidders are advised that documents in possession of the WWDB are considered public records and subject to disclosure under the South Carolina Freedom of Information Act.

Contractor Qualifications and Responsibilities

All businesses/organizations must meet a minimum level of administrative and fiscal capacity in order to contract for One-Stop Operator. Therefore, the successful bidder given selection notification must provide the following Documentation of Qualifications within a ten-day period after notification. Failure to satisfactorily provide the following documentation could result in disqualification of the proposed award.

Documentation of Organization's Qualifications:

- Legal entity (Proof of Incorporation, 501(c) (3), etc. and Designation from the IRS of tax-exempt status) if applicable. Must submit document proving legal entity.
- Written personnel policies. Must submit table of contents of personnel policies.
- Have an ongoing quality assurance process for services. Must submit descriptions of process.
- For organizations that have more than one revenue source, must submit revenue documentation identifying the various sources of the amounts.
- Proven fiscal capacity including capacity for fund accounting. Must submit bound copy of most recent formal audit completed within last year. Must satisfactorily address all findings.
- Verify that the program has procured and will maintain during the life of the contract the following required insurance coverage: professional liability, errors and omissions; commercial general liability insurance, including contractual liability insurance; business automobile liability (if applicable); worker's compensation coverage; and employee dishonesty insurance. Must submit copies of certificate of insurance with contract.

Proposal Content and Scoring

Proposals will be evaluated on Three Parts:

- Part I Required Format and Content in #1 below
- Part II Experience and Philosophy (40 points) & Approach (60 points)
- Part III Budget Detail and Total Cost

The top two scores in Part II will move onto consideration and analysis of budget detail and total cost.

Waccamaw Regional Council of Governments
Waccamaw Workforce Development Board
Serving Georgetown, Horry and Williamsburg Counties

1. **All proposals must contain the following documents in this order to be considered:**
 - a. Title Page Including Entity, Contact Person (email, phone, address)
 - b. Executive Summary (no longer than 1 page)
 - c. Proposal Narrative (no longer than 10 pages)
 - d. Budget and Budget Narrative (no longer than 8 pages)
 - e. Three References Attesting to Relevant Experience – hard copy letters preferred along with list and contact information

2. **Experience and Philosophy** (40 points)

Describe your experience with and/or philosophy regarding the following:

 - a. Visionary leadership while operating within structured rules and guidelines.
 - b. Fostering collaboration and partnerships.
 - c. Measuring customer satisfaction.
 - d. Working on diverse/divergent issues or agendas to reach outcomes.
 - e. Serving diverse customers including employers, economically disadvantaged individuals with little or no work experience, individuals with disabilities, dislocated workers with experience, and young adults.
 - f. Understanding of Federal laws and workforce or related laws, including the Workforce Innovation and Opportunity Act.
 - g. Experience with operating One-Stop Centers in the current and previous legislations.
 - h. Experience in the Waccamaw three-county area.

3. **Approach** (60 points)

Describe how you will approach the One-Stop Operator roles and responsibilities identified above in terms of:

 - a. Staffing (Including Job Descriptions, Experience, and Percent of Time Allocated to One-Stop Operator Duties)
 - b. Partner Collaboration
 - c. Partner and Center Communication
 - d. Performance Reporting
 - e. Adherence to Board and Administrative Entity Policies and Procedures
 - f. Comprehensive versus Affiliate Center Coverage
 - g. Description of Roles and Responsibilities Being Proposed

4. **Budget, Budget Narrative, and Total Cost** (See Attachment B for Budget Forms)
 - a. Proposed Direct Cost Detail
 - b. Proposed Indirect Cost Detail
 - c. Proposed Administrative Costs
 - d. Proposed Program Costs
 - e. Proposed Profit