Buffalo and Erie County Workforce Investment Board, Inc.

Request for Proposal for System Coordinator

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Request for Proposal:
Consultant For
System Coordination

Section I: General Information

1. Purpose of the Request for Proposal
The Buffalo and Erie County Workforce Investment Board, Inc. (BECWIB) seeks proposals from consultants for a Career Center System Coordinator. In this role, the Coordinator will interface with system partners and service providers across the local workforce development area. This is a role mandated by the Workforce Innovation and Opportunity Act of 2014 (WIOA). The entity chosen will report to its Board of Directors through the Executive Director.

The contract awarded from this RFP will begin July 1, 2021 and end June 30, 2022. BECWIB reserves the right to extend the contract for up to three additional one-year periods, each beginning July 1 and ending June 30. Contract extensions will be based on funding availability, satisfactory performance, and any other factors that BECWIB, in its sole discretion, deems appropriate.

Proposals will be considered from those eligible entities identified in Section I.3 below that demonstrate the administrative capacity to provide the services identified in this RFP. The contents of the submitted proposal will become the basis for the final contract, which may include additional elements as negotiated. In addition, the successful Applicant will be required to agree to and comply with BECWIB policies and procedures, as well as any applicable federal or state policies, regulations or laws.

Submitted proposals that fail to provide a statement that the Applicant is not debarred, suspended, or otherwise excluded from or made ineligible for participation in Federal or State assistance programs or activities, will be disqualified from consideration.

2. Contract Award and Estimated Amount
One contract will be awarded under this RFP.

The Applicant must provide an average of 32 hours per month of consulting activity. The yearly budget for the activities required of the Coordinator under this proposal for the contract period of July 1, 2021 to June 30, 2022, and any extensions thereof, may not exceed $50,000 per year. Submitted proposals whose budget exceeds $50,000 per year will be disqualified from consideration.

The contract will provide payment on a fixed price basis. Billing statements for services rendered must disclose, at a minimum, the date of the service, the identity of the individual performing the service, a description of the service performed, the time it took to perform the service, and the hourly rate of the individual performing the service.

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The awarded Applicant is considered a sub-recipient of WIOA funds and as such will be subject to performance monitoring on a quarterly basis.

3. Eligible Applicants

Eligible Applicants under this RFP include:

- An individual
- An institution of higher education
- A community-based organization
- A public or private not-for-profit or for-profit entity (including corporations, partnerships, limited liability companies, or sole proprietorships)
- A chamber of commerce, business organization, labor organization, or workforce intermediary

Entities who are currently providing or who have provided, in the last 3 years, direct services to WIOA customers or participants using WIOA program funds from BECWIB through its fiscal agent, The Buffalo and Erie County Workforce Development Consortium, Inc. (the “WDC”) are not eligible applicants under this RFP.

Applicants that fail to provide a statement that the Applicant is not debarred, suspended, or otherwise excluded from or made ineligible for participation in Federal or State assistance programs or activities will be disqualified from consideration.

4. Proposal Format Requirements

| Paper:          | 8 ½ by 11-inch paper size |
| Font:           | 12 point – Times New Roman |
| Charts/Tables: | 12 point – Times New Roman |
| Margins:       | 1 inch |
| Spacing:       | 1.0 spaced |
| Pages:         | Numbered and may not exceed a maximum of 10 pages. Required attachments will not count against the 10-page maximum. |

5. Procurement Timetable:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP released and available at <a href="http://www.workforcebuffalo.org">www.workforcebuffalo.org</a></td>
<td>Wed March 31, 2021</td>
</tr>
<tr>
<td><strong>Questions</strong> with the subject clause <strong>RFP for System Coordinator</strong> may be sent electronically to <a href="mailto:info@becwib.org">info@becwib.org</a></td>
<td>9:30 a.m. (ET) on Thurs. April 15, 2021</td>
</tr>
<tr>
<td>All questions and answers will be posted at <a href="http://www.workforcebuffalo.org">www.workforcebuffalo.org</a></td>
<td></td>
</tr>
<tr>
<td><strong>Proposals:</strong> 1 original and 5 copies must be received at: Buffalo and Erie County Workforce Investment Board, 726 Exchange Street, Suite 630, Buffalo NY 14210</td>
<td>No later than 2 p.m. (ET) on Mon. April 19, 2021</td>
</tr>
<tr>
<td><strong>Electronic submissions &amp; late proposals will not be accepted.</strong></td>
<td></td>
</tr>
<tr>
<td>Award Notification*</td>
<td>Wk. of May 10, 2021</td>
</tr>
<tr>
<td>Contract negotiation</td>
<td>TBD</td>
</tr>
<tr>
<td>Contract start date</td>
<td>July 1, 2021</td>
</tr>
</tbody>
</table>

