



## **REQUEST FOR QUOTES**

### **WORKFORCE INNOVATION AND OPPORTUNITY ACT**

### **ONE STOP OPERATOR**

**JULY 1, 2025 TO JUNE 30, 2026**

**Renewable for up to Three 1 Year Periods**

**ISSUED: January 8, 2025**

**DEADLINE FOR SUBMISSION: February 19, 2025, at 4:00 p.m.**

249 Thomaston Ave, Waterbury, CT 06702 | Phone: 203-574-6971 x426

[www.nrwib.org](http://www.nrwib.org)

*The NRWIB reserves the right to modify any of the enclosed specifications.*

**In accordance with Public Law 101-166, Section 511, known as the Steven's Amendment, this Request for Quotes (RFQ) is 100% funded with Federal funds. The Agreement to be entered into as a result of this will also be 100% funded with federal funds**

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REQUEST FOR QUOTES  
For  
WIOA ONE STOP OPERATOR

January 8, 2025

*The Northwest Regional Workforce Investment Board (NRWIB)*

The Northwest Regional Workforce Investment Board (NRWIB) is a private, not-for-profit corporation that serves as the administrative entity for Workforce Innovation and Opportunity Act (WIOA), Connecticut Department of Labor funded programs and Jobs First Employment Services Case Management (JFES) in the Northwest Workforce Development Area (WDA).

NRWIB is governed by a majority private sector board of directors, which sets policy and is responsible for oversight of the regional workforce development system. NRWIB staff implements its board's policies and executes the four-year Local Plan which describes the goals and objectives to be accomplished with the grants awarded to the workforce area. The NRWIB works to identify the changing needs among employers and workers in its 41-town workforce development area. NRWIB works with its public workforce partners identified in WIOA to align workforce programs to meet the needs of jobseekers, workers and employers to keep Northwest Connecticut at the forefront of industry and technology.

*The NRWIB American Job Centers and WIOA One-Stop Partners*

NRWIB together with the other workforce partners in the region promote the effective delivery of workforce development services. NRWIB oversees three American Job Centers (AJC) located in Waterbury, Danbury and Torrington.

A variety of programs and funding streams are co-located, delivering services through the AJCs. These include

- WIOA Title I Adult, Dislocated Worker and Youth programs \*
- Wagner-Peyser Employment Services – National Labor Exchange
- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- Welfare Programs\*

The starred programs are delivered by NRWIB provider(s). The other programs are delivered by state agencies and state staff we refer to as one-stop partners.

WIOA also includes the following workforce programs as one-stop partners:

- Family Literacy and Adult Education Act
- Vocational Rehabilitation
- Career and Technical Education (Perkins Act)
- Community Services Block Grant
- Second Chance Act programs (reintegration of ex-offenders)
- Senior Community Service Employment Program
- YouthBuild

These programs are delivered by state agencies or their providers.

### *The One Stop Operator*

WIOA requires that each local workforce area procure a “one-stop operator” whose responsibility it will be to coordinate among the one-stop partner programs. Beyond that the definition of the one-stop operator’s role is left to each local workforce board. To coordinate among the one-stop partners, WIOA requires that if the provider of WIOA Title I Career Services for Adults and Dislocated Workers is the one-stop operator that there must be a distinct firewall established to distinguish between the responsibilities of the operator and that of the provider of direct client services. As a result, NRWIB has decided that its Career Services provider should not be able to serve as the one-stop operator. Rather, a separate entity will be procured to work with all the partners on an equal basis to rise to the challenge of integration and coordination envisioned by WIOA. This Request for Quotes is for the purpose of securing a one-stop operator.

