REQUEST FOR PROPOSAL (RFP)

WIOA ONE-STOP OPERATOR SERVICES
Local Workforce Development Area 20

For the
Second Planning District Consortium Workforce Development Board (LWDA 20)

for
Ascension, Iberville, West Baton Rouge, Pointe Coupee, West Feliciana, East Feliciana, St. Helena, Livingston, Washington and Tangipahoa
WIOA One-Stop Operator Services
To provide One-Stop System Operator services including Functional Leadership Role of the Business & Career Solutions Centers through the Workforce Innovation and Opportunity Act of 2014

RFP:

As provided under the Workforce Innovation and Opportunity Act (WIOA) Public Law 113-128

RFP Release Date: December 19, 2019
Intent to Apply Notice Due Date: January 17, 2020
Proposal Due Date: January 31, 2020

Contract Period: July 1, 2020-June 30, 2021
(Extension based on Performance)

The entire RFP is located on the Second Planning District Consortium Workforce Development Board (LWDA 20) website at www.geauxjobs.org

Contact: Ms. Tina Roper, Director for Workforce Development
Geaux Jobs - LWDA 20 Workforce Development Board Office
305 N. Oak St.
Hammond, LA 70401
www.geauxjobs.org
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I. INTRODUCTION AND RFP PURPOSE

The Second Planning District Consortium Workforce Development Board (will be referred to as) Geaux Jobs – LWDA 20, which serves parishes Ascension, Iberville, West Baton Rouge, Pointe Coupee, West Feliciana, East Feliciana, St. Helena, Livingston, Washington and Tangipahoa is seeking proposals from eligible and qualified organizations or individuals, or a consortium of eligible entities with the expertise and capacity to provide One-Stop Operator Services, as well as a functional leadership role for the Geaux Jobs Centers in the Workforce Innovation and Opportunity Act.

Geaux Jobs – LWDA 20 desires a contractor capable of providing a seamless system of services built on a “Service Integration” model that provides a variety of activities to better align, organize and optimize workforce service delivery outcomes creating one common customer path throughout multiple partner agencies and their programs.

The purpose of this RFP is to procure one (1) contractor to serve as the One-Stop System Operator and functional Geaux Jobs Center leader in the ten-parish area. The operator will provide assistance of the workforce system and will ensure compliance with Federal, State and local policies. Refer to Section IV, Scope of Work for specific roles and responsibilities of the One-Stop Operator.

The proposed services under this RFP will be funded initially under the WIOA. The contractor selected through this RFP is expected to be familiar or become familiar with the WIOA Act (P.L. 113-128), WIOA Regulations, Issuances and Memos issued by the USDOL Employment and Training Administration (ETA), and the Louisiana Workforce Commission. After the contract, has been awarded, Geaux Jobs – LWDA 20 will provide additional technical assistance to the contractor.

Proposals shall sufficiently articulate the Respondent’s plan of action to deliver the solicited services and demonstrate a successful performance track record of delivering the solicited (or comparable) services.

A. Method of Solicitation

This Request for Proposal is a competitive solicitation method being used by Geaux Jobs – LWDA 20 to maximize the likelihood of selecting a high performing, extremely competent provider of workforce development services.

Notice of the RFP is being published in the newspaper of record for Geaux Jobs – LWDA 20 and will also be distributed via email to relevant organizations. Upon its release, the RFP and all accompanying attachments, will be posted on the Geaux Jobs – LWDA 20 website at www.geauxjobs.org.

B. Eligible Respondents

Proposals may be submitted by qualified individuals, organizations or entities (public, nonprofit, or private) or a consortium of entities (including a consortium of entities that, at a minimum,
includes 3 or more of the one-stop system partners with demonstrated effectiveness, located in the local area, which may include:

- an institution of higher education;
- an employment service State agency established under the Wagner Peyser Act (29 U.S.C. 49 et seq.) on behalf of the local office of the agency;
- a community-based organization, nonprofit organization or intermediary;
- A private for-profit entity;
- a government agency; and
- another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.)

Note Exception: Elementary and secondary schools shall not be eligible for designation or certification as one-stop operators, except that nontraditional public secondary schools and area career and technical education schools may be eligible for such designation or certification.

To be eligible, Respondents must be authorized to do business in Louisiana and must have been in business for at least two (2) years prior to the submission of the proposal. Minority and women-owned and operated businesses are encouraged to submit a proposal.

No provider or entity may compete for funds if:

- The individual or entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental individual/organization;
- The individual or entity’s previous contract(s) with Geaux Jobs – LWDA 20 had been terminated for cause;
- The individual or entity has not complied with an official order to repay disallowed costs incurred during its conduct of services under any contract;
- The individual or entity has been convicted of a public entity crime pursuant to Louisiana or other state statutes;
- The individual or entity developed or drafted work requirements, or statements of work for this RFP.

C. Contract Term and Amount

It is the intent of Geaux Jobs – LWDA 20 to award a single contract for the services identified herein.

The expected contract term under this solicitation will be from July 1, 2020 through June 30, 2021, provided measurable outcomes are successfully achieved and that sufficient funds for the contract term remains available. Geaux Jobs - LWDA20 will have the option to renew the contract for up to three (3) additional one-year periods contingent upon successful performance and with Board approval as follows:
● Optional Renewal One – July 1, 2021 through June 30, 2022
● Optional Renewal Two – July 1, 2022 through June 30, 2023
● Optional Renewal Three – July 1, 2023 through June 30, 2024

Note: The option to renew is not guaranteed and the initial award of the contract does not imply an exercise of the option to renew.

An estimated total of $100,000 for the period of July 1, 2020 through June 30, 2021 in WIOA Title I funding will be available for One-Stop Operator services. These funds will be used for staffing costs related to coordination and integration of all one-stop system partners, including the functional leadership of Geaux Jobs Center operations, any travel or mileage related to partner coordination, meeting costs, basic office supplies, etc. Center operation costs such as staff salaries/benefits, rent, utilities, supplies, equipment, WIOA participant training and supportive service costs will be provided through funding sources managed by Geaux Jobs - LWDA 20 and other mandated partners. Staff from these funding sources will be under the direct supervision of the Geaux Jobs Operational Manager.

Note: This amount is provided as a planning figure only and does not commit the Geaux Jobs – LWDA 20 to award a contract for this amount. The Respondent is responsible for proposing a reasonable total cost for delivering the services described in this RFP. Funding during the contract period may be adjusted due to changes in WIOA Title I funding received.

D. Contract Type

Geaux Jobs – LWDA 20 contemplates payment under a cost-reimbursement basis, including performance-based provisions that will be based upon actual costs and performance delivery outcomes. The expected performance delivery outcomes shall be linked to the federal common measures, state performance criteria, quality assurance, customer and partner engagement, and other criteria as determined and negotiated between the Board and the contractor.

For the purposes of responding to this RFP, Respondents should develop a line-item budget showing all expected costs associated with delivering the proposed services.