*The final award is subject to the approval and recommendation of the BECWIB Executive Committee and adoption by the Full Board at its June, 2021 meeting.
Section II: Overview of BECWIB and the WDC

BECWIB is a 501(c)(3) charitable corporation. Established under the provisions of the Workforce Investment Act of 1998, it continues as the local area’s workforce development board under WIOA. It is composed of a private-sector driven board appointed by the Erie County Executive and the Mayor of the City of Buffalo. As such, it is charged with developing, coordinating and overseeing publicly funded workforce development and training initiatives in Buffalo and Erie County (the Local Workforce Development Area). Its partners in the workforce development system range from public agencies, to private for-profit and non-profit businesses, to education and training providers, to community and economic development partnerships, to job seekers using the NYS One-Stop Operating System (OSOS). Its oversight responsibilities include certification of career centers, business development, the selection and monitoring of service providers, integrating service delivery efforts, creating policies, and setting local performance standards. As the local administrative agent of WIOA programs and activities, BECWIB is authorized to procure and designate a Career Services System Coordinator.

The WDC, also a 501(c)(3) organization, functions as a provider of career services under Title I of WIOA, and as the fiscal agent and sub-recipient for WIOA funds pursuant to programs of the United States Government and the State of New York, as well as for funds from private foundation for workforce development initiatives.

Section III: Overview of WIOA and the Workforce Development System

WIOA is the primary federal legislation that supports workforce development. Succeeding the Workforce Investment Act of 1998, WIOA was enacted in July 2014 to bring about increased coordination among federal workforce development and related programs. Most of WIOA’s provisions went into effect July 1, 2015.

Workforce development programs provide a combination of education and training services to prepare individuals for work and to help them improve their prospects in the labor market. They include activities such as job search assistance, career counseling, occupational skill training, classroom training, and on-the-job-training. WIOA provides universal access to basic career services. For individualized career and training services, WIOA provides a priority of service to recipients of public assistance, other low-income individuals, individuals who are basic skills deficient, and to veterans.

1. WIOA Titles, Programs and System Partner Agencies:

WIOA titles, programs and their partner agencies in the Workforce Development System are as follows:
<table>
<thead>
<tr>
<th>Programs and Statutory Titles</th>
<th>Partner Agencies</th>
<th>Career Center Co-location?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult, Dislocated Worker, and Youth under Title I of WIOA</td>
<td>Buffalo and Erie County Workforce Development Consortium, Inc.</td>
<td>Yes</td>
</tr>
<tr>
<td>Job Corps under Title I of WIOA</td>
<td>Cassadaga Job Corps Academy</td>
<td>Yes</td>
</tr>
<tr>
<td>YouthBuild under Title I of WIOA</td>
<td>The Service Collaborative of WNY, Inc.</td>
<td>No</td>
</tr>
<tr>
<td>Indian and Native American Programs (INAP) under WIOA Title I:</td>
<td>Native American Community Services of Erie and Niagara Counties, Inc.</td>
<td>No</td>
</tr>
<tr>
<td>Adult Education and Family Literacy Act programs under Title II of WIOA (Adult Ed.)</td>
<td>New York State Education Department</td>
<td>Yes</td>
</tr>
<tr>
<td>New York State Department of Labor (NYSDOL) administered programs:</td>
<td>New York State Department of Labor</td>
<td>Yes</td>
</tr>
<tr>
<td>- Wagner-Peyser program under Title III of WIOA (WP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Trade Adjustment Assistance (TAA) under Title II of Trade Act</td>
<td></td>
<td></td>
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<tr>
<td>- Jobs for Veterans State Grants (Vets) under Title 38, U.S.C.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Unemployment Insurance (UI) programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vocational Rehabilitation—Adult Career &amp; Continuing Education Services (ACCES-VR) under Title IV of WIOA</td>
<td>NYS Department of Education ACCES-VR</td>
<td>No</td>
</tr>
<tr>
<td>Vocational Rehabilitation—Office of Children and Family Services, New York State Commission for the Blind (OCFS)/ NYSCB) under Title IV of WIOA</td>
<td>NYS Commission for the Blind</td>
<td>No</td>
</tr>
<tr>
<td>Senior Community Service Employment Programs (SCSEP) State Office for the Aging (SOFA) under Title V of Older Americans Act</td>
<td>Associates for Training &amp; Development</td>
<td>No</td>
</tr>
<tr>
<td>Senior Community Service Employment Programs (SCSEP) under Title V of Older Americans Act</td>
<td>Erie County Department of Senior Services</td>
<td>No</td>
</tr>
<tr>
<td>Career and Technical Education programs at the postsecondary level (CTE) under Perkins Career and Technical Education Act</td>
<td>NYS Education Department, Postsecondary Access, Support and Success (OPASS)</td>
<td></td>
</tr>
<tr>
<td>Community Services Block Grants (CSBG) employment and training</td>
<td>Community Action Organization of Western NY Inc.</td>
<td></td>
</tr>
<tr>
<td>Housing and Urban Development (HUD) employment &amp; training:</td>
<td>Buffalo Municipal Housing Authority</td>
<td>No</td>
</tr>
<tr>
<td>Temporary Assistance to Needy Families (TANF)</td>
<td>Erie County Department of Social Services</td>
<td>No</td>
</tr>
</tbody>
</table>
2. Service Delivery System
The cornerstone of WIOA workforce development is the service delivery system. This delivery system is the mechanism through which programs and services are integrated within the Local Workforce Development Area (LWDA). Integrated points of service are located in Career Centers and Affiliate Sites, where state and local WIOA employment and training activities are provided, and certain partner programs coordinated. Administration of the career center system occurs through Workforce Development Boards (WDBs). WDBs, the majority of whose members are representatives of business, are authorized to determine, among other things, the mix of service provisions, eligible providers, and types of training programs.