**There shall be only one operator selected for all of the three AJC’s.**

### **DESCRIPTION OF ONE STOP OPERATOR SERVICES**

The NRWIB has defined the role of the operator to be that of a coordinator. The NRWIB WIOA Title I Career Service provider also coordinates with co-located one-stop partners and oversees the delivery of career services together with the Wagner Peyser Act funded employment service. **The delivery of program services will not be a one-stop operator responsibility.**

The role of the “one-stop operator” in the NRWIB region shall encompass the following duties:

- a. The one-stop operator will serve as an intermediary to the public for the one-stop partners.
- b. There shall be one operator who coordinates among all three of the NRWIB American Job Center locations.
- c. The one-stop operator shall be responsible for familiarizing themselves with all one-stop partner’s programs and performance so that they know and understand the program services available in the workforce area

- d. The one-stop operator shall work on projects to improve the workforce system under the direction of NRWIB, such as information sharing and cross referral.
- e. The one-stop operator will be responsible for working with the partners on continuous improvement of the one-stop system.
- f. The one-stop operator shall be responsible for reviewing the one-stop partner agreement or Memorandum of Understanding (MOU) and assisting NRWIB and the one-stop partners in carrying out the MOU.
  - i. Reviewing the customer flow and making recommendations to further customize the flow to meet the needs of individual customers
  - ii. Developing processes and procedures with the partners to promote seamless service delivery that supports individual partner program performance and outcomes
- g. Reviewing the one-stop MOU annually to assist the NRWIB in updating the partner MOU's and infrastructure funding agreements.
- h. The one-stop operator will be responsible for familiarizing themselves with the State's one-stop certification criteria to assure the compliance of the NRWIB AJC's.

### **The One-Stop Operator Deliverables**

- a. Together with the NRWIB, the operator will be required to review the required one-stop memorandum of understanding (MOU) negotiated with the individual one-stop partners as described in WIOA section 121, and work with the partners to update their MOU's to reflect continuous improvement in partnering to deliver services as described in WIOA section 121, including but not limited to:
  - i. A description of how each one-stop partner is providing access to their services through the one-stop delivery system including their roles, responsibilities, services and activities.
  - ii. The goals for the facilitation of ongoing one-stop partner meetings to assure ongoing and increasing access to multiple services for individuals that **avoids duplication of services**. This is also a certification criteria.
  - iii. How the one-stop partners will coordinate services through the one-stop delivery system, both in person and virtually.
  - iv. A description of the one-stop partner services that will be delivered through the one-stop system including the addition of any services since entry into the previous MOU.

- v. A plan for coordination of services by the partners through the continuation of any change in enabling legislation at the federal or state level.
  - vi. Assessing and encouraging the efficacy of the integration of services and how participants will be referred among and between the one-stop partners.
- b. Assist the NRWIB, as needed, with respect to the determination of infrastructure costs related to space, occupancy, shared costs and other costs associated with the operator and one-stop delivery system.
  - c. Assist the NRWIB in assessing technology tools to ensure the tools available in the American Job Center are current.
  - d. Being familiar and knowledgeable regarding WIOA as applicable to the one-stop operations, state and the NRWIB one-stop system.
  - e. American Job Centers and one-stop delivery systems must be certified by the state, every 3 years, in three broad categories. processes.
    - i. The one-stop center's integration and coordination of services for participants and businesses.
    - ii. The one stop center's ability to meet the workforce development needs of participants and the employment needs of local employers by identifying new ways to facilitate the coordination between the American job centers, education and employers that involve all the one-stop partners.
    - iii. Demonstrating continuous improvement principles which include the interactive process of plan, do, check, act.

Some of these criteria are already in place and implemented or monitored through existing policies. The selected proposer will be required to work with the NRWIB on continuous improvement in these areas.

- f. The one-stop operator will be required to prepare reports monthly to include actions taken with respect to each of the deliverables highlighting accomplishments, improvements, challenges and recommendations.

## **CONTRACT TERM**

A reimbursement contract will be entered into with the selected individual or entity. The contract will be for four renewable one-year terms. The operator will be expected to

report on their progress in writing in a format approved by NRWIB management for presentation to the governing boards at their regularly scheduled meetings.

## FUNDS AVAILABLE

Funds Available:

Based on the strength of the proposal and the entity's experience and capability, up to **\$125,000** is available to fund this initiative.

## ONE STOP OPERATOR QUALIFICATIONS

To fulfill the WIOA requirements NRWIB is seeking an entity to serve as the one-stop operator. The entity may not represent any of the one-stop partner funding streams unless proposer is a consortium of three one-stop partners. However, consortiums must identify the individual who will serve as the operator.