Due to the nature of Geaux Jobs – LWDA 20’s funding sources, potential changes in legislation and policies, and performance achieved, Respondents are advised that any contract awarded under this RFP may be modified to incorporate such changes, adjustments in the delivery system, or any activities provided.
II. PROCUREMENT PROCESS AND TIMELINE

<table>
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<tr>
<th>Critical Date</th>
<th>Time</th>
<th>Procurement Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 19, 2019</td>
<td>n/a</td>
<td>RFP issued by LWDA20 GEAUX JOBS - LWDA 20</td>
</tr>
<tr>
<td>January 3, 2020</td>
<td>4:00 p.m.</td>
<td>Deadline for questions/requests for clarifications</td>
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<tr>
<td>January 8, 2020</td>
<td>n/a</td>
<td>Answers to questions posted at <a href="http://www.lwda20.org">www.lwda20.org</a></td>
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<tr>
<td>January 17, 2020</td>
<td>4:00 p.m.</td>
<td>Deadline for Letter of Intent to Propose</td>
</tr>
<tr>
<td>January 31, 2020</td>
<td>4:00 p.m.</td>
<td>Deadline for Proposal Submittal</td>
</tr>
<tr>
<td>February 14, 2020</td>
<td>1:00 p.m.</td>
<td>Workforce Board review complete</td>
</tr>
<tr>
<td>February 20, 2020</td>
<td>n/a</td>
<td>LWDA 20 Board approval</td>
</tr>
<tr>
<td>July 1, 2020</td>
<td>n/a</td>
<td>Provision of services begin</td>
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All times shown are Central Standard Time (CST). Geaux Jobs – LWDA 20 reserves the right to adjust the schedule when it is in the best interest of the Board or to extend any published deadline in this RFP upon notification to those who have submitted a Letter of Intent to Propose by the date and time specified.

Potential Respondents wishing to submit a proposal must submit a non-binding Letter of Intent to Propose to Geaux Jobs - LWDA 20 at info@geauxjobs.org by 4:00 p.m. on January 17, 2020. This notification must include the organization’s primary contact with title and email address. All organizations must be identified if applying as a consortium.

A. Questions and Requests for Clarification

All questions/requests for clarification must be submitted and received in writing via email by 4:00 p.m. on January 3, 2020 to:

Tina Roper, Director of Workforce Development
info@geauxjobs.org

The question and answer period allow proposers to obtain guidance on the scope and nature of the work required in this RFP and to ask technical questions concerning this solicitation. These questions will be asked and answered via electronic mail. Verbal questions/requests for clarification shall not be accepted. Further, Geaux Jobs - LWDA 20 reserves the right to reject any or all requests for clarification in whole or in part.

All written questions/requests for clarification that are accepted by Geaux Jobs - LWDA20 will be posted to the Geaux Jobs - LWDA 20’s website by January 8, 2020 at www.geauxjobs.org.

To avoid actual or perceived conflict, or undue influence over the process, all Respondents are prohibited from contacting any LWDA20 Board member, committee member or staff (other than the contact listed above) regarding this RFP. Contact with anyone for purposes of influencing the
outcome of the procurement will result in disqualification of the prospective Respondent from this competitive procurement process.

B. Right to Cancel

Geaux Jobs – LWDA 20 reserves the right to delay, amend, reissue, or cancel, all or any part of this RFP at any time without prior notice. Geaux Jobs – LWDA 20 also reserves the right to modify the RFP process and timeline as deemed necessary. Subject to guidance being issued by US Department of Labor and/or Louisiana Workforce Commission, this RFP and/or any subsequent sub-awards will be modified to ensure compliance.

This RFP does not commit Geaux Jobs – LWDA 20 to accept any proposal, nor is Geaux Jobs – LWDA 20 responsible for any costs incurred by the Respondent in the preparation of responses to this RFP. Geaux Jobs – LWDA 20 reserves the right to reject any or all proposals to the best interest of Geaux Jobs – LWDA 20. LWDA20 reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interest of Geaux Jobs – LWDA 20.

C. Other Procurement Requirements

All proposals will be reviewed for a perceived conflict of interest. Respondents will not offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of Geaux Jobs – LWDA 20 (including standing committees), Local Chief Elected Official(s), Fiscal Agent, or other individual/organization for the purpose of having an influencing effect toward their own proposal or any other proposal submitted.

No employee, officer, or agent of Geaux Jobs – LWDA 20 (including standing committees), Local Chief Elected Official(s), Fiscal Agent, or other individual/organization shall participate in the selection, award, or administration of a contract supported by WIOA funds if a conflict of interest, or potential conflict would be involved.

Respondents shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a respondent’s proposal to be rejected.

Pre-contract costs and costs of preparing the proposal are not allowable costs and cannot be included in the proposal budget nor in any resulting contract budget.

Respondents should be aware funding for WIOA programs is always subject to availability and other conditions. Funding for future periods may be changed significantly if appropriations for WIOA programs change or if demographics change within the State or local workforce area.
III. BACKGROUND INFORMATION


Geaux Jobs – LWDA 20 is dedicated to identifying and promoting workforce development strategies that positively impact the economic wellbeing of the ten-parish area. The Board supports the governor’s statewide vision for “Putting Louisiana First” by creating an environment in which our businesses can grow, and our people can prosper.

The Board serves as a strategic leader and convener of employers, workforce professionals, education providers, economic development agencies and other stakeholders to drive innovation and build workforce alliances that can provide services to meet the needs of businesses. The Board is also the Quality Assurance Agent for public funds ensuring the public workforce system is demand-driven, efficient and effective, and is of value and has impact in our local communities.

Strategic Vision and Goals

Geaux Jobs – LWDA 20’s vision is aligned with the State’s vision of a workforce system that will provide pathways to sustained employment opportunities for all Louisianans. Individuals who are receiving public assistance, the unemployed or underemployed, those who are deficient in basic skills, as well as, persons with disabilities, including disabled veterans, and others with barriers to employment will be the targeted population. All should have access to education, training, and supportive services needed to prepare for the secure high-demand occupations that pay family-sustaining wages.

Further, Geaux Jobs – LWDA 20 agrees with the Louisiana Workforce Investment Council’s (LWIC) support for the development of an employer-led, demand-driven workforce system based on occupational forecasts in which training, education, and services for job-seekers prepare Geaux Jobs – LWDA 20 and other Louisiana residents for high-wage, high-demand career opportunities in Louisiana.

No one system (education, employment and training, public assistance nor economic development) operating alone can fully address job seekers and employer needs. Geaux Jobs – LWDA 20 is maximizing integration of services through partner co-location and cross functioning staff positions in the Geaux Jobs Centers. Through effective partnering, the programs and services of partners are integrated into the Geaux Jobs Centers and provide accessible and comprehensive information and referral to the array of services available, through the system, to the clients of each respective partner. Partners participate in a collaborative effort to provide a seamless delivery of services that help prepare the local workforce for today’s jobs. We will continue working with all partners within our
area to develop solutions and to provide services to meet the needs of the local citizens while pursuing the objectives of driving employment, improving the business climate and providing excellent customer service.

In support of the state’s economic development needs and the employment and training needs of all working youth and adults in the state, Geaux Jobs – LWDA 20 has five strategic goals.

- Continue collaborating with Economic Development, Chambers of Commerce and Industry within the region to determine industries’ greatest needs and to address those needs. The integration of WIOA training services and Wagner Peyser employment services in the Business and Career Solution Centers eliminates duplication of services and ensures that business requirements shape the goals and services of the system.
- Providing job opportunities for citizens that will provide a high quality of life through financial and career opportunities.
- Close the gap between structural unemployment and traditional unemployment. Structural unemployment is that resulting from workers lacking the necessary skills, rather than traditional unemployment due to the lack of jobs. Rapid changes in the skill requirements of today’s workers and those of the future require constant evaluation and upgrading of workers’ skills in a lifelong learning environment. Realizing that work habits are a major part of obtaining and retaining employment,
- Provide access to job readiness skill training as needed. Re-Employment and Eligibility Assessment (RESEA) services to those receiving unemployment benefits will create an opportunity for skilled workers to return to the workforce in a shorter time frame to meet industry needs.
- Establish career pathways, regional sector partnerships, and strengthened alignments with Jump Start and Work Ready U, for in and out-of-school youth, contributing towards a better prepared workforce.

