

MassHire Bristol Workforce Board

Request for Proposals

For

Career Center Operator Services

Within

The Bristol Workforce Development Area

RFP#: 25-10

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I. Purpose, Background and Scope of Services

A. Purpose

The MassHire Bristol Workforce Board (also referred to as the MHBWB) is issuing this Request for Proposals (RFP) for the purpose of selecting an organization with the appropriate capacity and expertise to operate the American Job Centers, referred to in the Commonwealth of Massachusetts as MassHire Career Centers, located within the Bristol Workforce Development Area. The selected organization shall design, administer, coordinate and implement an innovative and compliant system of one-stop workforce development services for the benefit of the job seeker (adults, dislocated workers and youth) and business customers in the Bristol Workforce Development Area. These services must, at a minimum, include Workforce Innovation and Opportunity Act (WIOA) and related shared partner services and be delivered in an integrated model. The MHBWB is seeking to establish and build a partnership with an organization which can demonstrate that it can offer a range of services to both employers and job seekers based on individual need as described in this RFP.

B. Background

- 1. Overview:** In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA 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.

One of sixteen (16) Local Workforce Development Areas (WDAs) in the Commonwealth of Massachusetts, the Bristol Workforce Development Area is comprised of the cities of Attleboro, Fall River and Taunton and the towns of Berkley, Dighton, Mansfield, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea and Westport. The Mayor of Fall River serves as the Chief Elected Official (CEO) and has been granted WIOA designation by the Governor of Massachusetts. The MHBWB, pursuant to the WIOA, has been authorized by the Massachusetts MassHire Department of Career Services to conduct and manage the procurement of MassHire Career Center Operator services for the local workforce development area.

The purpose of the WIOA Programs is to provide allowable workforce development activities to eligible clients that will increase employment retention and earnings of participants, and increase occupational skill level attainment by participants. As a result, successful application of these activities will improve the quality of the Massachusetts workforce and enhance the productivity and competitiveness of the Commonwealth and the Nation. The Workforce Innovation and Opportunity Act of 2014 defines the required

activities authorized for One-Stop Career Center Operators. Bidders are encouraged to read the Act for the scope of authorized activities. In general, these activities are:

- (i) to establish a one-stop delivery system described in section 121(e);
- (ii) to provide the career services described in Section 134(c)(2) to adults and dislocated workers, respectively, through the one-stop delivery system in accordance with such paragraph;
- (iii) to provide training services described in Section 134 (c) (3) to adults and dislocated workers, respectively, described in such paragraph;
- (iv) to establish and develop relationships and networks with large and small employers and their intermediaries; and
- (v) to develop, convene, or implement industry or sector partnerships.
- (vi) to provide services to youth described in Section 129

The One Stop Career Center system brings together a wide variety of Federal, State and local program partners, integrates the provision of their services and provides a full-range of assistance to job seekers and employers all under one roof. Included among the main services that the One-Stop Career Center operator in the Bristol WDA will be expected to provide are:

- Job-search and job-placement assistance
- No cost access to computers, internet, fax machines and printers for job search purposes
- Access to job listings
- Labor market information
- Comprehensive assessment of job skills, abilities, aptitudes and needs for eligible customers
- Career counseling
- Workshops on topics such as developing resumes, job search skills, interviewing, etc.
- Case management
- Pre-vocational services
- Information on Unemployment Insurance
- Referrals to training, education and related supportive services
- Outreach and recruitment for business
- Employer Services

2. MassHire Bristol Workforce Board: In partnership with the Chief Elected Official, the MHBWB serves as the oversight and policy making body for federally funded employment and training programs and workforce development services in the Bristol WDA. The MHBWB is comprised of business leaders, representatives from post secondary education, economic development, human services, labor and community based organizations. These members work, with the support of professional staff, to carry out the business of the Board, including business and community partnership development, strategic planning,

pilot program development in priority industry areas, youth initiatives, and oversight of workforce development funding and services provided through the One Stop system.

The MHBWB has established the following goals in its strategic plan:

- 1) Raise Awareness of the MHBWB and Career Center's role in workforce development;
- 2) Expand training, employment and career opportunities for at-risk target populations with educational and/or occupational skills deficiencies;
- 3) Strengthen services for at-risk youth;
- 4) Strengthen the connection between the region's employers and the workforce development system;
- 5) Develop and sustain key partnerships that strengthen the region's workforce development system; and
- 6) Utilize current labor market information to better guide resource allocation and programmatic activity

The MHBWB has the responsibility to oversee and evaluate the One Stop Career Center system and business services integration throughout the local workforce development area. As such, the Board is committed to high quality services and achievement of performance standards through strong customer satisfaction and continuous improvement. The MHBWB regularly seeks grant funding from multiple non-WIOA sources to address the workforce development needs in the region. The successful proposer will be required to collaborate with these grants as needed.

- 3. Fiscal Agent:** Regardless of which entity is selected to provide One Stop Career Center services/operations for the Bristol WDA, the fiscal entity will remain the Bristol County Training Consortium (BCTC). BCTC is the administrative entity established by the Chief Elected Official (the Mayor of the City of Fall River) of the Bristol Workforce Development Area to administer and manage WIOA and related funding. BCTC maintains certified financial management systems the state requires for any WIOA related funding that flows through the region. Proposers should be aware that sufficient funds to staff and equip the administrative entity to perform its functions will need to be reserved in workforce allocations in any given year.

C. Type and Location of One-Stop Career Centers in the Bristol WDA

The One-Stop system is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. The regulations define the system as consisting of one or more comprehensive, physical American Job Center(s) in a local area that provide the core services specified in WIOA. While there are three levels of certification for One-Stop Career Centers, the MHBWB is seeking Career Centers in the following designations: Comprehensive (required) and Affiliate (optional for youth) and Satellite.

A Comprehensive One-Stop Career Center (to be designated as an American Job Center) provides a full array of employment and training related services for job seekers, workers, youth and businesses and requires that all available mandated partners be physically co-located and/or, providing their core services on a part-time or full-time basis, in-person or electronically. The Comprehensive site must have a fully equipped resource area. A completed Memorandum of Understanding (MOU) will be signed and include all partners at the American Job Center. The MassHire Bristol Workforce Board staff will negotiate the mandated unified partner MOU.

A One-Stop Career Center Affiliate may provide more limited employment and training related services for job seekers, workers, youth, and businesses. These locations do not include all the mandatory Workforce Innovation and Opportunity Act (WIOA) partners but require that one or more required partners are physically located at the center in addition to an employment service representative and that core services are offered on a full-time basis. Staff at an Affiliate Center must regularly attend cross-training on all partner services, must have information or electronic access to all of the system's services, and have computers available for use by customers. MOUs will describe the specific arrangements with various partners for Affiliate Centers.

A One-Stop Career Center Satellite may provide more limited employment and training related services for job seekers, workers, youth, and businesses. Satellite Centers may offer services on a full-time or part-time basis. While required partners might not be physically located at the Center, staff at a Satellite Center must regularly attend cross-training on all partner services, must have information or electronic access to all of the system's services, and have one or more computers available for use by customers.

Required: At minimum, the MHBWB is seeking the following number of One-Stop Career Centers within the Bristol Workforce Development Area:

- One (1) comprehensive One-Stop Career Center located in the City of Fall River; and
- One (1) comprehensive One-Stop Career Center located in the City of Taunton; and
- One (1) affiliate or Satellite One-Stop Career Center in the City of Attleboro

Preferred: While a proposal that includes the minimum location requirements will be considered for funding, the MHBWB will give preference to proposals that include, in addition to the minimum requirement noted above: One (1) Affiliate One-Stop Center in the City of Fall River that serves WIOA eligible youth as well as other at-risk youth participating in potential non-WIOA funded grants and one(1) comprehensive One-Stop Career Center located in the City of Attleboro instead of One (1) Affiliate or Satellite One-Stop Career Center in the City of Attleboro.

At present there are two comprehensive One-Stop Career Centers (Fall River and Taunton), one Satellite Center (Attleboro location) and one affiliate Youth One-Stop Career Center located within the Bristol Workforce Development Area at the following addresses:

11 Field Road, Attleboro, MA 02703

446 North Main Street, Fall River, MA 02720

72 School Street, Taunton, MA 02780

139 South Main Street, Fall River, MA 02721 (Youth Office, also known as “YouthConnection”)

Please note that Fall River is the largest city in the Bristol WDA with the Fall River Career Center representing the largest of the WDA area’s One-Stop Career Centers in terms of space and customer volume.

Proposers may propose to utilize the existing locations noted above or propose to operate services at one or more different locations. For reference, the Fiscal Year 2025 facility costs are as follows:

11 Field Road, Attleboro, MA.....	\$ 12,000
446 North Main Street, Fall River, MA.....	\$ 125,244
72 School Street, Taunton, MA.....	\$ 101,493
139 South Main Street, Fall River, MA.....	\$ 60,435

Please note that the Fall River (446 N. Main Street) and Taunton (72 School Street) locations are in state owned buildings. Facilities costs for those locations are determined by the Facilities Department of the Massachusetts Executive Office of Labor and Workforce Development. The Attleboro Center (11 Field Road) is housed in space at the Bristol Community College Attleboro Campus. The “YouthConnection” (139 So. Main Street) office is located in a privately owned building. The Attleboro location and the “Youth Connection” Office are tenant at will arrangements with a monthly rent payment. If the proposer seeks to utilize the existing locations for MassHire Career Center operations, it will be up to the selected Career Center operator to negotiate agreements with the respective property owners/managers which may not result in agreements that are consistent with current facility costs. Successful bidders may seek to utilize existing staff, space, equipment, IT and/or other resources, supplies, etc.

D. Resources

The MHBWB has developed a -Local Strategic Plan that contains information about the MHBWB’s vision for the local workforce development system. Since the information is readily available to bidders, it will not be repeated in this RFP. In addition, the local WIOA planning figures are included in the MHBWB *FY 2025 Workforce Development Local Operating Plan*. This document may be accessed directly at <http://www.masshirebristolwb.org> under the “Research and Information” tab.

The Commonwealth of Massachusetts WIOA and policies may be found at www.mass.gov/massworkforce. Proposers must be knowledgeable regarding the statutes, regulations, rules and policies for the funding streams identified in section III.B. A copy of the Workforce Innovation and Opportunity Act, regulations and other WIOA related information may be found on the U.S. Department of Labor web page at www.doleta.gov/WIOA/.

E. Operational Period

The proposal which, in the opinion of the awarding body, best provides for operating a One-Stop delivery system within the Bristol Workforce Development Area will be invited to enter into contract negotiations. Resulting contracts will be negotiated with respect to cost, scope, and content in a manner that achieves the establishment of this System in the best interest of the Local Area. The successful bidder's program will be required to serve all persons requesting assistance, including low-income individuals, Veterans, and individuals requiring academic and occupational education and training to become gainfully employed. The period of performance will be July 1, 2025 through June 30, 2026. Proposals should reflect costs and program outcomes for the period covering July 1, 2025 through June 30, 2026.

While continued implementation of WIOA changes and/or funding limitations may preclude the consideration of contracting beyond one year, the MHBWB is reserving the option of contracting for up to three (3) additional years of activities in one or more year extensions based on availability of funding. Any activity which is funded for more than one year must meet its contracted level of performance for the first year of services operation prior to being approved for the entirety or portion of the second through fourth years. At the end of the first year, costs will be re-evaluated for reasonableness; should the costs then be deemed to be excessive, costs for the second year of operation will be re-negotiated.

F. Eligible Bidders

As defined in WIOA, eligible entities include [Section 121(d)(2)(B):

An entity (public, private, or nonprofit), or consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the one-stop partners described in subsection (b)(1), of demonstrated effectiveness, located in the local area, which may include--

- i. An institution of higher education;
- ii. An employment service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency;
- iii. A community-based organization, nonprofit organization, or intermediary;
- iv. A private-for-profit entity
- v. A government agency; and
- vi. Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

Exception —Elementary schools 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. (Section 121 (d)(3)

The agreement between the MassHire Bristol Workforce Board and the One-Stop Operator shall specify the operator's role. That role may include coordinating service providers within the Center, as well as being the primary provider for services within the local workforce area.