1. The NRWIB requires that entities submitting proposals be able to identify a single individual who will be identified as the operator and who can be held accountable for accomplishing the deliverables.
2. The NRWIB reserves the right to approve the individual selected to serve as the operator.
3. The following entities may respond to this RFQ:
  - a. A public entity such as a governmental entity including a single one-stop partner listed in WIOA section 121 or consortium of partners subject to paragraph 1 immediately above.
  - b. A private for-profit entity.
  - c. A private nonprofit entity.
  - d. Another interested organization or entity such as an independent consultant or consulting firm.
  - e. An institution of Higher Education
  - f. A chamber of commerce, an economic development corporation or a labor market organization.
  - g. The entity **may not** be a traditional school system providing elementary or high school education.

Entities responding must be able to identify the individual who will serve as the operator and who can be held accountable for accomplishing the deliverables. NRWIB reserves the right to approve the individual selected to serve as the operator.

The individual, consultant or entity selected to serve as the operator should:

1. Be experienced in public and/or customer relations.
2. Have a minimum of a bachelor's degree or higher in Social Sciences, Communications, Project Management, Public Relations or a related field.
3. Have mediation or negotiation experience.
4. Be able to serve as a neutral proponent of the workforce system when engaging partner participation
5. Have experience bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align and be able sell the benefits of coordinating workforce services to supervisory and line staff.
6. Entities submitting a response to this RFQ must be capable of carrying out the duties of the one-stop operator as described above and have a history of demonstrated effectiveness.
7. If applicable, proposer must specify in their response how the individual assigned to serve as the one-stop operator fits into proposer's organization. Please include an organizational chart indicating the chain of command for the one-stop operator.
8. The operator will be expected to report on their progress in writing in a format approved by the NRWIB through their President and CEO for presentation to the board at their regularly scheduled meetings.

A defined schedule will be established for the individual or entity selected. It is anticipated that these tasks will take from 20 – 35 hours a week. The person assigned will be housed in the Waterbury American Job Center.

*Contract Term*

A contract will be entered into with the selected individual or entity. The contract will be a one-year reimbursement contract and can be renewed based on performance for 3 additional one-year terms. Each of the duties of the operator will be quantified into deliverables so that the NRWIB administration will be able to measure the operator's performance. The operator will be expected to report on their progress in writing in a format approved by NRWIB management for presentation to the board at their regularly scheduled meetings

## **ONE STOP OPERATOR PERFORMANCE EVALUATION**

The one-stop operator will be evaluated annually. The annual operator evaluation may include the following elements:

- a. Meeting their contract deliverables
- b. Partner surveys regarding the operator's efficiency and effectiveness
- c. American Job Center/system efficiency and effectiveness
- d. Continuous improvement

## PROPOSAL APPLICATION INSTRUCTIONS

1. **Dates** – All dates are subject to change by the NRWIB.

EVENT	DATE/TIME
RFQ Release	January 8, 2025
Bidder Conference	January 15, 2025 @10:00 am
Deadline for submitting questions	January 25, 2025
RFQ Due Date	February 19, 2025 4:00 PM

a. Inquiries, Questions and Updates to the Proposal

All updates or modifications to the Proposal Requirements will be posted at: [www.nrwib.org](http://www.nrwib.org).

All questions regarding this RFQ should be emailed to [Jeffrey.Lynes@nrwib.org](mailto:Jeffrey.Lynes@nrwib.org). The responses will be posted at [www.NRWIB.org](http://www.NRWIB.org).

Questions are generally answered within two (2) business days or sooner if possible. The NRWIB will not respond individually to questions or send out updates on an individual basis. It is the proposer's responsibility to visit the NRWIB.org website to access this information.

Questions and answers arising at the Proposers' Conference will be posted on NRWIB website.

b. Proposals must be submitted on or before 4:00 p.m., February 19, 2025, after which date the NRWIB will not accept additional proposal responses. Proposals must be delivered via email and may not be mailed or hand delivered.

c. Proposers must submit an MS Word **and** a PDF version of their proposal via email to [Jeffrey.Lynes@nrwib.org](mailto:Jeffrey.Lynes@nrwib.org).