**Strategic Priorities**

- Align training/education and workforce development activities to the skill and competency requirements identified by business customers, particularly those in high growth industry sectors.
- Utilize input from business to build a package of services and strategies to meet their current and future needs.
- Work with regional and local partners to build a continuum of quality education, training and re-training programs that address skill shortages and provide for skills certification.
- Implement regional industry sector partnerships.
- Address core challenges for employers and job seekers to ensure effective and efficient utilization of limited resources.
Geaux Jobs will be the avenue for participants of all workforce development programs, WIOA, TAA, Rapid Response, Strategies to Empower People (STEP), Supplemental Nutrition Assistance Program (SNAP), Veterans, Wagner Peyser, Adult Education and Vocational Rehabilitation, basic literacy and comprehensive assessments.

A. Workforce Innovation and Opportunity Act (WIOA) of 2014

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, passed by Congress with a wide bipartisan majority. WIOA replaced the Workforce Investment Act (WIA) of 1998 and more strongly promotes program coordination and alignment of key employment, education and training programs at the Federal, State, local and regional levels.

- Requires local areas to strategically align workforce development programs to support employers and job seekers
- Fosters regional collaboration to meet the needs of regional economies
- Primary purpose is to increase the employment, retention, and earnings of participants and increase occupational skill attainment by participants, and as a direct result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation
- Streamlines and strengthens the strategic roles of business-led local Workforce Boards and continues to allow for local control, providing greater flexibility to concentrate on workforce issues that will have long term impact on the economic well-being of local and regional communities
- The mandatory partner groups outlined in the WIOA and embraced by Geaux Jobs – LWDA 20 include: WIOA Title I Adult, Dislocated Worker and Youth programs, Title II Adult Education, Wagner Peyser, Veterans Employment Programs, Vocational Rehabilitation, Community Services Block Grants (CSBG), Housing and Urban Development (HUD), Temporary Assistance to Needy Families, and Supplemental Nutrition Assistance Program (SNAP). Geaux Jobs – LWDA 20 intends to continue a one-stop delivery system that brings together workforce development, education, and other services in a seamless customer-focused service delivery network. This system will enhance access to the programs’ services with the goal of improving long-term employment outcomes for individuals receiving assistance. Collaboration among service providers and the integration of activities fully possible is a main priority of Geaux Jobs – LWDA 20.

Both WIOA and the regulations can be accessed on the Department of Labor’s site (www.doleta.gov).
Under this new law, Geaux Jobs – LWDA 20 was required to submit a local and regional plan to the State of Louisiana which outlines the goals, strategies and objectives for 2016 through 2020 for providing access and resources of the workforce development system to our citizens. These Plans may be found on the Geaux Jobs – LWDA 20 website at www.geauxjobs.org.

B. Governing Authority for local area

By agreement of the Chief Elected Officials of the ten parishes, Tangipahoa Parish Government has the lead role as the Chief Elected Official to Geaux Jobs – LWDA 20. A multi-jurisdictional agreement is in place between the parishes and outlines the roles and responsibilities of each as required by WIOA law.

The Geaux Jobs – LWDA 20 has designated the Tangipahoa Parish Geaux Jobs Centers as its primary one-stop service provider in the ten-parish area. The Tangipahoa Parish office is co-located with Wagner Peyser, the Veterans Employment programs and Louisiana Rehabilitation Services (LRS). Other centers are physically located in Washington, West Feliciana, Iberville, Ascension, Pointe Coupee, Tangipahoa and Livingston parishes. These Centers offer career services for WIOA adult, dislocated worker, youth and discretionary grant programs as outlined in the WIOA law. Efforts are being made currently to include other mandated partners within the center operations.

C. Geaux Jobs Centers

Under the leadership of the Workforce Board, the Geaux Jobs Centers are charged with assisting employers in recruiting and retaining employees, and helping individuals learn high-demand skills, find employment and progress their career opportunities.

Job seekers and employers have access to numerous workforce services through these centers which include, but are not limited to the following:

**Job Seeker Services:**
- Career Planning and Counseling
- Job Search Assistance
- Job Referrals
- Specialized Assessments
- Resume Writing Assistance
- Training Funds

**Business Services:**
- Screening and Recruitment
- Job Matching
- Job Posting
- Workforce Data
- On-the-Job and Customized Training Funds
- On-site recruiting events and Job Fairs

IV. SCOPE OF WORK

The role of the One-Stop Operator is equivalent to a managing partner. In this role, the Operator will be responsible for working with the Geaux Jobs Operational Manager for a seamless delivery of services from all partners. Certain workforce services are integrated into the framework of the one-
Stop service delivery system and are provided through partner agencies under various funding sources. The One-Stop Operator’s job description has been defined as:

- Develop and enhance the workforce development system of the 10-parish area by focusing on fully coordinated and integrated customer services from all mandated partners.
- Create a “single-point” of entry for customers with an uniform referral process.
- Compliance and coordination with Geaux Jobs Operational Manager for service delivery for all areas of WIOA Basic Career Services.
- Serve as a Liaison to the community, partner agencies and employers for the Workforce System.

**Duties and Specific Tasks**

Specific tasks to be performed by the Operator include but may not be limited to the following. These tasks may need to be performed at the centers, as well as partner access sites.

1. **Staff Management and Program Oversight**

   - Provide functional support to of all Geaux Jobs – LWDA 20 centers required services, include all services provided by partner agencies as stipulated in the Memorandum of Understandings (MOU), with guidance from Geaux Jobs – LWDA 20
   - Assist with development of standard operating procedures for the Geaux Jobs Centers and educate partners on the procedures.
   - Provide input on staff positions, as appropriate to the Workforce Development Director in all manners that relate to Human Resource activities
   - Assist with adequate provision of high-quality business services such as but not limited to: job listings, referrals, training services, etc.
   - Assist with adequate provision of high-quality youth services to eligible individuals either directly through Geaux Jobs Centers or through collaborative partnerships that will result in achieving one or more positive outcomes as required by WIOA
   - Promote adoption of creative and innovative methods and best practices in the delivery of the required services
   - Coordinate access to virtual resources at appropriate partner locations, libraries, and other points within the ten-parish area
   - Assist with training and utilizing the required HIRE (Helping Individual Reach Employment) data management system for all data entry by staff.
   - Develop continuous improvement activities to achieve high level service quality and exceptional customer service.
   - Increase customer satisfaction by developing flows and processes that are driven by feedback from both business and job seeker customers to be shared with the Geaux Jobs – LWDA 20
   - Facilitate capacity building activities for Geaux Job Center staff
• Develop an integrated customer service plan to be reviewed by Workforce Development Director and Operational Manager.