Any proposer with whom the MHBWB executes a contract for the provision of the services described in this Request for Proposals shall be a sub recipient pursuant to applicable federal laws and regulations and shall be required to comply with 2 CFR Part 200, as well as the Workforce Innovation and Opportunity Act and all other applicable federal and state laws and regulations.

G. Scope of Services

The MassHire Bristol Workforce Board is seeking an organization to design, administer, coordinate and implement workforce development services at Comprehensive One-Stop Career Centers within the Bristol Workforce Development Area. The primary goal for the MHBWB is to create a seamless system of partners among workforce development, economic development, business, and community agencies in order to meet the needs of businesses and job seekers in the region. The Operator will work closely with the Board and staff to effectively implement an integrated workforce system for businesses and job seekers. The Operator shall be responsible for implementing and managing the One Stop system under policies and guidelines established by the MHBWB; the Chief Elected Official, the MA Department of Career Services (DCS), the U.S. Department of Labor (USDOL) and other relevant federal agencies.

In accordance with statewide standards developed by the MA Department of Career Services in collaboration with the sixteen workforce boards in Massachusetts, One-Stop Operator Quality Standards include but are not limited to: 1) Cost Effectiveness; 2) Integrated Services; 3) Performance Measurement; 4) Demand-Driven Philosophy; 5) Maximizing Access for Jobseekers and Business and 6) Effective leadership and management.

Job Seeker Services at the One-Stop Career Centers

Career and Training services are provided through the One Stop Career Centers. Career Services are described as:

- Eligibility Determination for funding and services;
- Outreach, intake and orientation to the information and other services available through the One Stop Career Centers;
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
- Job search and placement assistance and, in appropriate cases, career counseling, including information on in-demand industry sectors and occupations and nontraditional employment; appropriate recruitment and other business services on behalf of employers;
- Referrals to and coordination of activities with partner programs and services;

- Workforce and labor market employment statistics information, which includes job vacancy listings, job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements and opportunities for advancement within those career pathways;
- Direction on use of the One Stop website , Mass Jobquest, MassCIS, and other online resources to help with career guidance, labor market information, and training guidance;
- Performance information and program cost information on eligible providers of training;
- Information in formats that are usable by and understandable to customers regarding how the local area is performing on the local performance accountability measures;
- Information in formats that are usable by and understandable to customers relating to the availability of supportive services or assistance provided by partners;
- Referrals to supportive services or other needed assistance;
- Information and assistance regarding filing claims for unemployment assistance;
- Information and assistance regarding establishing eligibility for financial aid assistance for training and education programs.

Other career services that may be needed for eligible customers to obtain or retain employment consist of:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized training;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities;
- Financial literacy;
- Out-of-area job search assistance and relocation assistance;
- Referral to English language acquisition and integrated education and training programs; and

- Follow-up services, including counseling regarding the workplace for customers in WIOA activities authorized under this subtitle who are placed in unsubsidized employment for not less than 12 months after the first day of the employment as appropriate.

WIOA emphasizes the need to provide quality and customized workforce development services for individuals with disabilities and individuals with barriers to employment, including individuals who receive public assistance or are otherwise low income and/or basic skills deficient. In addition, WIOA Sec. 3 (24) defines an “individual with a barrier to employment” as a member of one or more of the following populations:

- a. Displaced Homemakers
- b. Low-Income Individuals
- c. Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in Section 166
- d. Individuals with disabilities, including youth who are individuals with disabilities
- e. Older individuals
- f. Ex-Offenders
- g. Homeless Individuals (as defined in Section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)).
- h. Youth who are in or have aged out of the foster care system
- i. Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- j. Eligible migrant and seasonal farm workers, as defined in Section 167(i)
- k. Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- l. Single parents (including single pregnant women)
- m. Long-term unemployed individuals
- n. Such other groups as the Governor involved determines to have barriers to employment

Training Services

Upon completion of orientation and assessments, customers may be deemed appropriate for training services if the customer is unlikely to obtain or retain self-sufficient employment. Occupational skills training should be provided through individual training accounts from an approved training provider.

Training Services are described as:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training;
- Incumbent worker training (as authorized by the Board);
- Programs that combine workplace training with related instruction, which may include cooperative education programs;

- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training where it is likely to result in a job and income that meets WIOA goals within the required time period;
- Transitional jobs;
- Job readiness training provided in combination with other training services such as occupational skills training;
- Adult education and literacy activities including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with other training services; and
- Customized training conducted with a commitment by an employer or group of employees to employ an individual upon successful completion of the training.

All customers who receive training services must be determined eligible for WIOA funding.

Documentation, Tracking and Verification Requirements

The selected proposer will be required to provide all aspects of documentation and tracking of services. The Career Center operator shall be responsible for determining, verifying, and certifying WIOA eligibility for each adult or dislocated worker customer in accordance with the law.

Documentation of services, referrals, progress, activities, and follow-up will be entered into the Massachusetts One Stop Employment System (MOSES) which is the state's Management Information System for Workforce Development Services.

Assessments:

Assessment involves gathering information, appraising, analyzing, and using it to assist participants. Assessments of the skill levels and service needs of adults and dislocated workers may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. The goal of an assessment is to identify skills, strengths and deficiencies, and attitudes relating to vocational training, basic education, and employment.

Individual Employment Plans:

Each adult/dislocated worker customer enrolled into WIOA services will have an individualized employment plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals, including providing information on eligible providers of training services, and career pathways to attain career objectives. Employment plans should be flexible and responsive to the individual needs of each customer as they move through needed career services and/or training services, keeping in mind that

employment is the ultimate goal for all customers. The IEP should be reviewed and updated as needed. Each plan will identify educational goals, pre-employment steps, selected learning objectives, training and work based learning (when provided) and any other preparation for unsubsidized employment. The plan will set clear and realistic goals for educational advancement, entry into employment in a targeted industry, and any continued learning and development, as needed.

Case management:

The selected Career Center operator shall provide case management services that:

- Prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary WIOA activities and supportive services, using, where feasible, computer-based technologies; and
- Provide job and career counseling during program participation and after job placement. The selected proposer will be required to provide experienced Case Managers to meet the needs of the active and follow-up WIOA customer caseload. Case Management should be provided to ensure all customers are successful in their education, training and employment goals.

Please note that proposers must demonstrate their capacity and ability to provide job seekers services both in-person and virtually.

Youth Services at the One-Stop Career Centers:

WIOA Section 129(c)(2) establishes fourteen youth elements that must be available to WIOA eligible youth within the region. Please note that 13 of these elements are competitively procured by the MHBWB on an annual or bi-annual basis. Youth service providers are selected through a separate RFP.

The One Stop Operator will ensure that contracted WIOA Youth Services are well-integrated into One Stop Career Center services, that mandated partners and the general public know about these services, and that the process for referring and enrolling youth into these services is clear and transparent. In addition, the Career Center Operator should ensure that WIOA Youth Services are coordinated with other youth programming available through the One Stop, the MHBWB, and community partners.

Monitoring and oversight of the sub-contracts established with youth element providers will be the responsibility of the MHBWB. However, the Career Center operator will be required to work in partnership with these providers to meet WIOA requirements in the delivery of youth services.

In addition, the Career Center operator shall be responsible for WIOA Youth Framework Services and WIOA Youth Follow-up Services.

WIOA Youth Framework Services includes the following components:

Determination of WIOA Youth eligibility: The One-Stop Career Center operator will be responsible for determining and documenting WIOA eligibility for youth in accordance with WIOA Section 129(a)(1).

Objective Assessment: Each participant shall receive an objective assessment of his/her skill level and service needs. This assessment will be client centered and shall, at a minimum, include a review of basic skills, education, work history, occupational skills, employability, interests, aptitudes, financial situation/need, developmental needs, and supportive service needs. Assessment will be conducted in compliance with WIOA requirements as well as State and MHBWB policy.

Individual Employment Plan (IEP): Based on the results of the objective assessment, a formal training and employment strategy will be mutually developed between each participant and his/her case manager. This IEP will identify steps that should be taken by the participant to achieve identified goals. In addition, it should identify a sequence of activities including a mix of services and/or training that will optimize each youth's ability to achieve his/her goals.

Enrollment: If it has been determined that an applicant is WIOA Title I eligible and would benefit from program services, the applicant should be enrolled into the WIOA system. All youth must be registered (enrolled) to participate in WIOA Title I youth program services.

Case Management: Ongoing case management will occur to support participating youths' progression through their IEP. Case management shall be designed to positively impact each participant's retention in program activities and pursuit of goals established at program entry.

Record-keeping: The One-Stop Career Center operator will be responsible for data entry, documenting all activities and services noted above, in the Massachusetts One Stop Employment System (MOSES) for enrolled youth.

WIOA Youth Follow-up Services

Follow-Up services are one of the fourteen youth elements identified in WIOA Section 129(c)(2). The MHBWB has determined that Youth Follow-Up services shall be centralized at the Bristol WDA's One-Stop Career Centers. As a result, the One-Stop Career Center operator shall be responsible for providing Follow-up services to WIOA enrolled youth.

A Youth participant is placed in follow-up services after the completion of all WIOA enrollment activities. Follow-up services must be a minimum of 12 months in duration and are designed to provide continued assistance to youth as needed after participation in their transition to or retention in employment or further education. Follow-up services are unique to the individual and designed to meet the participant's needs. Examples of appropriate follow-up services include, but are not limited to connection to supportive services, comprehensive guidance and counseling, mentoring, and leadership activities. The One-Stop Career Center operator will be required to document all Follow-Up services provided for each youth.

Please note that proposers must demonstrate their capacity and ability to provide youth services both in-person and virtually.

One Stop Business Services

Career Center Services provided to employers is a critical focus for WIOA and the MHBWB. While a significant level of direct One-Stop Career Center business services is funded by federal Wagner Peyser Employment Service funds allocated through the state, the One Stop Operator will oversee these services and act as the functional on-site supervisor for Wagner Peyser staff. As well, the One Stop Operator must ensure coordination between WIOA and Wagner Peyser Business Service staff so that job seekers fully benefit from the time and resources dedicated to Business Services.

The business service delivery system will be highly coordinated to provide a high-quality level of service to all employers. Employer service staff will play a significant role in understanding the needs of employers and in communicating those needs to WIOA staff and the broader workforce system.

The One-Stop Career Centers within the Bristol WDA shall offer a broad range of integrated services that are provided to all employers to support economic and workforce development efforts. It is also important that services be tailored to meet the varied and sometimes unique needs of different types of businesses across multiple industry sectors. The One Stop operator's business service strategies should be adaptable to meet the need of existing businesses, new employers locating in the region, large employers and small businesses.

The successful proposer will be responsible for coordinating delivery of the following employer services with partner staff:

- Interviewing activities held at the Career Center;
- Access to labor market and related information through the BWB;
- Information regarding workplace accommodations for persons with disabilities;
- Information and referral to business start-up, retention, and expansion services;
- Information and referral to sources for developing customized training programs;
- Information on career preparation activities and career pathways;
- Information, development and coordination of work-based learning opportunities including: Work Experiences, On-The-Job Training contracts, and apprenticeships.
- Information and development of incumbent worker training;
- State and/or federally generated information on tax credits for new hires;
- State and/or federal program information on federal bonding;
- Access to information and services through the Career Center and online;
- Avenues to place job openings;
- Referrals of well-qualified customers;
- Staff-assisted employee pre-screening;
- Basic job matching of resumes and applications;
- Preliminary basic skills and other assessments;
- Industry specific job fairs;
- Individual and group recruitments;

- Relevant business seminars and information sessions;
- Development and coordination of job orders;
- Coordination with Rapid Response activities;
- Identification of needs and solutions;
- Coordination with other business-serving organizations;
- Keying of business services in the MOSES system; and
- Other BWB approved business services, as applicable.

Additional services, which may be offered for a fee to businesses, include the following:

- Employee background checks;
- Applicant pre-interview;
- Screening, drug testing;
- In-depth assessment and testing of potential candidates;
- Locating and procuring sites for the interviewing process;
- Business-specific job fairs; and
- Outreach and marketing services for small businesses and entrepreneurs.