3. Career Centers
The central role of a Career Center is to:
- Provide career services and access to training services;
- Provide access to programs and activities carried out by System partners; and
- Provide access to all workforce and labor market information, job search placement, recruitment and labor exchange services authorized under the Wagner-Peyser Act.

Each LWDA is required to have at least one physical comprehensive Career Center (also known as American Job Centers) in which these programs and services are accessible. Services may be co-located or available through a network of affiliated sites or system partners linked electronically.

The Buffalo Employment and Training Center is the comprehensive Career Center in our LWDA. In addition, services are also provided at three affiliate Career Centers, which are located in Buffalo and Williamsville.

These Career Centers bring together a variety of workforce development organizations and partner agencies whose primary goal is to assist residents of Buffalo and Erie County in their job search, training and placement needs, as well as assist employers in finding qualified workers.

BECWIB has enter into a memorandum of understanding (MOU) with its required system partners in the Buffalo and Erie County Local Workforce Development Area (see Table in Section III.1, above). The MOU enumerates the services provided, specifies the division of operating costs, methods for individual referral to partner programs, and means to ensure accessibility to services.

Section IV. The Consultant as System Coordinator

1. Role and Responsibilities
WIOA requires that service providers work within a functionally integrated service delivery model. The Consultant as System Coordinator will coordinate the career service delivery model required of system partners and service providers as developed by BECWIB. This will include the following activities:

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2 Local WDB functions are authorized in WIOA Section 107(d)
• Coordinating the service delivery of system partners and service providers across the local workforce development area;
• Coordinating partner responsibilities as defined in the LWDA’s MOU and working with system partners to continuously improve the service delivery system;
• Convening mandated partner meetings at least 4 times per year, or at intervals determined by the Board, to discuss system coordination, customer engagement, and system performance;
• Meeting with and making recommendations to the Executive Director to improve program effectiveness through the sharing of services, resources and technologies among system partners. This includes, but is not limited to, maintaining and updating a system resource guide, common intake form, and electronic customer outreach and referral platform based on data of the NYS One-Stop Operating System (OSOS);
• Performing data retrieval and economic analysis on workforce related issues;
• Implementing the corrective action required for recommended improvements; and
• Performing related activities as assigned.