2. Community/Partner Relations

• Establish and maintain key relationships with workforce partners
• Coordinate with partners, the implementation of quality and continuous improvement principles within the system, including streamlining services and minimizing duplication
• Facilitate capacity building within the system and with partner agencies
• Promote workforce programs within the communities concerning the workforce system services
• Work with partners to assure that all adaptive technologies are available to support disabled clients and are in good working order and staff are trained in this area
• Convene meetings of the One-Stop Partners
• Coordinate the development and implementation of a formal referral process for services within and outside of the Center(s); including minimum standards for referral, follow-up requirements, and documentation of referral outcomes
• Ensure One-Stop partners are providing contributing to system infrastructure costs in accordance with the WIOA regulations, State and local policies

3. GEAX JOBS - LWDA 20 Collaboration and Compliance

• Provide leadership, guidance and technical assistance to Center staff and partners to meet or exceed program performance goals and outcomes
• Fill essential roles with Board committees for Regional Workforce Partners and Business Services initiatives as assigned by the Workforce Development Director
• Assist Board’s outreach efforts and event coordination on behalf of the Geaux Jobs Centers to include and not limited to job fairs, employer retention visits, and business sector assistance.
• Serve as a community liaison to represent the goodwill of the One-Stop system
• Participate in state-level training and technical assistance activities as necessary
• Generate monthly invoices for expenses under contract to be submitted to the Geaux Jobs - LWDA 20 Executive Director for reimbursement
• Assist the Geaux Jobs Centers and partners in meeting and exceeding federal, state and local performance measures (see section C for performance measures)
• Participate in regular meetings with the Workforce Development Director to review contract terms, processes, customer and performance data and results of internal quality assurance monitoring and corrective action efforts.
4. Memorandum of Understanding (MOU) and Cost Allocation

- Along with Geaux Jobs – LWDA 20, the One Stop Operator will help create, maintain and update the MOU/Cost Allocation Plan as necessary to lead and ensure partners are contributing their share of the costs of center; and ensure that all shared costs are transparent to all partners.
- Confirm with board staff that all MOU’s and cost allocation agreements are on file with the Board and updated on a quarterly basis.
- The contractor is expected to ensure that the One-Stop partners adheres to MOU’s, agreements and reporting procedures.
- Create quarterly cost allocation invoices for partner organizations.

Further, it is the One-Stop Operator’s responsibility to ensure non-discrimination to assure customers’ have an equal opportunity to access programs and services administered by Geaux Jobs – LWDA 20. No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with programs on the basis of race, color, religion, sex, national origin, disability, age, political affiliation, marital status, and/or sexual orientation, and each customer shall have such rights as are available under any Federal, State, or local law prohibiting discrimination.

A. Service Model

The provider selected under this RFP will be expected to continue to develop and enhance the workforce development system of the ten-parish area by focusing on a fully coordinated and integrated customer service strategy. The goal is to create a “single-point of contact” model that is market driven and offers value-added services to our employer and job seeker customers. The focus of services, basic career services and specific program services, will be driven by four (4) key points:

- Providing exceptional customer service;
- Meeting the needs of business and workers;
- Program integration to provide seamless access, increase service accessibility, leverage resources; and
- Accountability.

This model requires integration of the customer pool – people coming in the doors are “shared customers” of the One-Stop System partners. The intent is to have integrated customer service teams that support the customer flow, with staff from different programs working together to complete the work of the team. Services and staff resources should not be separated in siloes by funding stream or program.

The division of services and elements that are to be provided by WIOA staff and those that are to be provided by other organizations will be provided to the Operator prior to the start of the contract.
B. Geaux Jobs Center Locations and Hours of Operation

The Contractor shall deliver the services described in this Scope of Work at current locations listed below or determined by the Geaux Jobs – LWDA 20. Centers are open Monday through Friday, 8:00 am till 4:30 pm except for Thursday when they close to the public at 2:30 pm for a weekly staff meeting. The contractor will follow the operation hours and holiday schedule of the Tangipahoa Parish Government.

Current Center Locations:

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<thead>
<tr>
<th>Ascension Parish</th>
<th>Tangipahoa/St. Helena Parishes</th>
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</thead>
<tbody>
<tr>
<td>1060 East Worthy Street</td>
<td>403 Market Street</td>
</tr>
<tr>
<td>Gonzales, LA  70737</td>
<td>Hammond, LA  70401</td>
</tr>
<tr>
<td>(225)647-5557</td>
<td>(985) 902-4200</td>
</tr>
<tr>
<td></td>
<td>108 West Mulberry Street</td>
</tr>
<tr>
<td></td>
<td>Amite, LA 70422</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Iberville/West Baton Rouge Parishes</th>
<th>Washington Parish</th>
</tr>
</thead>
<tbody>
<tr>
<td>23510 Railroad Avenue</td>
<td>420 Avenue B</td>
</tr>
<tr>
<td>Plaquemine, LA  70764</td>
<td>Bogalusa, LA 70427</td>
</tr>
<tr>
<td>(225)687-0969</td>
<td>(985) 545-1050</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Livingston Parish</th>
<th>East &amp; West Feliciana/Pointe Coupee Parishes</th>
</tr>
</thead>
<tbody>
<tr>
<td>29595 South Magnolia Street</td>
<td>P.O. Box 23, 5681 Commerce St., Suite E</td>
</tr>
<tr>
<td>Livingston, LA 70754</td>
<td>St. Francisville, LA 70775</td>
</tr>
<tr>
<td>(225) 435-0606</td>
<td>(225)635-6635</td>
</tr>
</tbody>
</table>

C. Program Goals and Outcomes

Geaux Jobs – LWDA 20 has established certain goals for the workforce programs in the ten-parish area. As the One-Stop Operator will be a major part of the workforce system, it is anticipated that the Operator will be a major contributor in the achievement of long-term goals for the system.

Geaux Jobs Centers’ will focus on improving performance for Adult, Dislocated Workers, Youth and Discretionary Grant programs by maintaining a high level of total registered customers receiving career services and occupational skills training, as well as maintaining high quality services to businesses.

The One-Stop Operator is responsible for leadership, guidance and technical assistance to Center staff and partners in order to meet or exceed program performance goals and outcomes. Below is a chart showing the negotiated performance for 2018-2019 year. This year is a baseline year for outcomes and will be revisited however the measures will remain the same.
<table>
<thead>
<tr>
<th>DISLOCATED WORKER</th>
<th>State Level</th>
<th>Proposed Local Level</th>
<th>Final Local Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate, 2nd Quarter After Exit</td>
<td>64.3%</td>
<td>66.5%</td>
<td>64.1%</td>
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<tr>
<td>Entered Employment Rate, 4th Quarter After Exit</td>
<td>67.2%</td>
<td>67.2%</td>
<td>63.0%</td>
</tr>
<tr>
<td>Median Earning, 2nd Quarter After Exit</td>
<td>$6,800</td>
<td>$6,750</td>
<td>$6,075</td>
</tr>
<tr>
<td>Credential Attainment</td>
<td>70%</td>
<td>72.0%</td>
<td>55.5%</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>YOUTH</th>
<th>State Level</th>
<th>Proposed Local Level</th>
<th>Final Local Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate, 2nd Quarter After Exit</td>
<td>67%</td>
<td>68.5%</td>
<td>64.0%</td>
</tr>
<tr>
<td>Entered Employment Rate, 4th Quarter After Exit</td>
<td>67%</td>
<td>69%</td>
<td>65.5%</td>
</tr>
<tr>
<td>Credential Attainment</td>
<td>60.2%</td>
<td>66%</td>
<td>54.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WAGNER-PEYSER</th>
<th>State Level</th>
<th>Proposed Local Level</th>
<th>Final Local Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate, 2nd Quarter After Exit</td>
<td>61%</td>
<td>60.0%</td>
<td>61%</td>
</tr>
<tr>
<td>Entered Employment Rate, 4th Quarter After Exit</td>
<td>67.7%</td>
<td>63.0%</td>
<td>62.7%</td>
</tr>
<tr>
<td>Median Earning, 2nd Quarter After Exit</td>
<td>$4,700</td>
<td>$4,351</td>
<td>$4,700</td>
</tr>
</tbody>
</table>