The MHBWB must approve all fee-based services. All revenue generated from fee-based services must be handled in accordance with WIOA regulations and the appropriate federal circulars regarding program income. The service provider may not charge for services already funded by WIOA or Wagner Peyser.

Rapid Response Services: Rapid Response Services, as mandated by USDOL, are services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the Commonwealth of Massachusetts. The selected WIOA proposer will be expected to assist in coordinating with these outreach teams.

Please note that proposers must demonstrate their capacity and ability to provide business services both in-person and virtually.

II. Submission of Proposals

A. Submission Instructions

Only those legible proposals submitted in the quantity requested and in accordance with the requirements of this RFP will be considered. **Please read the submission instructions carefully to ensure that all requirements are met.** Proposers are required to submit proposals using the forms provided by the MHBWB. Those wishing to receive any of the forms related to this proposal in electronic

format may contact Thomas Perreira at the address/phone number listed in Section II.B. of this RFP. RFP documents are also available via download at www.masshirebristolwb.org.

To be considered for funding, proposers must adhere to the following submission requirements:

1. Appendices 1-5 to include: 1-Cover Sheet, 2-Table of Contents, 3-Proposal Specification Form, 4-Assurances, Certifications, Terms and Conditions, 5-Attachments:

Proposers shall submit a clearly marked **original and two (2) copies** of Appendices 1-5, excluding any cost information. These forms must be submitted in a separate envelope from the Budget Form and Budget Narrative; if these forms are attached to or in the same packet with the Budget Form(s) and Budget Narrative(s), your proposal will be disqualified from consideration. Envelope labeling: Price (budget, budget narrative and audit) and Technical proposals (all other forms) must be submitted in **separate** sealed envelopes and clearly marked: RFP #25-10 Price Proposal and RFP #25-10 Technical Proposal.

2. Appendix 6 - Budget and Budget Narrative:

Proposers shall also submit an **original and two (2) copies** of all completed Budget Forms and Budget Narratives. The Budget Forms and Budget Narrative shall be submitted in a separate envelope (labeled RFP #25-10 Price Proposal) from the Proposal Specification Form. If the Budget Forms and Budget Narrative are attached to or in the same packet with the Proposal Specification Form, your proposal will be disqualified from consideration.

3. Audited Financial Statement:

Proposers must present evidence of financial solvency by including **one** complete copy of their most recent independent audited financial statement with the proposal submission. Please include the audit in your budget packet within the Price Proposal envelope.

The Proposal shall be signed by the individual who can legally bind the proposer in contracts. The signed Proposal shall constitute a firm offer by the proposer to conduct programming as proposed and an agreement to comply with the MHBWB/City of Fall River Terms and Conditions (available from Thomas Perreira at the address/phone number listed in section II.B.).

The City of Fall River Purchasing Department has defined this RFP as #25-10. Write RFP #25-10 on the envelopes you submit.

PROPOSAL SUBMISSION DEADLINE:

Sealed proposals must be received no later than 2:00pm, April 17, 2025 at the office of the Purchasing Agent, One Government Center, Room 324, Fall River, MA 02722. Proposals will be opened and read at this time. Bids may be mailed or hand-delivered to the City of Fall River Purchasing Department between the hours of 8:00am and 4:00pm, Monday through Thursday or between the hours of 8:00 am and 3:00pm

on Friday. Price and Technical proposal must be submitted in **separate** sealed envelopes and clearly marked: RFP #25-10 Price Proposal and RFP #25-10 Technical Proposal

Proposals received after the submission deadline will be refused, and therefore **not** considered for funding. Because this is a sealed bid process, faxed or emailed proposals are **not** acceptable.

Data contained in the proposal and all documentation provided therein, become the property of the MHBWB. The data and documentation contained therein will not become public information until a contract is approved and signed.

While the MHBWB has elected not to set page limitations for proposal responses, emphasis should be concentrated on conformance to the Request for Proposals instructions, responsiveness to requirements, completeness and clarity of content.

Complete proposals received by the submission deadline and that meet all minimum program threshold requirements listed in Section III.G. of this RFP will be reviewed by a committee of the MassHire Bristol Workforce Board using the evaluation criteria noted in Informational Attachment 1. The evaluation form to be utilized by the MHBWB Review Committee is attached for reference purposes.

Prior to award, bidders are advised that only the designated point of contact (identified in Section II.B. of this RFP) can clarify issues or render any opinion regarding this Request for Proposals. No individual member of the MHBWB, staff, or member of the Review Committee is empowered to make binding statements regarding this Request for Proposals.

Below is a **tentative** schedule of procurement activities. The actual schedule may vary

February 5, 2025:	Issuance of Request for Proposals (RFP)
February 19, 2025:	Bidders' Conference held
April 17, 2025:	Due Date for Request for Proposals (RFP)
April-May 2025:	Award decision
May 2025:	Appeals process (if applicable)
June 2025:	Contract negotiated/executed
July 1, 2025:	FY'26 Career Center Operation Begins

B. Bidders' Conference and Questions

A BIDDERS' CONFERENCE WILL BE HELD February 19, 2025, 2:30PM (Eastern Time) via Zoom. Meeting access: <https://us02web.zoom.us/j/83946504991> Meeting ID: 839 4650 4991. Access information will also be available at www.masshirebristolwb.org. Attendance at this conference is not a requirement for submission. Minutes of the bidders' conference will be posted at www.masshirebristolwb.org and will also be available from Thomas Perreira (contact information included below).

Questions posed at the bidders' conference will be answered to the extent possible at that time. Questions may also be submitted in writing in advance of the bidders' conference. Any questions not answered at the bidders' conference will be answered in written format within the minutes of the

bidders' conference. Notification of the availability of the minutes will be sent to the MHBWB's RFP list. All questions posed outside of the Bidders' Conference must be submitted in writing to:

Thomas Perreira, Executive Director
MassHire Bristol Workforce Board
One Government Center, 5th Floor
Fall River, MA 02722
tperreira@masshirebristol.org

Any questions related to this RFP must be received in writing no later than April 10, 2025 at 4:30 pm. Minutes of the Bidders' Conference and responses to all subsequent questions and responses will be posted at www.masshirebristowb.org.

III. Award of Contracts

A. General Terms

Award of any contract arising out of this RFP is entirely predicated upon receipt of a grant award to the City of Fall River/MassHire Bristol Workforce Board from the Department of Career Services, and final contract negotiations between the bidder and the MHBWB. The MHBWB reserves the right to withdraw from negotiations at any time before a contract is executed.

The solicitation of proposals does not commit the MassHire Bristol Workforce Board, or any other organization associated with the BWB to award any contract based on this Request For Proposal. The right to accept or reject any or all proposals submitted as a result of this solicitation is reserved by the MassHire Bristol Workforce Board. Expenses incurred by bidders in responding to this RFP are in no way the obligation of the MHBWB.

The MHBWB is an Equal Opportunity Employer and encourages competition at all levels. Any interested and qualified Proposer is encouraged to submit a proposal.

All prospective Proposers must adhere to the Office of Management and Budget (OMB) uniform circular requirements.

All proposals in response to the RFP become the property of the MassHire Bristol Workforce Board. The proposals will not be available for public viewing until after a contract with the new service provider is finalized. All information not deemed proprietary and contained in bid responses will become open for public review once a contract is signed or all bids are rejected.

Funding availability is subject to change for subsequent program years; therefore, bidders should be aware that subsequent contract amounts, if any, are subject to change from year to year based upon fluctuations in Federal awards. If funds awarded for a contract year are not fully expended by a contractor by the end of a contract year (June 30), unexpended funds may revert back to the MassHire

Bristol Workforce Board for disposition and may or may not be available for subsequent, if any, contract year expenditures.

B. Availability of Funds

Federal funding is the primary sub-grant support for the One-Stop Center. For planning purposes, the respondent to this RFP should assume no more than level funding for One-Stop Operator Funds in each program year as noted in the estimate of funds available below. Amounts are subject to change, based upon the actual amount secured by the MHBWB.

The Career Centers within the Bristol Workforce Development Area are funded through various federal and state sources. Of these, some are disbursed to the region through a formula allocation while others are secured through responses to competitive RFPs. This can result in funding fluctuations from year to year. Please note it is possible that federal formula resources can decline in Massachusetts and the Bristol WDA due to declining unemployment rates.

Estimated Funds Available for FY'26 (July 1, 2025 to June 30, 2026 Contract): \$1,840,000

Explanation of Estimate of Funds Available for Contracting:

Total **estimated** FY'26 WIOA Allocation is \$2,150,000 in the following three categories: Disadvantaged adults \$890,000, Dislocated Workers \$825,000, and Youth \$935,000. Additional funding through Wagner Peyser and Reemployment Services and Eligibility Assessment (RESEA) has been included.

The MHBWB plans to bid out approximately \$360,000 of the WIOA Youth Allocation to one or more youth service providers in FY'26 for the provision of thirteen (13) of the required WIOA Youth Elements. Bidders should also be aware that approximately \$800,000 in WIOA, One Stop or other workforce-system funds will be needed to support WIOA administration, policy, oversight and other functions of the MHBWB and financial oversight and management functions of the Chief Elected Officials' WIOA Administrative/Fiscal Entity. This leaves an estimated **\$1,840,000** for the One Stop Operator/Service Provider contract. All amounts are estimates for planning purposes and are subject to change. Please note that while a variety of funding streams may be utilized to provide Career Center services, funding awarded through this Request for Proposals is 100 percent federally funded by the U.S. Department of Labor through the Workforce Innovation and Opportunity Act Title I program, The Wagner-Peyser Act and the Unemployment Insurance (UI) Program

It is important to note that WIOA funds for One Stop Career Center Services will likely be supplemented by approximately \$1,300,000 in Federal Wagner Peyser allocations and other related sources (i.e. Reemployment Services and Eligibility Assessment) through the MA Department of Career Services. However, while some of this funding is available for career center operational costs for respective staff (included in available funding above), the majority of this funding is not provided in

cash but in staff located at the One Stop Career Centers to support Wagner Peyser and other targeted activities. These Employment Service activities focus on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. This also includes staff to provided direct services to veterans in specific categories. Wagner Peyser services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, and assisting employers with special recruitment needs. The number of State staff to support these efforts in the Bristol WDA's Career Centers for FY'25 is 8. This includes Wagner Peyser, Unemployment Insurance, Reemployment Services and Eligibility Assessment (RESEA) and Veterans staff. The One Stop Career Center operator will be expected to integrate these staff into its delivery of services.

WIOA funds for One Stop Career Center services may also be supplemented by approximately \$575,000 in MA One Stop Career Center funds. The state One Stop funding is flexible funding to fill in gaps in services and improve performance. These and other fund sources represent resources the One Stop Operator/Provider may be able to draw upon to provide comprehensive One Stop services.

In addition, the MHBWB has secured additional funds through competitive and other grants to further support Career Center operations (i.e. state funded *YouthWorks and Connecting Activities*). These are cited in the region's Integrated Agency Budget. The Integrated Agency Budget also provides detail on which non-WIOA funding streams are currently utilized to support Career Center operation within the Bristol WDA. The full Fiscal Year 2025 Integrated Budget may be accessed at www.masshirebristolwb.org on the "Research and Information" tab within the *FY 2025 Bristol Workforce Development Local Operating Plan*. These have not been included in the estimate of funds available for contracting as it is not known at this time what total funding will be available to the Career Center operator in FY'26. However, the MHBWB may expand the scope of this contract to include additional workforce programs, funding or requirements it deems appropriate.

Please note that, should a new center operator be chosen, the successful bidder is encouraged to plan access to non-awarded financial resources as the successful bidder may receive a reduced amount in the first year in order that the MHBWB satisfy any remaining payouts for terminated staff, and/or terminating existing budget obligations such as rent/office space, utilities, telephones / communications, information technology support, cleaning, and printing costs, via program, administrative or partner funds. Financial terms will be negotiated with the successful bidder including whether the bidder intends to utilize existing staff, space, equipment, IT and/or other resources, supplies, etc.

It is understood that funds will fluctuate from year-to-year. The contract agreement shall be modified to increase or decrease funding as needed to reflect actual federal funds received during the contract

period. The successful Contractor will be awarded a cost-reimbursement contract for services performed pursuant to this RFP.