The Subject Line for All submissions should be marked: Response to One-Stop Operator Request for Quotes.

## 2. The RFQ response Package

a. Please include a cover letter and a copy of the attached cover sheet.

- b. The RFQ is written in MS Word. Complete the attached Application by responding to all the questions immediately below the question. The space will expand to accept proposer's response.
- c. Responses must be single-spaced. Complete all responses in Arial pitch, 12-point type. Maintain 1-inch margins.
- d. Respond to every question asked. Do not omit any questions. If a question asks for a yes or no answer place the yes/no response at the beginning of your answer and provide the narrative information requested on the next line.
- e. Do not reorder the question numbers as the rating sheet is keyed to the question numbers. Do not respond to a question by cross referring to another question.
- f. All proposals must be in a digital/electronic format no hard copies will be accepted. If a signature is required, please affix a digital signature. Two full electronic copies of your proposal must be submitted, one in MS Word and the other in PDF format. (Do not send your proposal in "Google Docs" format, it will be rejected as non-responsive.
- g. Include a resume for the individual who will serve as the one-stop operator if known.
- h. Number each page of the response sequentially. The page number should be in a footer with the name of the organization submitting the response, and OS - RFQ. Footers should be printed in an 8 pitch. Page numbers should be consecutive from beginning to end. Proposals are not to be paginated by sections. The order of the RFQ response is as follows:
  - I. Cover Letter on Company or Firm Letterhead
  - II. The Cover Sheet
  - III. The Application for **the NRWIB One-Stop Operator**
  - IV. The Cost Schedule
  - V. A project management schedule showing when various activities including performance will occur.
  - VI. The resume of the one-stop operator.
  - VII. Your organization's last Audit Report or Financial Statement.
  - VIII. If proposer is not a single consultant entity or there is more than one employee in proposer's organization proposer must include an

organizational chart showing the chain of command for the individual who will serve as the one-stop operator.

IX. Reference Form

3. It is the NRWIB's intention to award a sub-grant agreement as a result of this RFQ to one firm. The agreement will be cost reimbursement. There will be no advances. Proposer will be considered a sub-recipient pursuant to 2 CFR 200 et al and will be required to execute required federal forms as a part of the contracting process including but not limited to:
  - a. Certificate Regarding Lobbying
  - b. Certification Regarding Conflict of Interest
  - c. Certification regarding Debarment Suspension
  - d. Certification regarding Drug Free Workplace

4. **Cure Process**

NRWIB has established a discretionary cure process to cure minor omissions in submitted proposals within forty-eight (48) hours of notification by the NRWIB via email to the proposer's contact named in the application. Failure to provide the requested information within the allotted time shall result in a "fatal flaw." This process is provided by NRWIB as a courtesy, and as such, NRWIB is not responsible for notification of any omissions or errors in any documentation submitted by the applicant agency in response to the RFQ.

All applying agencies are solely responsible for contact availability via e-mail during this cure period and failure to receive NRWIB notification of cure issues is not subject to appeal.

Minor inconsistencies or revisions may be addressed during the negotiation process, at the sole and complete discretion of NRWIB.

5. **Selection Criteria**

- a. All proposals submitted will be evaluated against all other proposals using the rating criteria, which is a part of this RFQ package. Proposals will be rated and then ranked by an RFQ Review Committee appointed by the NRWIB Board Chair tasked with the review of all proposals.
- b. Proposals may not be funded at the funding levels requested.

- c. The highest-ranking numerical score does not assure a funding recommendation. Other factors which may be considered include, but are not limited to: a risk assessment, cost, the likelihood of the proposed services resulting in successful outcomes of proposal deliverables, relevant experience and qualifications, financial viability and stability of the agency.
- d. The NRWIB reserves the right, at its sole and complete discretion, to invite proposer(s) to make a presentation to the RFQ Review Committee as a step in the selection process. This may be through Zoom.
- e. Proposals will be reviewed for responsiveness and substance.
- f. Proposer(s) are advised not to contact NRWIB employees, board members or elected officials charged with oversight of these programs during the review process to avoid conflicts, the appearance of conflicts, or undue influence over the process. This could result in the disqualification of the proposal response submitted.