*Entered Employment Rate, 2nd Quarter After Exit* | 64.5% | 64.5% | 62.6% |
| Entered Employment Rate, 4th Quarter After Exit | 64.4% | 66.3% | 64.0% |
| Median Earning, 2nd Quarter After Exit | $4,900 | $4990 | $4,570 |
| Credential Attainment | 64.3% | 65.8% | 64.5% |

*Entered Employment Rate, 4th Quarter After Exit* | 67.2% | 67.2% | 63.0% |
| Median Earning, 2nd Quarter After Exit | $4,900 | $4990 | $4,570 |
| Credential Attainment | 64.3% | 63.8% | 64.3% |
V. PROPOSAL INSTRUCTIONS AND OUTLINE

A. Responsive Proposals

To be considered responsive, proposals must meet the following minimum criteria:

1) One (1) signed original and one (1) electronic copy (in pdf format) of the proposal should be submitted. The original MUST be submitted in a sealed envelope with the proposer’s name and the words Proposal for One-Stop Operator Services written on the exterior envelope. The proposal must be sent or delivered to: Geaux Jobs – LWDA 20, 305 N. Oak St. Hammond, LA 70401, no later than 4:00 on January 31, 2020.

2) When completed, the proposal must contain the following elements:
   ● Cover page
   ● Abstract/Executive Summary
   ● Narrative sections (described in the application packet)
   ● Budget forms
   ● Certification and Signature section
   ● All pages must be numbered
   ● Cover page must be page #1
   ● Use 12-point font and 8 ½ x 11 paper

3) Proposals are limited to 20 pages. Attachments and required forms are not included in this page count. Each section of the narrative must be clearly identifiable.

4) Proposal packet must be presented in the same order as set forth in these instructions.

5) The original proposal must be manually signed in blue ink by an official authorized to represent and bind the proposing agency.

6) Respondents must demonstrate a general understanding of the services solicited by this RFP and the ability to effectively and efficiently manage and deliver those requested services.

7) The completed proposal must be submitted to the location and within the time limits as shown in the RFP package.

8) Electronic proposal packets (Word, Adobe format) are available for download at www.geauxjobs.org.

9) Submitting a proposal will constitute a legal, binding offer for a period of not less than 90 days from the date of submitting the proposal.
10) All proposals, once received, become the property of the Geaux Jobs – LWDA 20 and will be a matter of public record.

11) Please note the established deadline for receipt of proposals is **January 31, 2020 at 4:00 pm**.

### B. Proposal Outline and Format

1) **Cover Page**
   Complete the requested information on the Cover Page Form (Attachment A) and include it as page number 1 on the proposal. (Included as part of the page count)

2) **Proposal Abstract/Executive Summary** (4 page maximum)
   a. Provide a description of your organization to include its mission, vision and values.
   b. Demonstrate an understanding of the workforce development system in Louisiana.
   c. Outline key organizational achievements within the past three (3) years.
   d. Briefly describe why your organization is seeking award of this RFP and any unique or innovative aspects that may set your response apart from others.

3) **Proposal Narrative**
   a. **Experience and Qualifications including Organizational Capacity** (3 page maximum)
      Describe your organization’s experience and qualifications to serve as the One-Stop Operator and Functional Leader of Geaux Jobs – LWDA 20 Center programs as outlined in the Scope of Work. Describe all experience you have related to WIOA or other Federal or State programs and legislation. Describe your experience in delivering similar programs and services, including any relevant data. An organizational chart which includes the One-Stop Operator function must be included in the proposal as an attachment.
      (Maximum of 15 points)

   b. **Service Strategy for Staff Management and WIOA Program Oversight** (3 page maximum)
      Outline strategies for how you intend to carry out the tasks described under Staff Management and Program Oversight in the Scope of Work. Describe how you will establish creative and innovative methods to program operations with the goal of providing excellent customer service to both business and job seeker customers as well as measuring customer satisfaction. Describe how you will coordinate partner staff and motivate center staff and partners toward common program goals.
      (Maximum of 20 points)

   c. **Service Strategy for Community Partner Relations** (3 page minimum)
      Outline strategies for how you intend to carry out the tasks described under Community Partner Relations in the scope of Work. Explain how you will connect
with partner agencies (including the WIOA Core Partners: WIOA Title I programs, Wagner Peyser, Adult Education and Vocational Rehabilitation) to ensure appropriate coordination of services. Discuss how you will convene partners and ensure cross-agency training and integration of programs and services into a seamless delivery system.
(Maximum of 30 points)

d. **Service Strategy for Geaux Jobs – LWDA 20 Collaboration and Compliance (3 pages maximum)**
Outline strategies for how you intend to carry out the tasks described under Geaux Jobs – LWDA 20 Collaboration and Compliance in the Scope of Work. Include any experience reading, interpreting and following Federal, State or local policy and procedures. Describe strategies to increase outreach efforts to businesses and community stakeholders. Describe strategies to provide leadership, guidance and technical assistance to Center staff and partners in order to meet or exceed program performance goals and outcomes.
(Maximum of 20 points)

e. **Budget (Included as part of the page count)**
Complete the requested information on the Budget Form (Attachment B) and include it as the next page after the narrative pages referenced in “a” through “d” above. The budget should be presented for the period of time shown in Section I. C. of this RFP.

In preparing the budget, the Respondent should take into consideration that Geaux Jobs - LWDA 20 will be responsible for all Geaux Jobs Center costs which includes: staff salary/benefits/travel, rent, utilities, telephone, internet, janitorial services, supplies, equipment, maintenance, and direct client costs such as training and supportive service costs. Therefore, Respondents should not include costs for such expenses in the budget submitted with the proposal.

Respondents should be aware that the contract issued will be a cost reimbursement contract. The contractor will be required to submit an invoice accompanied by the appropriate documentation in order to receive reimbursement for costs. This may include copies of paid invoices, check registers, payroll and benefit records, and similar documents.
(Maximum of 15 points)

f. **Budget Narrative (2 pages maximum)**
Provide a budget narrative that justifies each proposed expense included on the budget form in terms of being necessary, allowable and reasonable. Identify any in-kind resources/support for the service delivery system beyond what is requested in the budget. (Note: In-kind contributions and/or leveraged resources are not required under this solicitation, however, up to 10 additional points may be awarded based on proposed contributions.) Describe how you will financially support the costs of doing
business until an invoice can be submitted and paid by Tangipahoa Parish Government. No advance payment will be made.

g. **Mandatory Additional Attachments** (Not included in the page count)
   - Assurances and Certifications (Attachment C)
   - Certification Regarding Debarment/Suspension (Attachment D)
   - Proposer’s Organizational Chart (Attachment E)

VI. **EVALUATION, SELECTION AND AWARD PROCESS**

A. **Evaluation Process**

Proposals selected for review will be evaluated according to criteria set forth in this proposal package. Proposals will be evaluated by a committee of individuals with workforce development experience. The evaluation committee will make recommendations to the full Board. Prospective providers may be invited to make oral presentation and/or explain their proposals.

The evaluation committee will only review proposals for programs that include the services requested in the RFP package. Respondents may include additional services as part of the proposal, but the proposal must, at a minimum, contain the services that are specifically requested in the RFP.