The Board may expand the scope of the contract to include other workforce programs, funding or requirements that the MHBWB deems necessary and appropriate. All agreements are subject to the availability of funds from the MHBWB.

C. Incorporation of RFP into Contract

All conditions contained in this Request for Proposals and completed Appendices and any statements contained in the Request for Proposals will be incorporated into any contract regarding this matter. Failure of the contracting organization to accept these obligations may result in the cancellation of the selection. The contractor shall assume responsibility for all services offered in their bid proposal. The contractor will be responsible for all material errors and omissions in the performance of the contract.

D. Payment Process

Selected proposer will enter into a cost reimbursement contract. All contracts will be executed with the City of Fall River on behalf of the MHBWB. Although the City of Fall River makes every effort to reimburse invoiced contractor expenses monthly upon receipt of required reports, selected bidders must be financially capable of covering costs when necessary. All contracts written with vendors will include required compliance language regarding EEO/AA, workplace safety, discrimination, participant grievance procedures, etc.

In addition to the provisions of this Request for Proposals and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by the terms and conditions will be included as an amendment to the contract. Current Contract Terms and Conditions are available from Thomas Perreira at the address/phone listed in Section II.B. of this RFP.

The successful bidder will serve all persons requesting assistance, including recipients of public assistance, other low-income individuals, Veterans priority, and individuals who are basic skills-deficient. The successful bidder shall create, collect, and maintain all records relating to One-Stop operations and WIOA service provision activities that are required to be made by applicable federal or state laws or regulations, made relevant by guidance from the U.S. Department of Labor, and/or which are necessary for determining the Bristol Workforce Development Area's attainment of the local levels of performance negotiated with the Governor and the local chief elected official and are described in the Bristol Workforce Area's Local Annual Workforce Development Business Plan. The successful bidder is required to provide support for WIOA service providers, co-located and non-co-located partners to meet or exceed their goals. The One-Stop Operator will be held responsible for metrics outlined in Section IV.B.5.

Any revenues above costs generated by any not-for-profit organization through use of these funds, including interest income or other program generated income, must be reported as program income and reported and utilized for continued operation of the Center.

The operator will be responsible as applicable, to annually set aside benefits (vacation, health insurance, etc.) for mandated state partner staff as directed by the Commonwealth and that will be retained by the Commonwealth and benefits and withholdings for non-state staff of the operator who, as applicable, will remain staff of the operator and will not become employees of the MHBWB. The annual sub-grant/contract will be based upon a budget supplied by the operators in a form and process mandated by the Commonwealth and/or the MHBWB.

E. Subcontracting

The MHBWB acknowledges the need to form viable partnerships that will help to enhance outreach and recruitment efforts to benefit the Bristol Workforce Development Area and/or provide strategies to engage employers, organized labor, and/or education in the One-Stop Delivery System. Proposals utilizing specialized services to deliver such activities may include subcontractors. All subcontracting arrangements must be articulated in detail in the proposal and be included in the proposed budget. The contract document with any sub-groups must be approved by the MHBWB and City of Fall River prior to the final contract execution and are subject to all conditions and stipulations of the WIOA, as well as, the Commonwealth of Massachusetts. If the proposer currently subcontracts certain functions or activities and intends to do so as part of this proposal, the subcontractor must be identified and a certification included from the subcontractor attesting to their agreement to the terms of the proposal and any resulting contract.

F. Interview Rights to Jobs Created

State merit-based staff will be added as a required partner and the successful proposer for WIOA One-Stop Operator must agree to interview all incumbent program operations staff who apply for employment with the new provider. Incumbent staff will be granted consideration for experience in lieu of education requirements for any position for which they are otherwise qualified. In the event of a transition and a reduction of non-state staff, the MHBWB shall carefully oversee the process to ensure that there is no loss of service or reduction of quality.

G. Selection Process

The proposal criteria provide a guideline for proposers and reviewers; however, the final decision for contract award rests solely with the MassHire Bristol Workforce Board with the agreement of the Chief Elected Official. The MHBWB is not required to approve a sub-grant/contract with the entity receiving the highest score as a result of the proposal review process. Proposals that do not meet minimum standards will be considered nonresponsive.

Minimum standards:

- The proposal and required copies must be received in accordance with the submission requirements as delineated in Section I.F. of this RFP.
- Proposals must meet the proposal requirements contained in Section IV. Bidder Plan of Services
- Proposers must be eligible bidders as described in Section I.A. above
- The proposer's authorized signatory authority must sign all signature forms contained therein.
- Proposers who intend to use established subcontractor(s) to provide services must include original certifications from each subcontractor attesting to their agreement to all terms of the proposal and any resulting contract.

The primary consideration in selecting agencies or organizations shall be the effectiveness of the agency or organization in delivering comparable or related services based on demonstrated performance. This determination shall be in writing and take into consideration such matters as whether the organization has:

- The ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals;
- Adequate financial resources or the ability to obtain them;
- A satisfactory record of past performance in operator-related activities;
- The ability to work with community partners and make referrals as needed;
- The ability to provide services that can lead to the achievement of competency standards for participants with identified deficiencies;
- A satisfactory record of integrity, business ethics, and fiscal accountability;
- The necessary organization, experience, accounting, and operation controls; and
- The technical skills to perform the work.

The MHBWB's designated Proposal Review Committee will meet to discuss the proposals and develop recommendations. WIOA mandated career center partners that are not represented on the Review Committee will be offered the opportunity to provide input to the Review Committee regarding the proposals. Upon conclusion of the review process, the Proposal Review Committee will develop a recommendation for the MHBWB's Executive Committee. The Executive Committee will submit its recommendation to the full board for final approval and selection. The Board will empower the Executive Committee to authorize the fiscal agent to assist the board in entering into contract negotiations culminating in a contract.

Limitations:

1. The MHBWB is not liable for any cost associated with responding to this RFP and will not authorize such costs as part of the contract with the selected organization.
2. The MHBWB reserves the right to accept or reject any or all proposals received, to cancel or reissue this RFP in part, or its entirety.

3. The MHBWB reserves the right to award a contract for any items/services solicited via this RFP in any quantity the Board determines is in its best interest.
4. The MHBWB reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary.
5. The MHBWB reserves the right to negotiate the final terms of any and all contracts or agreements with proposers selected and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the workforce area.
6. The MHBWB reserves the right to contact any individual, agency, employer or grantees listed in the proposal, to contact others who may have experience and/or knowledge of the proposer's relevant performance and/or qualifications; and to request additional information from any and all proposers.
7. The MHBWB reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
8. The MHBWB reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this procurement if adequate funding is not received from the U.S. Department of Labor via the Massachusetts EOLWD/Department of Career Services or other funding sources or due to legislative changes.
9. Proposers shall not under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the MHBWB for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
10. No employee, officer, or agent of the MHBWB 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.
11. Proposers shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a proposer's bid to be rejected. This does not preclude partnerships or subcontracts.
12. The contents of a successful proposal may become a contractual obligation if selected for award of a contract. Failure of the proposer to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to successful proposer as a basis for release of proposed services at the stated price/cost. Any damages accruing to the MHBWB as a result of a proposer's failure to contract may be recovered from the proposer.
13. A contract with the selected proposer may be withheld, at the MHBWB's sole discretion, if issues of contract or questions of Federal or State regulatory non-compliance, or questioned/disallowed costs exist, until such issues are satisfactorily resolved. The Board may withdraw award of a contract if the resolution is not satisfactory to the Board.

H. Bid Protests/Appeals

Any potential or actual proposer objecting to the award of a contract resulting from the issuance of this RFP may file a protest of the award of the contract or any other matter relating to the process of soliciting the proposals. This would include provisions under Massachusetts General Laws Chapter 30B which allows for bid protests in instances in which there is a complaint or allegation that bid laws have been violated.

In addition, any organization proposing under this RFP has the right to file an appeal. A bidder may file an Appeal in compliance with the requirements of MassWorkforce Issuance 100 DCS 03.114.1 "Competitive Selection of Career Center Operator or Career Center Operator/Service Provider which mandates that the review and evaluation of a solicitation requires a description of the appeal/protest process. See Informational Attachment 2 for appeal procedures.

IV. Plan of Services - Proposal Content and Instructions

A. Format Requirements

1. **Pages:** Proposals must be typed, may be single spaced, and must be submitted on 8 ½ by 11-inch plain white paper in 12-point font with 1 inch margins. Double-sided submissions are acceptable, as long as each page is clearly legible.
2. **Page Limit:** While this RFP does not limit the number of pages and attachments, the successful Proposer will demonstrate its ability to communicate relevant information to the MHBWB for objective decision-making in a clear and concise manner.
3. **Number of copies: One complete original**, (marked as original) with executed certificates (original signatures of the authorized signatory), **plus two (2) exact copies** must be submitted for a total of **three (3) complete proposals**. Completeness of all copies is the sole responsibility of the proposer.
4. **Authorized Signatory Authority:** the proposer's authorized signatory authority must sign all signature documents in the proposal. This individual shall be an individual who has the authority to negotiate and enter into and sign contracts on behalf of the proposer's organization.
5. **Proposal Narrative:** All information required to develop the proposal narrative is contained in Section IV.B. of this RFP. Please utilize the Proposal Specification Form (Appendix 3) to respond to the narrative questions.
6. **Order of Submission:** The proposal must be submitted in the order outlined below:
 - a) **Proposal Cover Sheet**
 - b) **Table of Contents**, indicating the beginning page for each section and major subsection of the Response, including each attachment.

- c) **Proposal Specification Form** – Answer each question on the form in accordance with the Proposal Narrative Requirements describe in Section IV.B. below.
- d) **Assurances, Certifications, Terms and Conditions**
- e) **Attachments** – To include a Certificate of Insurance (see Section IV.B.6.) and most recent monitoring report, if applicable (see Section IV.B.3.b.). Additional attachments may be included at the proposer’s discretion, but bear in mind the Board’s desire to limit extraneous narrative and data.
- f) **Budget and Budget Narrative** (Submitted in a separate envelope from the above documents in accordance with the instructions provided in Section II.A.)
- g) **Organization’s Most Recent Independent Audit** - (Included with budget in accordance with instructions provided in Section II.A.)

Please refer to submission instructions in Section II.A. to ensure that you meet all submission requirements.

B. Proposal Narrative Requirements

The following requirements apply:

1. Proposer Eligibility

Demonstrate your organization’s eligibility to participate as a WIOA One-Stop Operator, as described in Section I.F. Eligible Bidders. If applicable, please include your organization’s incorporation status and where incorporated, along with that of any partners or subcontractors included in your proposal.

2. Location of One-Stop Career Centers

a. Physical Locations:

1. Indicate the locations at which you propose to operate the Bristol Workforce Development Area’s One-Stop Career Centers. Please refer to Section I.C. above for the MHBWB’s minimum requirements and preferences. Indicate whether you plan to use the existing locations of the region’s One-Stop Career Centers or if you are seeking to operate the centers at new locations. Indicate if your Attleboro site will be an affiliate, satellite or comprehensive One-Stop Career Center.
2. If you are seeking to operate at new locations, provide the addresses of each proposed Career Center.
3. Indicate whether you will seek to operate a Fall River Youth Office in addition to the three required comprehensive One-Stop Career Centers.

b. Locations and Their Relation to the Community:

1. Describe the location of the Career Centers within their respective communities including their proximity to downtown areas, public transportation access, visibility and proximity to areas of employment within their respective cities.
2. Describe why these locations are appropriate to provide services to area job seekers and employers.

c. Schedule of Operation:

Include your proposed days/hours of operation for the Bristol WDA's One Stop Career Centers. Note if there will be any variation in days/hours of operation among the WDA's Career Centers.

d. Americans with Disabilities Act Requirement:

Describe how you will ensure facility compliance with the Americans with Disabilities Act that meets the intent, not just the letter of the law.