## **6. Administrative Requirements**

- a. Cost
  - i. If the entity responding is a for-profit entity, profit must be separately identified in the proposal Cost Section. Profit may only be earned by for-profit entities and is capped at 10% percent.
  - ii. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities' usual and customary rates in the community for purposes of determining reasonableness.
  - iii. NRWIB will not reimburse for mileage or travel unless NRWIB desires to send the one-stop operator to an out of workforce area meeting. Travel costs for local mileage should be incorporated into the salary or hourly rate proposed unless the entity is a governmental entity. Governmental entities or not for profit entities may propose costs listing wages, fringes and travel which will be reimbursed with appropriate documentation.
  - iv. All organizations funded whether public or private, commercial or not-for-profit, receiving at least \$750,000.00 annually through federal grants regardless of the funding source will be required to conduct and submit an annual audit.
- b. Insurance Requirements - The proposer will be required to submit Certificates of Insurance including all required endorsements to NRWIB prior to the provision of services under this RFQ. Governmental entities may elect to self-insure for the insurance coverage required for this agreement. The required insurance shall be

determined at contract negotiation. The types of insurance which may be requested include:

<u>Coverage</u>	<u>Minimum Limits</u>
Commercial General Liability to include a Broad Form Property Damage Endorsement and Contractual Liability	\$1,000,000 combined single limit per occurrence \$2,000,000 Aggregate
Automobile Liability including all owned and non-owned and hired vehicles	\$1,000,000 combined single limit per occurrence
Workers' Compensation	Statutory
Employer's Practices Liability	\$1,000,000 per occurrence
Professional Liability	\$1,000,000 per claims made
Intellectual Property	To cover any patent, copyright or trademark infringement claims including the cost of the defense of any action brought against NRWIB, its governing Boards and Contractor

- c. Proposer must agree to cooperate with and provide such information as may be requested by NRWIB for purposes of filing reports with the CT DOL and/or the NRWIB.
- d. This RFQ does not commit or obligate NRWIB to pay for any costs incurred in the preparation of a response or in advance of the execution of a contract.
- e. Implementation of this program may not occur prior to the start date of the contract document.
- f. In the event of a conflict or ambiguity between the rules, terms, and conditions set forth in the RFQ and the statutes, laws, CT DOL policies and regulations, shall prevail. The NRWIB shall be responsible for making all determinations in this regard.
- g. Proposer(s) will assure that all records pertaining to this agreement, including financial, statistical, property, and supporting documentation, shall be retained for a period of six (6) years from the date of: 1) final payment of under this agreement, and 2) when all audits and litigation are complete and resolved.
- h. All work performed, or expenses involved in the preparation and submission of proposals shall be borne by the applicant(s). No payment will be made for any efforts or expenses prior to commencement of work as defined by a fully executed contract.

## **7. Subcontracts**

This RFQ does not allow subcontractors.

## **8. Grievance and Procedures**

In the event a proposer wishes to file a grievance in connection with the process, a grievance procedure is available and may be obtained from the NRWIB.

## **9. Conflict of Interest**

All applicants must disclose the name of any officer, director or employee who is a member of the NRWIB governing board. All applicants must disclose the name of any NRWIB employee who owns, directly or indirectly, any interest in the applicants' business or any of its branches.

## **10. Interference with the Procurement Process**

Applicants are hereby advised that, the NRWIB will not award funding to an organization, person, or entity which has hired a person, whether directly or indirectly, or consented to or acquiesced in the employment of a person, whose principal responsibility is to lobby a member of the NRWIB, Inc. or the NRWIB Elected Officials on behalf of the organization, person, or entity which seeks funding from the NRWIB.

Any applicant or lobbyist for an applicant, paid or unpaid, is prohibited from having any private communication concerning any procurement process or any response to a procurement process with any NRWIB staff or rating committee members or the Elected Officials who comprise the Consortium of Elected Officials after the issuance of a funding opportunity and until completion of a contract award. A proposal from any organization will be disqualified if the applicant or a lobbyist for the applicant, paid or unpaid, violates this condition of the procurement process.