No employee, officer, or agent of Geaux Jobs, Local Elected Officials, Standing Committees, or other organizations shall participate in the selection, award, or administration of a contract supported by WIOA funds if a conflict of interest, or potential conflict, would be involved.

The proposals that are received will be made available, upon request, to the public. However, the proposals will be made available only after Geaux Jobs - LWDA 20 has made the award to a respondent and the protest period has begun.

Proposals received subsequent to the deadline will not be reviewed and considered for funding. The signature page must be completed and signed by proper authority or the proposal will not be considered.

**Evaluation Criteria**

The following criteria will be used to evaluate all proposals. The evaluators will award some, all, or none of the points that are shown for each evaluation item. The total maximum points that can be awarded are 115.
All proposals will be evaluated on the basis of cost-effectiveness in relation to high quality service delivery. Respondents are therefore encouraged to thoroughly describe and justify the proposed costs. An analysis will be conducted to ensure the proposed costs are necessary, fair and reasonable; to determine if the proposed costs are allowable and allocable; to determine if there is no duplication of costs with other programs; to ensure the costs are directly associated with carrying out the proposed services; and to ensure the proposed costs will benefit the workforce development delivery system.

B. Selection

Geaux Jobs – LWDA 20 will make the final decision on the award of a contract, based on consideration of the recommendation made by the evaluation committee and in concurrence with the Chief Elected Official of the ten-parish area. Each proposer will be notified of the outcome of their proposal. This notice will be provided when the final decision has been made regarding award of a contract. This notice will be provided to each proposer within three (3) working days of the award of a contract and may be provided via email, fax, or by regular mail. The selected respondent must possess the demonstrated ability to perform successfully under the terms and conditions of a proposed contract prior to the contract being executed. Determinations of demonstrated performance shall take into consideration such matters as to whether the respondent has:

<table>
<thead>
<tr>
<th>Evaluation Item</th>
<th>Range</th>
<th>Maximum Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience/Qualifications of the Proposed One-Stop Operator</td>
<td>0 – 15</td>
<td>15</td>
</tr>
<tr>
<td>Service Strategy for Staff Management &amp; WIOA Program Management</td>
<td>0 – 20</td>
<td>20</td>
</tr>
<tr>
<td>Service Strategy for Community Partner Relations</td>
<td>0 – 30</td>
<td>30</td>
</tr>
<tr>
<td>Service Strategy for Geaux Jobs - LWDA 20 Collaboration and Compliance</td>
<td>0 – 20</td>
<td>20</td>
</tr>
<tr>
<td>Budget</td>
<td>0 – 15</td>
<td>15</td>
</tr>
<tr>
<td>Totals</td>
<td>0 – 100</td>
<td>100</td>
</tr>
<tr>
<td>Minority, Veteran or Women-Owned Business Credit</td>
<td>+5</td>
<td>5</td>
</tr>
<tr>
<td>In-Kind and/or Leveraged Resources</td>
<td>0 -- 10</td>
<td>10</td>
</tr>
</tbody>
</table>
● Adequate financial resources or the ability to obtain them
● Ability to meet the RFP design specifications at a reasonable cost, as well as the ability to meet performance goals
● Satisfactory record of past performance in delivering the proposed or similar services
● Ability to prioritize and provide services and/or a program that can meet the need identified
● Satisfactory record of integrity, business ethics and fiscal responsibility
● Necessary organization, accounting and operational controls
● Technical skills to perform the work
● Alignment with Geaux Jobs – LWDA 20’s mission, vision, and value

C. Contract Award

A contract may be awarded based on proposals received, without discussion of such offers with the Respondents. Each proposal should, therefore, be submitted in the most favorable terms, from a price and technical standpoint the proposal can make. However, the evaluation team reserves the right to request additional data, oral discussion or presentation in support of written proposals.

Final award of a contract will be contingent upon:
● Successful negotiation of contract
● Acceptance by the Respondent of the contract terms and conditions
● Satisfactory verification of past performance and systems, where applicable
● Availability of funding

D. Appeal Procedure

In accordance with applicable regulations, Respondents who are denied funding have the right to appeal. The following steps must be taken for organizations to appeal decisions:

1) Submit a letter within three (3) business days from the date of the notification of the contract award to the Director of Geaux Jobs – LWDA 20 stating that an appeal to the contract award is being filed and the specific reasons for that appeal based on the criteria below:
   a. Clear and substantial error or misstated facts by the review team upon which the decision was made by the Board
   b. Unfair competition or conflict of interest in decision making process
   c. Any illegal or improper act or violation of law
   d. Other legal basis on grounds that may substantially alter the Board’s decision

The Director of Geaux Jobs – LWDA 20 will review the appeal and respond within ten (10) business days.
2) In the event the Director of Geaux Jobs – LWDA 20’s response is not satisfactory to the Respondent, an appeal to the Geaux Jobs – LWDA 20 Executive Committee may be requested. The request must be addressed in writing within 15 days from receipt of response from Geaux Jobs – LWDA 20 to:

Second Planning District Consortium Workforce Development Board 20
Attention: Board Chair
305 N. Oak St.
Hammond, Louisiana 70401

The appeal will be heard at a time set by the Chair of the Board after consultation with legal counsel, as appropriate.

VII. CONDITIONS APPLICABLE TO ALL PROPOSALS

This Request for Proposal does not commit or obligate Geaux Jobs – LWDA 20 to award a contract, to commit any funds identified in this RFP document; to pay any costs incurred in the preparation or presentation of a proposal to this RFP; to pay for any costs incurred in advance of the execution of a contract; or to procure or contract for services or supplies.

Further, Geaux Jobs – LWDA 20 reserves the right to:

1. Accept or reject any or all proposals in whole or in part, which it considers to be in its best interest. No guarantees, expressed or implied, are made by Geaux Jobs – LWDA 20 or its agents as to the availability of funds.
2. Change or waive any provisions set forth in this RFP.
3. Reject non-conforming proposals without review.
4. Waive informalities and minor irregularities in proposals received.
5. Negotiate any and all proposed terms, conditions, costs, staffing level, services/activities mix, and all other specifics.
6. Request additional data, technical or price revisions, or oral presentations in support of the written proposal.
7. Conduct a pre-award review that may include, but is not limited to a review of the Respondent’s record keeping procedures, management systems, accounting and administrative systems.
8. Change specifications and modify contracts as necessary to: (a) facilitate compliance with the legislation, regulations and policy directives, (b) manage funding, and (c) meet the needs of the customers.
9. End contract negotiations if acceptable progress, as determined by Geaux Jobs – LWDA 20, is not being made within a reasonable time frame.
By submission of this proposal, the Respondent certifies that in connection with this proposal:

a. The fees or costs in the proposal have been arrived at independently without consultation, communication, or agreement with any other Respondent, or with any competitor for the purpose of restricting competition, as to any matter relating to such fees; and

b. No attempt has been made or will be made by the Respondent to induce any other person or firm to submit a proposal for the purpose of limiting or restricting competition.

Each person signing the proposal certifies that:

a. He/she is the person in the Respondent’s organization legally responsible, within the organization, for the decision as to the prices or costs being offered and he/she has not participated in any action contrary to (a) and (b) above; or

b. He/she is not the person in the Respondent’s organization legally responsible, within the organization, for the decision as to the prices or costs being offered; however, that he/she has been duly authorized in writing, with a copy attached, to act as agent for the persons legally responsible for such decision, and certifies such persons have not participated, and will not participate, in any action contrary to (a) and (b) above.