3. Organizational Capacity

a. Alignment with WIOA Program Goals:

1. Briefly describe your organization's mission and/or vision and how it aligns with this funding opportunity and its goals.
2. Describe how your proposed program of work will align with the economy and workforce needs specific to the Bristol Workforce Development Area.

b. Experience:

1. Provide examples of types of relevant contracts your organization has previously entered into, including type of contracting entity, location of the work, and general types of services provided.
2. Include a description of your organization's past experience with the One-Stop service delivery model under WIA/WIOA or similar programs.
3. Describe any major workforce development achievements the organization has experienced outside of WIA/WIOA federal performance standards.
4. If applicable, describe any experience you have had working within the Bristol Workforce Development Area including your experience serving area job seekers and employers. Describe how your knowledge of the local labor market will help the MHBWB maintain an effective workforce development system.

5. If your organization has previously delivered WIA/WIOA services, or has overseen delivery of WIA/WIOA service contracts, please provide performance data for the most recent two program years available and most recent program monitoring report in an attachment.

c. Data Management: The successful applicant will be responsible for tracking services and outcomes in the state case management Massachusetts One-Stop Employment System (MOSES) as well as the local data metrics currently under development. The provider will be accountable for the integrity of the data presented and responsible for ensuring that staff is appropriately trained in the use of these systems

1. Describe your experience in working with a transactional customer database such as the Massachusetts One-Stop Employment System (MOSES) or another. This may also include on-line tools that jobseekers and one-stop staff could utilize in their job search.
2. Explain how accountability and integrity will be assured throughout the system for this automation. It is intended that the MOSES data system will serve as the primary information management system for the One-Stop Center, without external supplementation. However, if it is your intent to supplement this with any other information management system(s), please explain. Explain your understanding of automated management systems and their connection to performance standards.

d. Organizational Structure & Proposed Staff:

Describe your plan to staff the One-Stop Career Centers with the following details:

1. The operator will be required to either name an individual to act as the full-time One-Stop Operations Director, or describe the desired qualifications of a new hire. Describe how the Operations Director will function in a supervisory capacity at the Center. This would include not only the proposer organization's staff but would also include dealing with functional supervision of state, merit-based staff that, in many cases, would not be direct reports.
2. Describe any other staff that the proposer believes would be necessary to the success of the operator function. The proposal must include job descriptions for all positions in the organization affiliated with the One-Stop delivery system. Additionally, resumes are required for all organization personnel affiliated with the One-Stop delivery system.
3. For any positions for which no staff have been identified, describe the qualifications sought and the process by which individuals will be selected. Address how you will comply with the right to interview requirements of Section III.F. (Interview Rights to Jobs Created) of this RFP.

4. Provide an organizational chart that shows how the staff will fit into the proposer's overall organization.
5. Describe what steps will be taken to determine whether personnel are suitable to work with vulnerable populations. This would include limited English or non-English speaking individuals.
6. Describe how you will provide on-going staff training to ensure that staff has access to the most current information, tools and promising practices.

e. Facility Management:

1. Describe your experience in managing a property with multiple tenants.
2. How will you provide management of facilities, equipment, property, and inventory for the One-Stop Center?

f. Capacity for Transition:

A transition period to the new requirement set forth in this RFP will occur primarily in the months of May – June of 2025. Please describe your process for establishing full operation of services. At a minimum, include description of your process for:

1. Hiring of staff;
2. Training of staff;
3. Preparation of space: electronic access for all staff available, e-mail accounts assigned, moving time and readiness to begin functions; and

g. Coordination of Services Among Multiple Organizations:

1. If the proposal is from two or more organizations, whether partners or subcontractors, explain how those organizations achieved the coordination necessary to submit the proposal and how that collaborative effort will be maintained throughout service delivery.
2. Describe how services will be coordinated if the organization applying is partnering with another entity or entities (via subcontract) to provide the required elements.

4. Career Center Operation - Program Elements

The MassHire Bristol Workforce Board has established a One-Stop Delivery system that serves as a community resource for both job seekers and employers to increase the efficiency with which the right person is matched with the right job, and to offer an abundance of career exploration and job readiness resources in a user-friendly, customer-focused, results-driven environment.

The One-Stop Operator will be responsible for development and on-going functioning of the MHBWB One-Stop delivery system and career centers. The One-Stop system shall include but not be limited to:

- rovision of career services;
- Access to training services;
- Access to employment and training activities;
- Access to programs and activities carried out by all WIOA one-stop partners;
- Access to data, information, and analysis for the local labor market;
- Provision of job search, placement, recruitment, and employment activities.

Please refer Section I.G. (Scope of Services) for additional detail. Proposers are also encouraged to read the WIOA to understand the scope of authorized activities.

a. Adult and Dislocated Worker Services

1. Describe the population to be served (target population and eligibility). Discuss the proposed philosophy, approach and implementation plan for outreach and recruitment of diverse target groups. Address how the Center will serve people with disabilities, Limited English Proficiency, and prioritized populations (i.e., recipients of public assistance, other low-income individuals, Veterans, and individuals who are basic skills-deficient).
2. Discuss orientation techniques for the Center and the system as a whole. How will you ensure that people who come to the Center will know about the services and programs available? Discuss how these sessions may be coordinated with other partners in the One-Stop.
3. Discuss how you would manage your assessment and referral process. What assessment process/tools will you utilize? How will you determine appropriate next steps including education and/or training activities?
4. Describe your process to assist job seekers in securing employment. As part of your response, outline your proposed job readiness and job placement assistance activities.
5. Not all customers will be determined eligible or appropriate, but the program should still address their workforce needs. Describe the process for ensuring these individuals do not leave the public workforce development system without service.
6. Describe the types and level of Adult and Dislocated Worker services that will be available and provided virtually.

b. Youth Services

As described within the Scope of Work, the MHBWB currently contracts with youth service providers to deliver 13 of the 14 required WIOA Youth Elements. The MHBWB is including the provision of Youth Framework Services and the Youth Follow-Up Services element within this RFP as it is the expectation of the MHBWB that the One-Stop Career Center operator directly provide these services at the Career Centers.

1. Describe how you will provide Youth Framework Services as described in the Scope of Work including determination of WIOA Youth Eligibility, Objective Assessment, Individual Employment Plan development, Enrollment, Case Management and Record Keeping.
2. Describe how you will provide Youth Follow-Up Services as described in the Scope of Work. How will you ensure that follow-up services will be maintained for a minimum of 12 months? How will you ensure that follow-up services will provide continued assistance to youth in transitioning to or retention in employment or further education? How will you coordinate these services with WIOA Youth Element sub-recipients?
3. How will WIOA youth services be integrated into the local One-Stop Career Center system.
4. How will you serve youth who are not WIOA eligible but have turned to the Career Center for assistance?
5. Describe the types and level of Youth services that will be available and provided virtually.

c. Employer Services

As noted in the scope of work, state staff, located within the local One-Stop Career Centers and funded through Wagner Peyser allocations, provide a significant portion of employer services. However, the Career Center operator must ensure that this work is coordinated with the work of its organization's staff as well as other One-Stop Partners.

1. Describe your experience in delivering employer services. Please indicate if this has occurred within the Bristol Workforce Development Area.
2. Describe your approach to meeting business needs at the One-Stop Career Centers. How would you customize services to meet the needs of different types of businesses (i.e. large employers, small businesses, companies new to the region)?
3. Describe how you would integrate WIOA Job Seeker and Wagner Peyser employer services within the Bristol WDA's One-Stop Career Centers.
4. Describe how you would coordinate business services with other One-Stop partners.
5. Describe your experience in working with industry partnerships and/or sector initiatives.
6. Describe the types level of Employer services that will be available and provided virtually.

d. Workshops and Events

The One-Stop Operator will be expected to coordinate with the Service Provider representatives under the WIOA program and other co-located partners, as well as fulfill business service responsibilities that include developing and providing employer and job-seeker workshops, hiring events, job fairs, and other related services.

1. Describe your related experiences in these areas. Workshops may be topical (financial literacy, parenting, etc.) or career-related (job search workshops, mock interviews, etc.). Describe your capacity to deliver these services virtually.
2. Describe the process to ensure that workshops will be relevant and beneficial to clients, as well as the process for determining frequency and timeliness of workshops/events/special programs.

e. Marketing and Public Relations

1. Describe how you will market One-Stop Career Center services to job seekers, employers and the public at large.
2. Describe how you will develop a positive public image for the Career Centers within the Bristol WDA.

f. Partnerships and Community Resources

The MHBWB has requested that all partners support an integrated model of service delivery as much as possible to be able to provide seamless services to any person entering the Center.

1. Describe your organization’s experience working with each of the WIOA mandated partners (See Informational Attachment 3) and how you envision these partnerships will increase the effectiveness and seamlessness of service at the One-Stop Career Centers.
2. Describe your experience working with other non-WIOA mandated organizations that can increase the effectiveness of Career Center service delivery.
3. Indicate any new partnerships you will prioritize within the Bristol WDA if chosen as the One Stop Career Center Operator.

5. Program Outcomes and Deliverables

- a. **Performance Measures:** The MHBWB is required to establish local performance measures in order to evaluate program effectiveness and achieve continuous improvement in the delivery of Workforce Innovation and Opportunity Act programs. The following chart is a sample of baseline goals of the One Stop Career Center’s metrics. Goals and outcomes similar to these will be negotiated with the selected proposer. Some job seekers receive services that cross fiscal

years. As a result these numbers include “carry ins”. The selected operator will be required to serve “carry ins” who are engaged with the Career Centers beginning on July 1, 2025.

	Performance Indicator	MHBWB Annual Plan
1	Total Job Seekers Served	8,200
2	WIOA Adults Served	69
3	WIOA Adult Entered Employment Rate	76%
4	WIOA Adult Average Earnings	\$18.50 per hour
5	Total WIOA Dislocated Workers Served	75
6	WIOA Dislocated Workers Entered Employment Rate	75%
7	WIOA Dislocated Workers Average Earnings	\$23.50 per hour
8	Total WIOA Youth Served	32
9	WIOA Youth Entered Employment or Education Rate	69%
10	WIOA Youth Degree or Certificate Attainment	63%
11	Businesses Served	1,500
12	Businesses Receiving Job Seeker Referrals	1,025
13	Unemployment Insurance Claimants	5,700
14	Individuals with Disabilities	785
15	Veterans	303

1. Please indicate how many job seekers you will serve including total WIOA Adults, Dislocated Workers and Youth. Provide an evaluation plan including benchmarks, data collection points, proposed analyses, and persons/positions accountable for the Performance Measures you propose to implement for your One-Stop Operator proposal.

In addition to One-Stop Operator Performance Measures proposed, the MHBWB may negotiate quarterly benchmarks with the provider by which contract performance of the provider will be measured. The provider will report performance measures to the MHBWB on a monthly basis or as requested by the MHBWB.

Achievement of measurable Performance Outcomes is a critical expectation of the WIOA Adult, Dislocated Worker, and Youth Work Development Service Providers, who are accountable for the 15 WIOA measures listed below (an employer measure will be determined and added by the second program year).

Adult	Dislocated Worker	Youth
<ul style="list-style-type: none"> • Employment Rate (2nd quarter after exit) • Employment Rate (4th quarter after exit) • Median Earnings (2nd quarter after exit) • Credential Rate (within 1 year after exit) • Measurable Skills Gain (real time measure) 	<ul style="list-style-type: none"> • Employment Rate (2nd quarter after exit) • Employment Rate (4th quarter after exit) • Median Earnings (2nd quarter after exit) • Credential Rate (within 1 year after exit) • Measurable Skills Gain (real time measure) 	<ul style="list-style-type: none"> • Placement in Employment, Education or Training (2nd quarter after exit) • Credential Rate (within 1 year after exit) • Placement in Employment, Education, or Training (4th quarter after exit) • Median Earnings (2nd quarter after exit) • Measurable Skills Gain (real Time measure)

2. Provide a description of how the One-Stop Operator will support WIOA service providers and all co-located partners in attaining their Performance Outcome goals. What metrics will allow you to evaluate your support of these goals?
3. Describe your approach to continuous improvement, including how you will develop additional means for “listening to the customer” beyond written surveys. These could include tools such as Customer Centered Design. How will you ensure all feedback is evaluated? How will you work with the partners to address concerns and service gaps?

b. Managing Performance Outcomes

1. Discuss your organization’s approach to managing performance outcomes, including any additional indicators of performance you have experience managing and believe to be relevant to this RFP.
2. Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved.
3. The One-Stop Operator will be responsible for developing, implementing and overseeing processes to collect, manage and utilize information about the system. How do you measure success for the One-Stop delivery system?

c. Performance Tracking

1. How would you track the performance measures as described above?
2. Describe the methods to be used to measure and track success in addressing the primary objectives outlined above.
3. Describe your approach to identifying points in performance that would be “triggers” to take action to avoid performance failure, and how information will be used to make decisions that will improve efficiency and effectiveness.