## **12. Compliance**

The proposer(s) will fully comply with the applicable requirements of the Acts under which funds are received. It will comply with applicable directives issued by CT DOL. The proposer also assures that it will comply with other federal statutes applicable to this agreement.

## **13. NRWIB Right to Reject or Accept**

NRWIB retains the right to accept, modify, reject entirely, or partially reject any and all proposals if, in its judgment, the work proposed will not accomplish the objectives of this project or does not meet all of the requirements of this RFQ.

## PROPOSAL COVER SHEET

Organization Name: _____
Address _____
Telephone _____ FAX _____
E-mail _____ UEI Number _____
SAM Registration _____
Contact Person _____
Total Amount of Funds Requested \$ _____
Federal ID # _____
Minority Business Owner _____
Certifying Agency _____

Check the applicable category:

Corporation	Sole Proprietorship
Partnership	For Profit
State Agency	Other Public Agency (Specify)
Labor Organization	Community based Organization
Not for profit	Business Organization
Other	

## PROPOSAL APPLICATION

### Proposer Qualifications

1. Describe proposer's experience with respect to the following:
  - a. Public relations
  - b. Mediation or negotiation experience.
  - c. Bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align.
2. Explain proposer's understanding of the term "coordinate among the one-stop partner programs."
3. Provide the resume of the individual who will serve as the one-stop operator, as an attachment to proposer's response. The resume should include the one-stop operator's level of educational attainment and areas of concentration in Human Services, Communications, Project Management, Business Operations or a related field.
4. Provide two (2) examples of proposer's history of demonstrated effectiveness to evidence proposer's capability to fulfill the role of one-stop operator.
5. Indicate proposer's agreement to be housed in the CareerLink®.

### One Stop Operator Duties and Responsibilities

1. Following sub-grant award the NRWIB will meet with the selected one-stop operator to provide a review of one-stop partner activities over the past three (3) years. Describe proposer's activities during the first ninety days following contract execution on July 1, 2025.
2. Once proposer familiarizes themselves with the one-stop partner programs and performance requirements how will proposer utilize the one-stop system to assist all the partners to meet their performance goals?
3. The one-stop operator will be an intermediary to the public one-stop partners. How will proposer engage one-stop partner line staff to cross refer and/or dual enroll participants?
4. Describe three relationship building activities proposer plans to implement that will assist in integrating one-stop partner programs.

5. How would proposer define continuous improvement in a one-stop system environment? Describe the interactive process of plan, do, check, act as it would apply to the one-stop system.

### **One Stop Operator Deliverables**

1. The one-stop MOU and infrastructure agreement must be reviewed annually. Describe the steps proposer will take each year to review and make recommendations for updating the MOU and infrastructure agreement?
2. How will proposer work to continuously improve the one-stop cross referral plan?
3. How will proposer address the one-stop's effectiveness, in areas like
  - a. Customer satisfaction
  - b. Integration and coordination of services for participants
  - c. Recommendations for accessibility and Equal Opportunity requirements.
4. Provide the headings that would appear in monthly one-stop reports.
5. Describe the process that proposer will put in place to address and measure the following Key Performance Indicators:
  - a. Adherence to the state's certification criteria
  - b. The percentage increase of dual/co enrollments into one stop partner programs
  - c. The number of cross referrals in year one and a % increase in cross referrals among one-stop partners to be negotiated in years 2, 3, and 4, should the one-stop operator contract be renewed.
6. Describe what success would look like for the one-stop operator.

## PROPOSED COST SCHEDULE

### 1. Cost Guidelines

- a. If the entity responding is a for-profit entity, profit must be separately identified in the proposal Cost Section. Profit may only be earned by for-profit entities and is capped at 10 percent.
- b. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities' usual and customary rates in the community for purposes of determining reasonableness.
- c. NRWIB will not reimburse for mileage or travel unless NRWIB desires to send the one-stop operator to an out of workforce area meeting. Travel costs should be incorporated into the salary or hourly rate proposed unless the entity is a governmental entity. Governmental entities may propose costs listing wages, fringes and travel which will be reimbursed with appropriate documentation.