No proposal will be considered if:

a. The entity has been disbarred by an action of any governmental agency; or

b. The entity has not complied with an official order of any agency a State or the United States Department of Labor to repay disallowed costs incurred during its conduct of projects or services; or

c. The entity has any record of public entity crimes; or

d. For any cause such as pending litigation or if the Respondent is determined irresponsible.

VIII. CONTRACT PROVISIONS

The following are examples of the contract provisions that will be included in the contract that will be developed as a result of this RFP. The exact text of the contract provisions may differ slightly from the examples shown.

**Contract Costs** – All costs that are approved in a contract must be reasonable and necessary to carry out the planned functions. The costs must be allowable and allocable to the proper grants and costs categories. If the contractor is a public entity or non-profit entity, the contract will not include a provision for profit. Profit margins with individuals and for-profit organizations may be negotiated. Profit margins must be reasonable and cannot be based on a percentage of actual costs.

The contract awarded under this RFP is subject to available funding. Geaux Jobs – LWDA 20 does not guarantee any minimum or maximum amount of work and/or dollar value associated with this procurement. The specific method of payment for services to be rendered will be set for in the
negotiated contract and will be contingent upon demonstration that the negotiated performance deliverables have been successfully accomplished.

**Contract Renewal and Extension** – The contract that results from this RFP may have a provision for extension. The terms and lengths of any extension will be established by Geaux Jobs – LWDA 20 and will be included in the contract provisions. All extensions must be documented in a modification to the contract. Each extension must be for not more than one year and a maximum of three extensions are permitted.

The contract will initially be written for a period of 12 months. Prior to the end of that 12-month period, an evaluation will be made of the performance of the Contractor to determine whether a contract extension may be granted. The performance of the initial contract will be measured from July 1, 2020 through June 30, 2021 and then annually according to the Program Year basis. Based upon that evaluation, an extension may be granted contingent upon established contract performance.

**Early Termination** – The contract that results from this RFP will have provisions for termination of the contract for failure to satisfactorily perform the tasks that are required. The contract that results from this RFP may also have provisions which allow the contract parties to cancel the contract at any time by providing advanced notice to other contract parties. The contract will also provide for termination of the contract for lack of funds.

**Modifications** – The contract will have a provision for modifying the contract. Modifications may be necessary to incorporate changes required by Federal or State laws and policies. Modifications may be necessary to increase funds to the Contractor if funds become available through other sources.

**Assignment and Subcontracting** – A part of the proposal evaluation is based upon the previous experience of the proposer and its staff. The contract will contain a provision that prohibits subcontracting or assigning the work to be performed without the written permission of Geaux Jobs – LWDA 20.

**Indemnification** – The contract will include an indemnification clause which will state that the Contractor shall indemnify and hold harmless the State of Louisiana/LWC, WIOA Administrative Entity/Fiscal Agency, Local Elected Officials, Geaux Jobs – LWDA 20, its officers, agents and employees from liability of any nature and kind, including costs, expenses, and attorney fees, for or on account of any actions, claims, suits, and damages of any character whatsoever arising out of any negligent act or omission of the Contractor or any of its employees, agents, volunteers, subcontractors, or representatives.

**Dispute Resolution** – The contract will have a provision for dispute resolution. This provision will require the Contractor to use administrative processes and negotiations in attempting to resolve disputes arising from this contract. The contract will require the contractor to continue to provide services while the dispute process is ongoing.
**Audit Rights** – The contract will have a provision which will allow the Fiscal Agent, the State of Louisiana, the U.S. Department of Labor, the United States Comptroller General, and of their duly authorized representatives, or other with statutory audit rights to perform audits after reasonable advanced notice to the Contractor at any time during the contract period or within three (3) years from the date of the final payment of the contract. At any time during normal business hours and as often as the Fiscal Agent or any of the above parties may deem necessary, the Contractor shall make available to their duly authorized representatives for examination, all its records with respect to all matters covered by the contract. The Fiscal Agent, the State of Louisiana, the U.S. Department of Labor, the United States Comptroller General, any of their duly authorized representatives, shall have the authority to audit, examine, and make excerpts or transcripts from, any books, documents, papers, and records of the Contractor which are directly pertinent to the contract, including all contracts, invoices, materials, payrolls, personnel records, conditions of employment, and other data relating to all matters covered by the contract.

**Access to Records and Records Retention** – The contract will have a provision relating to Records Retention. That provision will require the Contractor to maintain all records pertinent to the contract, including financial, statistical, property, participant records, and supporting documentation. These records shall be preserved and made available to the Fiscal Agent and its agents for a period of three (3) years after the date of the final closeout of the contract. However, in the event of an audit, records shall be kept by the Contractor until the audit is completely resolved, even if it requires a retention period longer than 3 years. If the Contractor is unable to retain the necessary records for the required period, the Contractor will transfer such records to the Fiscal Agent. Such records shall be transmitted to the Fiscal Agent for acceptance in an orderly fashion with documents properly labeled and filed, and in an acceptable condition for storage.

**Performance** – The Contractor will be measured for performance of the contract. An evaluation will be conducted by Geaux Jobs – LWDA 20 to determine whether the contract measures have been met. The contract will be evaluated not less than on a bi-annual basis prior to the end of the contract period. This evaluation will determine whether the contract may be extended. Contract performance will be negotiated prior to the beginning of the contract and may include measures relating to the following areas:

- Compliance with Board guidance and policies
- Convene partners and make progress toward integration of services
- Increase workforce recruiting/presentations and employer contacts including employer-based training contracts
- Lead workforce staff in providing high quality services
- Level of client funding obligated within the program year
- Improvement in customer service for both businesses and job seekers

**Copyrights and Rights to Data** – The contract will have a provision relating to Copyrights and Data. That provision requires Contractor to agree that the Fiscal Agent, State of Louisiana, and the U.S. Department of Labor shall have unlimited rights to any data first produced or delivered under the contract.
Deobligations – The contract that results from this RFP will contain clauses regarding availability of funds. Those clauses will allow Geaux Jobs – LWDA 20 to decrease or eliminate funding to the contractor if funding made available to the Geaux Jobs – LWDA 20 is not sufficient to allow for full payment of the contract.

At the time the contract is written, the actual funding amounts provided to the workforce area will probably not be available. The contract may be modified prior to or subsequent to the beginning of the year to reflect changes that are necessary due to actual funding amounts received. The carryover of any funds is an item that must be negotiated with Geaux Jobs – LWDA 20 and/or Fiscal Agent.

Price Adjustment – This provision will state that if the contract was negotiated in reliance upon cost data supplied by the Contractor, the Fiscal Agent can adjust the price to exclude any significant sum by which the prices were increased because the Contractor had submitted cost data in the original proposal which was not accurate, complete, or current.

Insurance – There is not requirement that proof of insurance be submitted with the proposal, but evidence of insurance must be provided prior to beginning the performance of work under the contract. The Fiscal Agent requirements may include proof of the following as applicable: general liability coverage, insurance for motor vehicles used by employees of the contractor, workers compensation, and blanket bond coverage.

EEO Requirements – The Contractor will be required to comply with certain EEO requirements. No person in the United States shall be, on the grounds of race, color, religion, sex, sexual orientation, national origin, age, handicap, political affiliation, belief, or marital status be excluded from participation in, be denied benefits of, be subject to discrimination under, or be denied employment in the administration or in the connection with any program or activity funded in whole or part with funds made available under the agreement.