6. Fiscal Accountability & Budget

While overall fiscal management of WIOA funds will continue to be the Chief Elected Officials' dedicated Administrative Entity for WIOA fund, the WIOA One Stop Operator must be fully cognizant of and in compliance with all relevant federal regulations.

a. Financial Capacity.

1. Provide a description of the administrative and financial management capabilities of the organization. How will contracted funds be kept separate from other funds? How will financial information be made available for monitoring and auditing purposes? What are the qualifications of the organization's key program management and financial staff, and to what extent will they be involved with this project?
2. Describe your organization's previous experience administering federal grants and previous funding received from a Massachusetts Workforce Development Area. If you are proposing a subcontracting model, do you have experience in managing subcontracts for services including monitoring of subcontractors? How do you ensure proper fiscal oversight and accountability of subcontractors?
3. Describe what systems your organization has in place to ensure fiscal accountability, timely and appropriate expenditure of WIOA funds.
4. Describe your experience with cost reimbursement contracts. How will you provide and fund the start-up costs of the program? Describe how the proposer's organization will financially support the costs of doing business until an invoice can be submitted and paid by the MHBWB's fiscal agent.
5. What is your organization's ability to repay disallowed costs if such disallowances are identified in the monitoring or audit of the contract?
6. Describe any work you are doing or may be proposing to do in addition to this contract. Estimate what percentage of your overall organization's work would be represented by this contract.
7. Include the organization's major funding sources. If the proposal is from two or more organizations, whether partners or subcontractors, provide the major funding sources for each.
8. Provide a copy of your most recent audit reports for the bidding entity in accordance with the submission instructions in Section II.A.
9. A Certificate of Insurance should be furnished with the proposal. Include this as an attachment in Appendix 5. In the event that a certificate of insurance cannot be furnished with the proposal, a letter from the bidder's insurance broker/company indicating that in the event the bidder is successful in obtaining this contract that the

required insurance would be available for certification before the contract becomes effective.

Certification of Insurance Coverage should include:

A. Statutory workers compensation and employer's liability insurance;

B. Comprehensive, all risks general liability coverage for personal injury and property damage;

C. Comprehensive automobile bodily injury and property damage coverage liability of not less than \$1 million combined single unit;

D. Professional Liability Insurance in the amount of \$1 million each wrongful act/\$2 million aggregate.

- b. Budget.** A budget must be included using the budget forms listed in Appendix 6. Please note that available funds are an estimate. The selected One Stop Career Center operator will be required to work with the MHBWB to develop a more detailed budget for agreed upon costs as part of the contract negotiation process.

Costs included in the proposed budget cannot already be paid by another source; they must be actual costs incurred in delivering the proposed services, and these funds cannot supplant funds already received by the proposing organization.

If the proposer intends to sub-contract any services, this must clearly be described in the budget narrative.

For-profit organizations, if submitting a for-profit proposal, must include a narrative of the proposed profit.

Please note that while an "other" category is included, cost should be categorized as "other" judiciously. All costs should be accounted for in the budget line items supported by a strong narrative justifying why the funds are needed/critical to the operation of the Bristol WDA's One-Stop Career Centers.

Give details of the organization's cost allocation method if one is used; e.g., prorating the cost of supplies based on the number of staff, or the cost of salaries based on percentage of time spent on this contract. Please also include details of the organization's indirect cost rate, along with how it was determined, if one is used.

Please note any match or leveraged resources that your organization can use to support operation of the One Stop Career Centers.

APPENDIX 1: COVER SHEET

Applicant Name:

Address:

Proposal Contact Person:

Proposal Contact Title:

Telephone/Cell Phone:

E-mail:

Total Number of Participants to be served: _____

I hereby certify that the information provided in this submission is accurate.

(Print Name / Title)

Signature

APPENDIX 2: TABLE OF CONTENTS

Please include the beginning page for each section and major subsection of the Response, including each attachment.

APPENDIX 3: PROPOSAL SPECIFICATION FORM

MASSHIRE BRISTOL WORKFORCE BOARD - ONE-STOP CAREER CENTER OPERATOR SERVICES

Please refer to **RFP Section IV.B** for a complete description of each questions to ensure that you are addressing all Proposal Specification Form narrative requirements.

Organization Name:

Indicate the Organizational Structure of the Above Named Proposer:

(check below)

_____ Corporation _____ Individual Employer _____ Educational Institution

_____ Partnership _____ Non-profit Organization

_____ Other: Please describe:

1. Proposer Eligibility

2. Proposed Location of One-Stop Career Centers

- a) Physical Locations
- b) Locations and Their Relation to the Community
- c) Schedule of Operations
- d) Americans with Disabilities Act Requirement

3. Organizational Capacity

- a) Alignment with WIOA Program Goals
- b) Experience
- c) Data Management
- d) Organizational Structure & Proposed Staff
- e) Facility Management
- f) Capacity for Transition

g) Coordination of Service Among Multiple Organizations

4. Career Center Operation - Program Elements

- a) Adult and Dislocated Worker Services
- b) Youth Services
- c) Employer Services
- d) Workshops and Events
- e) Marketing and Public Relations
- f) Partnerships and Community Resources

5. Program Outcomes and Deliverables:

- a) Performance Measures
- b) Managing Performance Outcomes
- c) Performance Tracking

6. Fiscal Accountability and Budget

- a) Financial Capacity
- b) Budget – Include budget forms as provided in Appendix 6. Submit budget forms separate from this form as instructed in Section II.A. Do not include budget amounts in any other part of the proposal other than Appendix 6.

APPENDIX 4: ASSURANCES, CERTIFICATIONS, TERMS & CONDITIONS

I certify that the information provided in this proposal is accurate and constitutes a firm offer to conduct services for the MassHire Bristol Workforce Board. I also certify that this proposal constitutes a binding offer on the part of the proposer and that I am authorized to sign contracts on behalf of this Agency/Employer/ Proposer.

The undersigned certifies under penalties of perjury that this proposal has been submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word “person” shall mean any natural person, business, partnership, corporation, union committee, club or other organization, entity, or group of individuals.

I also understand that acceptance of this proposal on the part of the MassHire Bristol Workforce Board does not constitute a promise to fund the proposed activity, and that the final terms of any contract for services will be subject to negotiations with the MassHire Bristol Workforce Board. I also agree that the submittal of this proposal commits the proposer to compliance with all MHBWB/City of Fall River Contractual terms and conditions and required certifications should a contract be negotiated and executed.

The undersigned party also acknowledges and assures that the proposing organization and all of its employees responsible for providing the services for which it has applied will abide and comply fully with all state, federal, and local, laws, ordinances, rules, regulations and/or executive orders, including but not limited to provisions of the laws listed below:

- WIOA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity;
- Title VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Americans with Disabilities Act (ADA) of 1990 which prohibits discrimination against qualified people with disabilities based on disability;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;

- Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR § 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.52.
- 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIOA Title I-financially assisted program or activity, and to all agreements the contractor makes to carry out the WIOA Title I-financially assisted program or activity. The undersigned understands that the United States has the right to seek judicial enforcement of this assurance.

Signature

Name (Type or Print)

Title/Position

Date

Certification Regarding Lobbying
Certification for Contracts, Grants, Loans and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract; the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Contractee

Name of Certifying Official

Signature

Date

**CERTIFICATE REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY and VOLUNTARY
EXCLUSION**

Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (Pages 19160-19211).

(BEFORE COMPLETING THE CERTIFICATION, READ THE ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

1. The prospective recipient of federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

2. Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Contractor Organization:

Name and Title of Authorized Representative

Signature

Date

INSTRUCTIONS FOR CERTIFICATION-LOWER TIER TRANSACTIONS

- By signing and submitting this proposal, the prospective recipient of federal assistance funds is providing the certification as set out below.
- The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
- The prospective recipient of federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “participant,” “person,” “primary covered transaction,” “principal,” “proposal,” and “voluntarily excluded,” as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- The prospective recipient of federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
- The prospective recipient of federal assistance funds further agrees by submitting this proposal that it will include the clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier covered Transactions,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to check the List of parties Excluded from Procurement or Non-Procurement Programs.
- Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the DOL may pursue available remedies, including suspension and/or debarment.

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE
(GRANTEES OTHER THAN INDIVIDUALS)**

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988, 29 CRF 98.630, The regulations, published in the January 31, 1989 Federal Register require certification by grantees, prior to award, that they will maintain a drug-free workplace. The certification set out below is a material representation of fact upon which reliance will be placed when the agency determines to award the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government-wide suspension or debarment (29 CRF Part 98.630).

The grantee certifies that it will or will continue to provide a drug-free workplace by:

- A.** Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- B.** Establishing an ongoing drug-free awareness program to inform employees about-
 - 1) The dangers of drug abuse in the workplace;
 - 2) The grantee's policy of maintaining a drug-free workplace;
 - 3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - 4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- C.** Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by Paragraph A;
- D.** Notifying the employee in the statement required by Paragraph A that, as a condition of employment under the grant, the employee will-
 - 1) Abide by the terms of the statement; and
 - 2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- E.** Notifying the agency in writing, within ten calendar days after receiving notice (under subparagraph D, section 2), from an employee or otherwise receiving actual notice of such conviction;
- F.** Taking one of the following actions, within 30 calendar days of receiving notice (under subparagraph D, section 2), with respect to any employee who is so convicted-
 - 1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - 2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- G.** Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs A, B, C, D, E, and F.

Contractee

Name of Certifying Official (Signature)

Date

NON-COLLUSION FORM

Applicants submitting a bid or proposal to provide supplies or services to the City or to purchase supplies from the City must complete and submit the following certification of non-collusion for with the bid or proposal.

CERTIFICATE OF NON-COLLUSION

The undersigned certifies, under penalties of perjury, that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person.

As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.

Signature of individual submitting bid or proposal

Print name of individual submitting bid or proposal

Name of Business

Date

City of Fall River - AB Form

Section A

Pursuant to M.G.L. Ch. 62C, Sec. 49A, I certify under the penalties of perjury that I, to my best knowledge and belief, have filed all state tax returns and paid all state taxes required under law.

** Social Security Number or
Federal Identification Number
(Voluntary)***

* Signature of Individual or Corporate Name

* Corporate Officer (if applicable)

Date: _____

(Please Print)

Business Name: _____

Address: _____

Section B

I also certify that I have, to the best of my knowledge and belief, paid all accounts receivable owed to the City of Fall River, including, but not limited to real and personal property taxes, motor vehicle excise taxes, parking fines, water and sewer user charges and other license/permit fees, emergency medical service charges or other charges or fees.

* Signature of Individual or Corporate Officer

* **Approval of a contract or other agreement will not be granted unless this certification clause is signed by the applicant.**

** **Your social security number will be furnished to the Massachusetts Department of Revenue to determine whether you have met tax filing or tax payment obligations. Providers who fail to correct their non-filing or delinquency will not have a contract or other agreement issued, renewed, or extended. This request is made under the authority of Mass. G.L.C. 62C s. 49A.**

*** **If you do not supply a social security number you MUST supply an employer identification number.**

CLERK'S CERTIFICATE

I hereby certify that I am the duly elected Clerk of _____

That _____, is the duly elected _____

That at a meeting of the Board of Directors of said corporation held
on _____,

At which meeting all directors present and voting the following vote was passed.

VOTED THAT _____ be hereby authorized in his/her capacity
as _____, to enter into and sign on behalf of this corporation, and
seal with the corporate seal, any and all contracts with the CITY of FALL RIVER and Bonds in
connections therewith.

I further certify that said vote has never been rescinded, remains in force and effect and that
the charter and bylaws of said corporation authorize and permit said vote.