### 2. Proposer's Cost:

\$\_\_\_\_\_.

3. How many hours/week will proposer dedicate to this endeavor?
4. If proposer is a consultant entity what is proposer's hourly rate?
5. If proposer is a for profit entity please (a) separately state proposer's profit rate and the amount of profit budgeted for this project and (b) provide a list of the other line items to be charged against this endeavor on an annual basis.
6. If proposer is a governmental entity, or not-for profit entity NRWIB will reimburse wages, fringes and mileage. Please itemize these items as a part of the Cost Section of the RFQ response.
7. If proposer is a not for profit or governmental entity please detail all line items to be charged to this project on an annual basis. Profit or excess revenues are not allowable costs.

**CONFLICT OF INTEREST CERTIFICATION**

**CONFLICT OF INTEREST CERTIFICATION**

- i. Proposer certifies that
  - a. They have not offered or cause to have offered or provided any gratuities, favors, or anything of monetary value to any member or individual employed by the NRWIB or Consortium of Elected Officials for the purpose of influencing the selection of their proposal or any other proposal submitted hereunder.
  - b. They have not engaged in any activity to restrict or eliminate competition.
  - c. No manager, employee or paid consultant of proposer’s company or spouse or child of any manager, employee of paid consultant is a member of the NRWIB or Consortium of Elected Officials.
  - d. They have disclosed any interest, fact or circumstance which does or may present a potential conflict of interest below:

\_\_\_\_\_  
\_\_\_\_\_

- e. If the answer to any of the above certifications is yes, proposer has disclosed the relationship or action below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- ii. Violation of this provision may cause a proposer’s bid to be rejected. This does not preclude partnerships, consortiums or subcontracts.

I \_\_\_\_\_, (name) \_\_\_\_\_ (title) of \_\_\_\_\_(name of proposer’s entity) am authorized to make the above Certifications and to submit this proposal on behalf of \_\_\_\_\_ (name of proposer’s entity).

\_\_\_\_\_  
Proposer agrees that Their Typed Name shall serve as their signature.

**PROPOSER REFERENCES**

Provide the following reference information:

	<b>Reference 1 (required)</b>	<b>Reference 2 (required)</b>	<b>Reference 3 (Required)</b>
<b>Organization Name</b>			
<b>Contact Person</b>			
<b>Address 1</b>			
<b>Address 2</b>			
<b>City</b>			
<b>State, Zip Code</b>			
<b>Contact Phone</b>			
<b>Contact E-Mail</b>			
<b>Description of Project or Assignment</b>			

NRWIB may contact one or all of the references listed.

**RATING FORM**

**REQUEST FOR QUALIFICATIONS (RFQ)  
RATING AND EVALUATION FORM**

**TO**

**PROVIDE ONE-STOP OPERATOR SERVICES**

Proposer	Rater's Name
Proposed Program/Service <b>ONE STOP OPERATOR</b>	Date Rated

**POINTS SUMMARY**

<b>RFQ Sections</b>	<b>One-Stop Operator Qualifications</b>	<b>One-Stop Operator Duties &amp; Responsibilities</b>	<b>One-Stop Operator Deliverables</b>	<b>Cost</b>	<b>TOTAL</b>
<b>Rating</b>					
<b>Possible Points</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>100</b>

TOTAL RFQ POINTS:

A. ONE-STOP OPERATOR QUALIFICATIONS AND ADMINISTRATIVE COMPLIANCE	25 POINTS
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<p>Proposer's has sufficient qualifications to conduct the scope of services and satisfy these deliverables, so as to fulfill the role of a coordinator among the one-stop partners.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>• Proposer met the following required elements: <ul style="list-style-type: none"> <li>➤ Understands the type of coordination that must be facilitated</li> <li>➤ Is an eligible entity that can respond to the RFQ</li> <li>➤ The resume of the individual who will serve as the one-stop operator is included and indicates the proposed operator has the appropriate background and experience to serve as the one-stop operator</li> <li>➤ Can provide a single staff person that can be identified as the operator at a capacity of 20 to 35 hours per week, housed in the Job Center, and who can be held accountable for accomplishing the outlined deliverables and tasks</li> <li>➤ Has an appropriate level of education with a concentration in Human Services, Communications, Project Management, Business Operations or a related field</li> <li>➤ Has a history of demonstrated effectiveness and provided 2 examples</li> <li>➤ Has in experience in public relations, mediation, and/or negotiation</li> <li>➤ Has experience in relationship building and in bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar, but do not directly align</li> <li>➤ Proposer submitted the proposal with a cover letter on form letterhead</li> <li>➤ Conflict Form is Signed</li> <li>➤ References were provided</li> <li>➤ Organizational Chart attached if applicable</li> <li>➤ All required attachments were included</li> </ul> </li> </ul>	Max Pts. 25
RFQ Section: Qualifications for the One-Stop Operator	Rater's Pts: ____

COMMENTS:

B. ONE-STOP OPERATOR DUTIES AND RESPONSIBILITIES	25 POINTS
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<p>Proposer sufficiently addressed how to accomplish their duties and responsibilities.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>• Proposer states how they will accomplish one-stop delivery system duties and responsibilities, which includes the following elements: <ul style="list-style-type: none"> <li>➤ Proposer’s activities during the first ninety days following contract execution seem to be appropriate and are likely to be effective</li> <li>➤ Proposer’s plan to work with the one stop partners to assist them in meeting performance seem reasonable</li> <li>➤ Proposer’s plan to engage one-stop partner line staff to cross refer and/or dual/co enroll participants seems reasonable</li> <li>➤ Proposer has described three relationship building activities that will assist in integrating one-stop partner programs</li> <li>➤ Demonstration of continuous improvement principles, which include the iterative process of “Plan, Do, Check, Act”</li> <li>➤ Proposer included a Project Plan which seems reasonable</li> </ul> </li> </ul>	Max Pts. 25
RFQ Section :	Rater’s Pts: ____

COMMENTS

C. ONE-STOP OPERATOR DELIVERABLES	25 POINTS
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<p>Proposer sufficiently addressed expected one-stop operator deliverables.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>• Proposer’s statement regarding how they will accomplish each deliverable, includes the following elements: <ul style="list-style-type: none"> <li>➢ Modification of the required one-stop MOU and infrastructure agreement with the one-stop partners</li> <li>➢ Continuous improvement of one-stop partner coordination of services through the one-stop delivery system in areas like customer satisfaction and Integration and coordination of services for participants</li> <li>➢ Working with each one-stop partner to develop a process for referring participants</li> <li>➢ Addressing accessibility and equal employment opportunity requirements</li> <li>➢ The report headings indicate the appropriate information will be transmitted to the board.</li> <li>➢ The process that the proposer will put in place to address and measure the Key Performance Indicators is reasonable, practical and appears effective</li> <li>➢ Proposer’s description of success for the one-stop operator is aligned with the NRWIB’s vision of success</li> </ul> </li> </ul>	<p>Max Pts. 25</p>
<p>RFQ Section: Deliverables</p>	<p>Rater’s Pts: ____</p>

COMMENTS:

D. ONE-STOP OPERATOR COST	25 POINTS
<p>Proposer's compensation is reasonable, according to their qualifications, such as experience, skills, abilities, and education.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>➤ Proposer's cost seems reasonable</li> <li>➤ Proposer's cost is \$ 125,000</li> <li>➤ The number of hours a week will proposer dedicate to this endeavor is reasonable for the cost proposed</li> <li>➤ If proposer is a for-profit entity, profit is separately stated and does not exceed 10% or Proposer is a Professional organizations charging an hourly rate that compared to other usual and customary rates in the community is reasonable</li> <li>➤ Other than public or not for profit organizations the quoted rate is an inclusive rate</li> </ul>	Max Pts. 25
RFQ Section: One-Stop Operator Cost	Rater's Pts: ____

STAFF COMMENTS:

RFQ—TOTAL POINTS: \_\_\_\_\_