2. Qualifications
Proposals will be accepted from eligible Applicants that demonstrate the administrative capacity to provide the services identified in this RFP. Minimum Applicant qualifications are as follows:

• The individual Applicant or the professional staff assigned to perform services on behalf of a corporate or organizational Applicant, must have a Bachelor’s degree in Business Management, Public Policy or Economics, from an accredited college or university, advanced degree preferred;
• At least 5 years of consulting experience in non-profit administration or a related field;
• Working knowledge of the NYS One-Stop Operating System (OSOS), data retrieval and analysis;
• Experience coordinating, convening and facilitating meetings for a variety of stakeholders;
• An understanding of workforce development issues;
• Experience working with diverse groups;
• Excellent communication skills and the ability to remain a neutral facilitator;
• Be willing to work on behalf of BECWIB to achieve its vision for a fully coordinated workforce system that is well prepared to meet the needs of job seekers and local businesses.

V. Proposal

All pages must be numbered, beginning with the Cover Letter. The entire proposal may not exceed 10 pages and must follow the proposal format requirements in Section I.4.

The following attachments will not count against the 10-page maximum: Resumes and List of References.

The Applicant’s proposal must include the following:
1. **Cover Letter**

Applicants must include a *signed* cover letter on the Applicant’s letterhead as the first page of the proposal. Signing the cover letter indicates that the Applicant accepts the terms and conditions of this RFP and that the person signing the letter is authorized to contractually bind the Applicant to its terms and conditions.

The cover letter will include the following:

- Name, address, principal place of business, telephone number, fax number, and email address of the legal entity with whom the contract will be written;
- Brief description of Applicant’s organization and its experience with workforce or human service systems, and activities coordination;
- The name of the Applicant’s contact person;
- A statement advising whether the Applicant has experienced contracts that were terminated for default within the past 5 years. “Termination for Default” is defined as notice to Applicant to stop performance due to the Applicant’s non-performance or poor performance and the issue was either: (a) not litigated or (b) litigated and such litigation determined the Applicant to be in default. If the Applicant has not experienced Terminations for Default within the past five years, the Applicant must so advise in the statement; and
- A statement that the Applicant is not debarred, suspended, or otherwise excluded from or made ineligible for participation in Federal or State assistance programs or activities.

2. **Project Narrative**

The project narrative must provide a comprehensive description of how Applicant will interface with BECWIB and its system partners and service providers to coordinate the service delivery system. It must include the following:

- How the Applicant will coordinate the service delivery model and ensure adherence to the terms of partner MOUs;
- Applicant’s approach for engagement among system partners and service providers, and the coordination of service delivery and system integration;
- The sequence and duration of each service/activity that the Applicant will provide to meet the requirements of this RFP; and
- A timeline for the scope of work and activities proposed, with the number of hours proposed for each activity. The following template is recommended:

**Scope of Work:**

<table>
<thead>
<tr>
<th>Completion Date</th>
<th>Specific Activity</th>
<th>Consultant Hours</th>
<th>Performance Benchmarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>July</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>August</td>
<td></td>
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<tr>
<td>September</td>
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<td></td>
<td></td>
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<tr>
<td>etc. monthly to June, 2022</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. Experience
Please state the qualifications that demonstrate the administrative capacity to provide the services identified in this RFP, including experience working with diverse groups, coordinating program activities, convening stakeholder meetings, and performing workforce data retrieval and analysis. Identify the professional staff that will be directly engaged in providing the scope of services proposed, and include a resume(s), which articulates the qualifications of that staff member(s).

4. Budget Worksheet and Budget Justification
The Applicant must provide an average of 32 hours per month of consulting activity. The yearly budget for the activities required of the Consultant under this proposal for the contract period of July 1, 2021 to June 30, 2022, and any extensions thereof, may not exceed $50,000 per year. Submitted proposals whose budget exceeds $50,000 per year will be disqualified from consideration.

Please provide a detailed budget, along with a budget justification, describing the costs for the proposed services for the contract period.

Payment will be on a fixed-price basis. Billing statements for services rendered are expected to disclose, at a minimum, the date of the service, the identity of the individual performing the service, a description of the service performed, the time it took to perform that service and the hourly rate of the individual performing the service. The following template is recommended:

Budget (July 1, 2021 to June 30, 2022):

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Hours</th>
<th>Hourly Rate</th>
<th>Monthly Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries/Fringes/Overhead</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Salary/Fringes/Overhead</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Project Cost</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Financial Capacity
Since the contract will provide payment on a fixed price basis, please provide a statement that ensures Applicant’s financial capacity to meet project expenses in advance of payment.

6. References
Please provide a list of three client references, including the name of the contact person and his/her telephone number. References listed must be familiar with Applicant’s work and be able to comment on services performed that were similar in scope to the services being requested under this RFP.
VI. Review and Selection Process.