DATED the _____ day of _____ 20_____

Corporate Seal:

Clerk's Signature

APPENDIX 5: ATTACHMENTS

IF YOU WISH TO PROVIDE ANY ADDITIONAL ATTACHMENTS FOR REVIEW PLEASE INSERT THEM HERE.

IN ADDITION, PLEASE INCLUDE THE FOLLOWING HERE:

Certificate of Insurance (See Section IV.B.6.a.9)

Copy of most recent monitoring report, if applicable (see Section IV.B.3.b.)

APPENDIX 6: BUDGET

Budget Summary

Fiscal Year 2026 Bristol Career Center Operator Proposed Budget

The budget form is provided for initial budget planning purposes. A total of \$1,840,000 is estimated for Career Center operations in FY'26. Please review Section III.B. carefully for additional detail on funds available.

	Adult	Dislocated Worker	Youth ¹	Total	Leveraged Funds
PERSONNEL					
FRINGE					
TRAINING²					
Adult & Dislocated Worker Occupational Skills Training (ITA)					
Adult & Dislocated Worker Occupational Skills Training (Group Training)					
Adult & Dislocated Worker On the Job Training					
Other Training					
Sub-Total TRAINING					
PREMISES LEASE AND RELATED COSTS					
INFORMATION TECHNOLOGY (IT/DATA LINES)					
NON PERSONNEL SERVICES - OTHER					
SUPPORT SERVICES					
OTHER COSTS					
ADMINISTRATION/INDIRECT					
TOTAL CAREER CENTER BUDGET PROPOSAL					

¹ For youth framework and follow-up services. WIOA Youth Elements (other than Youth Follow-Up services) will be procured separately.

² Adult and Dislocated Worker training costs must equal at least 30% of Adult and Dislocated Worker costs.

Budget Detail

A. Salaries and Wages:

Provide a breakdown of your staff costs by completing the following:

Position/Title	Number of Positions	Average Hourly Rate	Average Total Hrs. Per Week	Hrs. per Week Charged to Career Center	# Weeks Charged to Career Center	Total Career Center Cost

Total Salaries: _____

B. Fringe Benefits:

Represents payments other than salaries and wages, made to staff or paid in behalf of or on their account, e.g., pensions, insurance, etc. Important – Government mandated fringe benefit components must be consistent with known or planned tax rates and the bases must be consistent with the ceilings on these. Non- tax generated benefits must be fully supported by your agency’s personnel manual.

Fringe Benefit	% Benefit is of Salaries	Total Career Center Cost
FICA		
Worker Compensation		
Health Insurance		
Retirement		
Other		

Total Benefits: _____

C. Job Seeker Training Costs – must equal at least 30% of all Adult and Dislocated Worker Program Costs to Career Center

Training costs include occupational training in the form of Individual Training Accounts, Group Training, Customized Training or On the Job Training for Adults or Dislocated Worker programs. Definitions for these trainings are found in the WIOA. Youth Subrecipient costs will be handled directly by the MHBWB.

Training Type	Number of job seekers receiving training service	Average Cost Per job seeker	Total Cost to Career Center
Adult/DW Individual Training Accounts (ITA)			
Adult/DW Group Training			
Adult/DW Customized Training			

Adult/DW On the Job Training			
Other Training			

Total Job Seeker Costs: _____

D. Other Line Items:

List your proposed cost for each additional line item wherever applicable. Indicate the total cost proposed for each line item by listing it under the Total WIOA Cost column. Line items paid for by other resources, either in part or in full, should have such costs represented in the Match Contribution column.

Please note that the line items listed below reflect the types of costs that have historically been proposed. You are not limited to these, nor are you required to propose a cost for each one.

	Description of Expense	Cost basis of Expense	Total Cost to the Career Center
PREMISES LEASE AND RELATED COSTS			
INFORMATION TECHNOLOGY (IT/DATA LINES)			
NON PERSONNEL SERVICES - OTHER			
SUPPORT SERVICES			
OTHER COSTS			

Total Other Line Items: _____

GRAND TOTAL (A+B+C) (must correspond with the total figures on the Budget Summary Sheet)

Grand Total: _____

Budget Narrative

Please use this section to describe your budget assumptions, sources of leveraged funds if any, unique expenditures, or other budget information you would like the evaluation committee to know. Provide written justification for the proposed expenses by line item for the first year of the project. The Budget Narrative should provide enough information that proposal evaluators need not seek clarification of the Contractor's budget proposal.

A. Salaries and Wages – Address the following:

Explain the justification for each staff position proposed. Number of hours per week and number of weeks proposed should correspond with the requirements of the position(s)

B. Fringe Benefits- Explain the justification for each staff position proposed. Number of hours per week and number of weeks proposed should correspond with the requirements of the position(s)

C. Training Costs- For WIOA Adult and Dislocated Worker eligible job seekers. Definitions and other specifics for WIOA training can be found in The Workforce Innovation and Opportunity Act of 2014.

D. Other Line Items- Fully explain and justify each proposed cost. Be sure to include the rationale for each proposed cost (i.e., historical data, units per participant, etc.). Use additional space if necessary. Massachusetts requires that 30% of WIOA funds be spent on training.

- Justify each proposed expense included on the budget attachment in terms of it being necessary, allowable and reasonable. Show the method of computation (i.e., insurance = salary x 2.35%).
- Identify any in-kind resources/support for the one-stop work beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding.
- Give details of the organization's cost allocation method if one is used; e.g., prorating the cost of supplies based on the number of staff, or the cost of salaries based on percentage of time spent on this contract.
- Please also include details of the organization's indirect cost rate, along with how it was determined, if one is used.

Informational Attachment 1

ONE-STOP CAREER CENTER OPERATOR SERVICES EVALUATION CRITERIA

1 - PROPOSER ELIGIBILITY

HIGHLY ADVANTAGEOUS: Proposer definitively meets the eligibility requirements set forth in Section I.F. and has included any applicable supporting documentation

ADVANTAGEOUS: Proposer appears to meet eligibility requirements set forth in Section I.F. Additional supporting documentation may be required

UNACCEPTABLE: Proposer does not demonstrate its organization meets the eligibility requirements set forth in Section I.F.

2 - LOCATION OF ONE STOP CAREER CENTERS

HIGHLY ADVANTAGEOUS: Proposal includes Comprehensive One-Stop Career Centers in the cities of Attleboro, Fall River and Taunton and an Affiliate One-Stop Career Center for youth within the City of Fall River. Proposed Career Center locations are visible, accessible to the WDA's job seekers (easily accessible by public transportation), and within close proximity to areas of employment. Hours of operation are at least 40 hours per week. Proposed locations meet the intent of the ADA.

ADVANTAGEOUS: Proposal includes Comprehensive One-Stop Career Centers in the cities of Fall River and Taunton with at least an affiliate or satellite One-Stop Career Center in the City of Attleboro in addition to the comprehensive centers. Proposed Career Center locations are visible, accessible to the WDA's job seekers (accessible by public transportation), and within close proximity to areas of employment. Operating schedule is sufficient to meet the needs of area job seekers. Proposed locations meet the intent of the ADA.

NOT ADVANTAGEOUS: Proposal includes Comprehensive One-Stop Career Centers in the cities of Fall River and Taunton and an affiliate or satellite One-Stop Career Center in the city of Attleboro. Proposed Career Center locations may not be visible, easily accessible to the WDA's job seekers, and/or may not be within close proximity to areas of employment. Operating schedule may not be sufficient to meet the needs of area job seekers. Unclear if proposed locations meet the intent of the ADA.

UNACCEPTABLE: Proposal does not include the minimum requirement of a One-Stop Career Center in the cities of Attleboro, Fall River and Taunton.

3 - ORGANIZATIONAL CAPACITY

HIGHLY ADVANTAGEOUS: Proposer demonstrates its organization's mission strongly aligns with this funding opportunity and its goals. Proposer demonstrates strong and extensive level of experience (10 or more years) in providing the services requested and data management requirements expected of the Career Center operator. Proposed organizational structure and staffing demonstrate that staff will bring strong level of experience and expertise in their provision of Career Center services. Proposer demonstrates a strong level of experience in managing facilities. Proposer demonstrates it has the capacity to meet transition requirements. Proposer demonstrates the ability to achieve collaboration and coordination among partner applicants or sub-contractors, if applicable.

ADVANTAGEOUS: Proposer demonstrates its organization's mission aligns with this funding opportunity and its goals. Proposer demonstrates experience (3 or more years) in providing the services requested and data management requirements expected of the Career Center operator. Proposed organizational structure and staffing demonstrate that staff will bring an appropriate level of experience in their provision of Career Center services. Proposer demonstrates experience in managing facilities. Proposer demonstrates it has the capacity to meet transition requirements. Proposer demonstrates the ability to achieve collaboration and coordination among partner applicants or sub-contractors, if applicable.

NOT ADVANTAGEOUS: Proposer's organization mission does not clearly demonstrate alignment with this funding opportunity and goals. The proposer has less than 3 years of experience in providing services comparable to those requested in this RFP. Proposer demonstrates experience in some, but not all, of the following areas: the services requested; data management requirements expected of a career center operator; experienced staff; facilities management; transition requirements; collaboration and coordination among partner applicants or sub-contractors if applicable.

UNACCEPTABLE: Proposer does not demonstrate experience in providing services comparable to those requested under this RFP.

4 – CAREER CENTER OPERATION: PROGRAM ELEMENTS

HIGHLY ADVANTAGEOUS: Proposer demonstrates a strong knowledge of the Bristol WDA's adult, dislocated workers and youth. Proposer articulates a strategy that will reach high-risk populations with significant barriers to employment. Orientation will provide customers with extensive level of information regarding all services and programs available. Assessment, referral and job search processes are fully described and demonstrate highly effective service strategies. Youth framework and follow-up services are fully described and demonstrate highly effective services strategies. Employer services are fully described and demonstrate highly effective service strategies. Proposer has extensive experience (10 or more years) in operating Career Center workshops and events. Proposer has effective strategy designed to market Career Center and develop a positive public image. Proposer demonstrates past history in working with the Bristol WDA's WIOA mandated partners as well as other relevant organizations in the region. Proposer demonstrates an effective strategy to ensure that these partnerships will increase the effectiveness and seamlessness of services. Highly effective strategies to provide virtual services.

ADVANTAGEOUS: Proposer demonstrates knowledge of the Bristol WDA's adult, dislocated workers and youth. Proposer articulates a strategy that will reach high-risk populations with significant barriers to employment. Orientation will provide customers with sufficient level of information regarding services and programs available to allow for informed decision making. Assessment, referral and job search processes are fully described and demonstrate service strategies in accordance with the specifications of this RFP. Youth framework and follow-up services are fully described and demonstrate effective services strategies. Employer services are fully described and demonstrate effective service strategies in accordance with the requirements of this RFP. Proposer has experience (5 or more years) in operating Career Center workshops and events. Proposer has described strategies designed to market Career Center and develop a positive public image. Proposer demonstrates past history in working with the WIOA mandated career center partners. Proposer has outlined an effective strategy to ensure that these partnerships will increase the effectiveness and seamlessness of services. Effective strategies to provide virtual services.

NOT ADVANTAGEOUS: Proposer does not clearly demonstrate knowledge of the Bristol WDA's adult, dislocated workers and youth. Proposer articulates acceptable strategies in some, but not all, of the following areas: Strategies to reach high-risk populations with significant barriers to employment; Orientation strategies; Assessment, referral and job search processes that demonstrate service strategies in accordance with the specifications of this RFP; Youth framework and follow-up services; Employer services; Experience in operating Career Center workshops and events; Virtual service strategies; Working with mandated WIOA partners to increase the effectiveness and seamlessness of services; Strategies designed to market Career Center and develop a positive public image.

UNACCEPTABLE: Proposer does not demonstrate knowledge of the Bristol WDA's adult, dislocated workers and youth. Proposer does not articulate acceptable strategies that meet the requirements set forth in the RFP to provide the services listed in Section IV.4.