Participant Grievances – The contract will include a provision that requires the Contractor to adopt procedures for hearing and resolving grievances and complaints arising out of this contract, in conformity with the Geaux Jobs – LWDA 20’s established policies.

Duplicate Funding – The contract will have a provision requiring the Contractor to agree that any Contractor’s cost which are already allocated to other sources may not be included in the cost of the contract. The Contractor must inform Geaux Jobs – LWDA 20 if the Contractor applies for or receives funds which affect the cost or performance of work under this contract and how the Contractor plans to allocate duplicated funds. Geaux Jobs – LWDA 20 must have the right to renegotiate the contract relative to the changed costs.

Compliance with Law – In rendering the performance hereunder, the Contractor shall comply with the requirements of the Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, with the regulations promulgated thereunder, and with the following:
  ●Applicable Federal Laws and appropriate OMB Circulars
● Laws of the State of Louisiana
● WIOA policies as adopted by the Louisiana Workforce Commission
● Local Laws
● Regional and Local Plan
● Geaux Jobs - LWDA 20 policies

In the event of a conflict between such laws and regulations and the terms of this agreement, precedence shall be given to the laws and regulations.

**Reporting** – A monthly Performance Report must accompany any requests for funds in order to demonstrate that objectives of the contract are being met. The contract that results from this RFP may have requirements that the contractor make regular presentations to Geaux Jobs – LWDA 20, Local Elected Officials, or similar groups. These reports may include information on customers, identified customer needs, services being provided for customers, employer needs, reports on progress that have been made on meeting the real time performance metrics, and similar types of information.

The Contractor will also be required to provide Geaux Jobs – LWDA 20 any narrative, statistical, and financial reports related to the elements of the contract in a format and timeframe determined by Geaux Jobs – LWDA 20.

**Program Income** – This provision will state that if the Contractor receives any program income as a result of activities funded under this contract, the income must be properly accounted for and cannot be spent without advanced approval from the Fiscal Agent. Program income must be accounted for according to the requirements of OMB Circular A-110, OMB Circular A-102, policies of Geaux Jobs – LWDA 20, State of Louisiana, and/or the WIOA Act and Regulations.

**Property/Capital Expenditures** – The Contractor shall make no purchases over $250 without prior authorization by WIOA Fiscal Agent. Geaux Jobs – LWDA 20 procurement procedures must by followed.

**Corrective Action** – This provision will describe notices to the Contractor, corrective action steps, corrective action plans, timeframes, and similar provisions.

**Patent Rights** – This provision will state that if products are produced under this contract to which a patent is granted, the patent rights shall belong to the WIOA Fiscal Agent, the State of Louisiana, of the U.S. Department of Labor. This provision shall not apply to products produced by the Contractor other than this contract and which are used in the performance of the work required by this contract.

**Disallowed Costs** – The contract will have provisions that require the contractor to repay any expenditure that is found to be unallowable. The contract will have provisions requiring the
contractor to remedy any deficiencies found in audits or monitoring reports prior to incurring additional expenditures or receiving additional funds.

**Contractor Self-Monitoring** – The Contractor will be required to periodically conduct a self-monitoring to ensure compliance with WIOA, local policies, budgets, performance measures, and similar measures. Geaux Jobs – LWDA 20 may require the Contractor to submit periodic reports on its self-monitoring activities.

**Other Contract Provisions** – The contract may have provisions which are not described in this RFP. Those provisions may be necessary due to applicable laws or regulations, provisions added or changed to reflect negotiations made subsequent to the issuance of this RFP, requirements not known at the time of the issuance of this RFP, or for other reasons.
ATTACHMENTS
Proposal for One-Stop System Operator

July 1, 2020 through June 30, 2021

Proposing Organization: ____________________________________________________________

Note: If proposing as a Consortium, identify the lead agency on this Cover Sheet and attach a listing of Consortium Entities and Contacts.

FEIN #:____________________________ DUNS #:______________________________

Address:______________________________________________________________________________

City State Zip

Telephone:______________  Fax:______________  Web address:_______________________________

Contact Person:________________________________________________________________________

Title:_______________________________________ Telephone:________________________________

Email address:_______________________________________________________________________

Type of Organization: ___ Nonprofit  ___ Governmental  ___ Private for Profit  ___ Community-Based

Special Consideration: ___ Minority  ___ Veteran  ___ Women  ___ Owned Business (Check all that apply)

Total Funding Amount Requested for July 1, 2020 through June 30, 2021: ________________________

Proposing Organization Authorized Signature: ______________________________________________

Name:

Title:

For Geaux Jobs – LWDA 20 use only:
## PROPOSED BUDGET

### Summary of Line Item Costs

<table>
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<tr>
<th></th>
<th>WIOA Funds</th>
<th>Proposer Contribution</th>
<th>Total Cost</th>
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<td><strong>Personnel – Salaries (list positions)</strong></td>
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<td><strong>Personnel – Fringe (list each fringe benefit separately)</strong></td>
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<td><strong>Supplies</strong></td>
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<td><strong>Administrative, if applicable (Please list)</strong></td>
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**TOTAL COSTS**

$ | $
ASSURANCES AND CERTIFICATIONS

The following assurances and certifications will be made a part of any resulting contract from this solicitation and Respondents must agree to each item below.

1. The individual signing this proposal is authorized to submit the proposal on behalf of their agency/organization.

2. The Contractor assures and certifies that services funded through a contract with Geaux Jobs – LWDA 20 shall be administered in full compliance with applicable federal, state and local laws, regulations and policies. These include, but are not limited to:
   - maintaining records that accurately reflect actual performance
   - maintaining record confidentiality, as required
   - reporting financial, participant, and performance data, as required
   - complying with Federal and State non-discrimination provisions
   - meeting requirements of Section 504 of the Rehabilitation Act of 1973
   - meeting all applicable labor laws, including the Child Labor Law standard

3. The Contractor shall establish and maintain an auditable financial system, in accordance with recognized accounting practices, with the Act and Regulations, and with State and local requirements on fiscal and programmatic reports.

4. The Contractor must be able to demonstrate that they are fiscally solvent.

5. The Contractor certifies that it will provide a drug-free workplace, as required by Federal law.

6. Any representative/agent of the Geaux Jobs - LWDA 20 who participates in the expenditure of WIOA funds shall perform his/her duties in a manner consistent with their obligations to Geaux Jobs - LWDA 20 and in accordance with sound business practices. In complying with these requirements, representatives/agents shall refrain from:
   a. Solicitation or acceptance of gratuities, favors, or anything of monetary value, from contractors, potential contractors, or parties to sub-agreements.
   b. Participation in awards or administration of contracts to firms in which the member, officer, staff or representatives/agent or his/her immediate family has a financial or other interest.
   c. Any representative/agent, who is a paid consultant, or who has a relative who is a paid consultant (as defined in A.R.S. 38-502) for any provider which currently transacts business with the Geaux Jobs - LWDA 20 is prohibited from participating in a decision process which may lead to the award of a contract involving such firm.

Authorized Signature/Date

Typed Name and Title
Attachment D

CERTIFICATION REGARDING DEBARMENT/SUSPENSION

This certification is required by the regulation implementing Executive Order 12549, Debarment and Suspension 29 CFR Part 98, Section 98.510, Participants’ responsibilities.

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicated for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause of default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

____________________________________________________________________________________
Name of Applicant Organization

____________________________________________________________________________________
Name and Title of Authorized Representative

____________________________________________________________________________________
Signature                                                                                     Date