A committee led by BECWIB staff will review proposals and make recommendations to its Board of Directors for final approval. All proposals submitted will receive a response as to the action taken by BECWIB. Proposals will be reviewed in accordance with the following criteria:

1. **Cover Letter**
   Is the cover letter on Applicant’s stationery and does it contain the information requested? Is the letter signed by an individual authorized to contractually bind the Applicant? Has the Applicant stated (1) whether Applicant has experience contracts that were terminated for default within the past 5 years, and (2) that Applicant is not debarred, suspended, or otherwise excluded from or made ineligible for participation in Federal or State assistance programs or activities?

2. **Project Narrative (30 pts):**
   Does the Applicant address the role and responsibilities of the System Coordinator as required by this RFP? Does the project narrative provide a comprehensive understanding of the coordination of services and system delivery requirements? Does it address required activities and provide a timeline for the implementation of those activities with the number of hours proposed for each activity?

3. **Qualifications and Experience (30 pts)**
   Has the Applicant met the qualifications required by this RFP? Does the Applicant have the administrative capacity to provide the services identified in this RFP? Does the Applicant have experience working with diverse groups, convening meetings, preforming workforce data analysis, making recommendations for system improvement, and implementing timely corrective action? Has the Applicant identified and described the professional staff that will be directly engaged in the activities to be performed and included a resume(s) of that staff member(s)? Does that staff member(s) have the qualification required?

4. **Budget (25 pts)**
   Does the Applicant provide a detailed line-item budget for the cost(s) associated with activities to be performed? Is Applicant’s budget within the RFP’s proposed cost range? Is that budget accurate and complete? Are the costs reasonable, fully justified and competitive as compared to all other proposals received?

5. **Financial Capacity (15 pts)**
   Does the Applicant provide a statement ensuring the ability to meet project expenses in advance of payment?

6. **References**
   Did the Applicant provide three client references, and include the name of the contact person and his/her telephone number? Are references familiar with the Applicant’s work and able to comment on services performed that were similar in scope to the services being requested under this RFP? Are reference responses favorable?
VII. Other Terms and Conditions

1. Execution of Contract
   The successful Applicant is expected to sign a contract and any subsequent amendments with BECWIB/WDC that may be required to address specific aspect of the proposal’s interface with the system partners and BECWIB. BECWIB reserves the right to negotiate the specific services to be provided based on the requirements of this RFP and the terms of the winning proposal. If the successful Applicant fails or refuses to sign the contract or any subsequent amendment within 10 business days of delivery, BECWIB may elect to cancel the award and may award the contract to the next-highest ranked finalist.

2. RFP Costs
   Neither BECWIB nor the WDC is responsible for any costs incurred by respondent prior to appointment. The cost to develop, submit, or present a response to this RFP is not reimbursable.

3. Conflicts of Interest
   Prior to the contract’s award, the successful Applicant will disclose any potential conflicts of interest in carrying out activities under this RFP that arise from the Applicant’s relationship with services providers in the Career Center System, members of the Buffalo and Erie County Workforce Investment Board, the City of Buffalo, or the County of Erie.

4. Disclaimer
   The submission of a proposal to BECWIB does not assure or imply an award of contract to an individual or entity submitting a proposal. BECWIB reserves the right to accept or reject any proposals received, request clarifications from any Applicant regarding information in their proposal, modify the terms of this RFP, or cancel this RFP, in whole or in part, if it is in the best interest of BECWIB to do so.

   There is no commitment on the part of BECWIB to accept the lowest cost proposed or the conditions imposed by the Applicant as a requirement of acceptance. Although there are significant evaluation factors presented, BECWIB reserves its right, without limitation, to consider any and all other factors that may significantly affect the proposal. Any fiscal obligations to the successful Applicant under this RFP are limited to funds allocated and received by BECWIB pursuant to its grant under WIOA.

5. Compliance with General Terms and Conditions
   BECWIB reserves the right to incorporate standard BECWIB provisions into any agreement resulting from this RFP, including any provision required by federal or state policies, regulations or laws. This includes, but is not limited to, insurance coverage for comprehensive general liability, personal and advertising injury, auto liability, statutory workers’ compensation, employer liability and disability benefits, and professional/consultant’s liability.

6. Monitoring
   The successful applicant will be considered a sub-recipient of WIOA funds and as such subject to performance monitoring on a quarterly basis.