5 – PROGRAM OUTCOMES AND DELIVERABLES

HIGHLY ADVANTAGEOUS: Proposer provides an extensive evaluation plan for the performance measures it proposes to implement. Proposer demonstrates a highly effective strategy to support all Career Center partners in attaining their performance outcome goals. Proposer fully describes an approach to continuous improvement that will respond to customer needs. Proposer describes an extensive plan to manage performance outcomes. Proposer describes a highly effective plan to track performance which includes triggers to take action to avoid performance failure.

ADVANTAGEOUS: Proposer provides an evaluation plan for the performance measures it proposes to implement. Proposer demonstrates strategies to support all Career Center partners in attaining their performance outcome goals. Proposer describes an approach to continuous improvement that will respond to customer needs. Proposer describes an acceptable plan to manage performance outcomes. Proposer describes a plan that will meet performance tracking requirements.

NOT ADVANTAGEOUS: Proposer provides an incomplete or limited description of one or more of the following that may not meet all requirements of the RFP: Evaluation plan for the performance measures it proposes to implement; Strategies to support all Career Center partners in attaining their performance outcome goals; Approach to continuous improvement that will respond to customer needs; Plan to manage performance outcomes and plan that will meet performance tracking requirements.

UNACCEPTABLE: Proposer provides responses to one or more of the following that do not meet the minimum requirements set forth in the RFP: Evaluation plan for the performance measures it proposes to implement; Strategies to support all Career Center partners in attaining their performance outcome goals; Approach to continuous improvement that will respond to customer needs; Plan to manage performance outcomes and plan that will meet performance tracking requirements.

6 – FISCAL ACCOUNTABILITY

HIGHLY ADVANTAGEOUS: Proposer demonstrates strong administrative and financial management capabilities. Proposer organization demonstrates extensive experience (10 or more years) administering federal grants. Proposer has extensive experience in administering sub-contracts and providing fiscal oversight. Proposer demonstrates its organization has strong and proven systems in place to ensure fiscal accountability. Proposer has financial capacity to fund start-up costs and repay disallowed costs if incurred.

ADVANTAGEOUS: Proposer demonstrates administrative and financial management capabilities that would satisfy the requirements set forth in the RFP. Proposer organization demonstrates experience (5 or more years) administering federal grants. Proposer has experience in administering sub-contracts and providing fiscal oversight. Proposer demonstrates its organization has systems in place to ensure fiscal accountability. Proposer has financial capacity to fund start-up costs and repay disallowed costs if incurred.

NOT ADVANTAGEOUS: Proposer has not clearly established that its organization has the administrative and financial management capabilities that would satisfy the requirements set forth in the RFP. Proposer has limited experience administering federal grants. Proposer may not have experience in administering sub-contracts and providing fiscal oversight. Proposer's organization may not have sufficient systems in place to ensure fiscal accountability. It is unclear if proposer has financial capacity to fund start-up costs and repay disallowed costs if incurred.

UNACCEPTABLE: Proposer has not demonstrated that its organization has the administrative and financial management capabilities and/or experience that would satisfy the requirements set forth in the RFP.

Informational Attachment 2

Appeal Procedures

As noted in Section in section III.H., any organization proposing under this RFP has the right to file an appeal. A bidder may file an Appeal in compliance with the requirements of MassWorkforce Issuance 100.DCS 01-102 "Procurement and Contracting" Attachment C (D) 5 which mandates that the review and evaluation of a solicitation requires a description of the appeal/protest process.

As such and for purposes of the Competitive Selection of the Lead Operator/Service Provider, the following procedures apply:

1. APPEAL TO MASSHIRE WORKFORCE BOARD

• If the MassHire Workforce Board (MWB) has made determination of award to the dissatisfaction of a bidder, that bidder may appeal/protest to the Local Complaint Officer (CO) within **10 business days** of receipt of notification of non-award (*provide name and address – if a Local Board staff is named as the CO, then an alternative non- Board member CO must be named*).

- The Local CO must make a written determination within **20 days** of receipt of the appeal/protest.
- The local CO may choose to make a determination based solely on the information included in the case file or conduct further investigation before issuing a written determination.
- If the CO has made a written request to the appellant (or the appellant's authorized representative) for additional information, the **20-day period** does not begin until the requested information has been received by the local CO.
- If the CO is unable to contact the appellant for the purposes of obtaining additional information needed to resolve a complaint, a written request for information must be sent via **certified mail** or through some other form of communication where receipt can be verified. If a complainant does not respond, the CO must inform the complainant in writing that the matter is considered **resolved**.

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• The local CO may also choose to resolve the complaint by convening a local hearing. Only the designated local CO or authorized back-up may preside at a local complaint hearing. If the local CO deems that a hearing is necessary, the local CO will notify the parties (in writing) that the matter has been scheduled for a formal hearing. The notice must inform the parties of certain conditions of the hearing process that include:

- ✓ the date, time and location of the hearing,
- ✓ instruction that the local CO will conduct and regulate the course of the hearing to assure full consideration of all relevant issues and that actions necessary to ensure an orderly hearing are followed, and
- ✓ instruction that the local CO must rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.

***NOTE:** For clarity it must be stated that an administrative hearing is not the same as a Court of Law.

Technical rules of evidence *do not apply*. It is up to the local CO to follow principles and

procedures that are designed to ensure credible evidence that can be tested through cross-examination.

- The CO must provide the complainant with written determination. The CO must include the right to appeal within the written determination. Notification must be given that the complainant may submit a request for a State level appeal and/or hearing and that it must be made in writing **within 10 business days** of receipt of the local determination.

2. DECISION OF MASSHIRE WORKFORCE BOARD:

Should the MWB decide in favor of the appellant, the MassHire Department of Career Services (MDCS), in the exercise of its authority pursuant to the Uniform Circular 2.CFR 200 and as designated State Workforce Agency (SWA) and overseer of the Massachusetts Workforce Development System, designates the following options as sole remedies to appeal orders delivered by the MWB:

1. Re-bid the procurement of the Operatory (only) or Operator/Service Provider in compliance with the requirements of WIOA, local procurement rules and this policy (100 DCS 03.105)
2. Re-panel an entirely new group of raters and bid reviewers representative of the MassHire Workforce Board and business partners as new reviewers of the original bid proposals/documents (only) and render a decision accompanied by full supporting documentation.

NOTE: Upon completion of the re-bid or re-panel process, the resulting recommendation must be voted upon at a WIOA MWB meeting that includes an agenda listing of this item and with a quorum of the full WIOA MWB present and voting at the meeting.

Documentation must reflect and meet the standards of execution of process and transparency, meet Open Meeting law compliance, observe conflict of interest firewalls and maintain meeting minutes and rating documents. This documentation must be maintained for MDCS review. Written MDCS approval is required before contracting with a career center provider on any procurement that has been subject to an appeal to the local level.

3. APPEAL TO STATE BOARD:

An entity that bid and was not selected under a competitive process (as required in WIOA§107(10)(A) and 20 CFR 678.605) by the MWB as an Operator (only) or Operator/Service Provider may appeal that determination to the MWB following local procurement requirements. If the local determination to uphold the denial of the award does not resolve the appeal to the satisfaction of the appellant, the appellant may request a state-level appeal and/or formal appeal hearing in writing within **10 business days** of receiving the denial. The request for appeal and/or formal appeal hearing must be sent to:

Office of Director
MassHire State Workforce Board
100 Cambridge Street
Boston, MA 02114

If the appellant chooses to request an appeal without specifically requesting a hearing, the State Board, or its designee (Authorized State Official - ASO), may decide to either make a determination based solely on the information included in the case file or conduct further investigation and issue a written determination without scheduling a formal hearing. In either case, the State Board/ASO must submit a written determination to the appellant within **30 days** of receipt of the original appeal request or **30 days** after having received additional information from further investigation or **30 days** after a formal hearing **request**. If the State Board/ASO has made a written request for information to the appellant or the appellant's authorized representative, and they do not respond within the given time frame the appeal is considered **resolved**.

If the State Board/ASO deems that a formal hearing is necessary or if the appellant specifically requests such a hearing, the State Board/ASO will notify the parties (in writing) that the matter has been scheduled for a formal hearing. The notice must inform the parties of the following conditions of the hearing process.

Formal Hearing Process

The notice must inform the parties of the following conditions of the hearing process:

- The date, time and location of the hearing.
- Instruction that the State Board/ASO will conduct and regulate the course of the hearing to assure full consideration of all relevant issues and that actions necessary to ensure an orderly hearing are followed.
- Instruction that the State Board/ASO must rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.

* For clarity it must be noted that an administrative hearing is not the same as a Court of Law. Technical rules of evidence *do not apply*. It is up to the State Board/ASO to follow principles and procedures that are designed to assure credible evidence that can be tested through cross-examination.

In conjunction with the hearing process the State Board/ASO:

- May decide to make a determination based on the information included in the case file or investigate further prior to the formal hearing.
- May decide to conduct a hearing on more than one appellant if the issues are related.
- May permit (at his/her discretion) the participation of interested parties (*amicus curiae*) with respect to specific legal or factual issues relevant to the complaint/appeal.
- May choose to conduct the hearing at a single location convenient to all parties (preferred) or, if that would represent a hardship for one or more parties, the State Hearing Official may elect to conduct the hearing by a telephone conference call.
- Must conduct the hearing *and* issue a written determination to the appellant, the respondent and any other participating interested parties within **30 days** from the date the hearing was requested. The MassHire State Workforce Board/s/ASO's written determination must include:
 - ✓ the results of the state-level investigation;
 - ✓ conclusions reached on the appeal;
 - ✓ an explanation as to why the decision was upheld or not upheld;

4. DECISION OF STATE BOARD:

Should the MassHire State Workforce Board (MSWB) decide in favor of the appellant, in the exercise of its authority, the MSWB will remand decisions on appeals of Operator (only) or Operator/Service Provider selections to the MassHire Department of Career Services for further action as the overseer of the Massachusetts Workforce Development System.

The MassHire Department of Career Services (MDCS), in the exercise of its authority pursuant to the Uniform Circular 2.CFR 200 and as designated State Workforce Agency (SWA) and overseer of the Massachusetts Workforce Development System, designates the following local options as remedies to appeal orders remanded by the Massachusetts State Workforce Board (MSWB) to MDCS for action:

1. Re-bid the procurement of the one-stop operator in compliance with the requirements of WIOA, local procurement rules and this policy (100 DCS 03.105)
2. Re-panel an entirely new group of raters and bid reviewers representative of the MassHire WIOA Workforce Board and business partners as new reviewers of the original bid proposals/documents (only) and render a decision accompanied by full supporting documentation.

NOTE: Upon completion of the re-bid or re-panel process, the resulting recommendation must be voted upon at a MassHire WIOA Workforce Board meeting that includes an agenda listing of this item and with a quorum of the full MassHire WIOA Workforce Board present and voting at the meeting.

Documentation must reflect and meet the standards of execution of process and transparency, meet Open Meeting law compliance, observe conflict of interest firewalls and maintain meeting minutes and rating documents. This documentation must be maintained for DCS review. Written MDCS approval is required before contracting with an Operator (only) or an Operator/Service Provider on any procurement that has been subject to an appeal to the state level.

A decision under this state appeal process is final and **may not** be appealed to the U.S. Secretary of Labor.

Informational Attachment 3

Mandated Career Center Partners

Under the Workforce Innovation and Opportunity Act (WIOA), and/or included in the Massachusetts Combined State Plan, are the following required One Stop delivery system partners (Section 121 (b)(1)):

- WIOA Title I Adult, Dislocated Workers, & Youth Programs
- WIOA Title II Adult Education and Literacy programs
- WIOA Title III Wagner-Peyser Employment Services
- WIOA Title IV Vocational Rehabilitation Programs Act programs, including the MassAbility and the MA Commission for the Blind;
- WIOA Title V Older Americans Act, as represented by the Senior Employment Community Services Program (SCSEP) services in the region
- The MA Department of Unemployment Assistance
- The MA Department of Transitional Assistance
- Second Chance Act (Programs authorized under sec. 212 of the of 2007 Second Chance Act (42 U.S.C. 17532)).

Note: Core programs will have to measure effectiveness in serving employers and will report on common performance indicators which includes how many job seekers entered and retained employment, their median wages, whether they attained credentials, and their measurable skill gains.