



MERRIMACK VALLEY WORKFORCE BOARD

MassHire Merrimack Valley Workforce Board

Request For Proposals (RFP) For

Career Center Operator/Service Provider

RFP#: 10-17-2024



RFP Issued:	October 17, 2024 @ 9:00am
Bidders Conference:	October 31, 2024 @ 10:00am
E-Mailed Mandatory Letter of Intent Due:	November 6, 2024
E-Mailed Questions Deadline:	November 21, 2024 @ 11:00am
Questions Answered on City of Lawrence & MVWB Website:	November 25, 2024
Proposals Due:	February 20, 2025 @11:00am
Contact:	Office Of Purchasing & City Contracts 200 Common Street, Room 301 Lawrence, Ma 01840

Introduction and RFP Purpose

The MassHire Merrimack Valley Workforce Board (hereinafter referred to as MMVWB) is issuing this RFP for the purpose of selecting an organization with the appropriate capacity and expertise to design, administer and implement an innovative and compliant system of one-stop workforce development services for the benefit of the job seeker and business customers in the MassHire Merrimack Valley Workforce Area. These services must, at a minimum, include the Workforce Innovation and Opportunity Act (WIOA) and related shared partner services and be delivered in an integrated model.

A copy of the WIOA regulations is available at <https://www.dol.gov/agencies/eta/wioa>.

Notice of this competitive solicitation will be published in major newspapers serving the Workforce Region and via email to organizations on the MMVWB's bidders list. The RFP will be published on the City of Lawrence website <https://www.cityoflawrence.com/Bids.aspx>.

Eligible bidders must submit one (1) original and seven (7) copies of the entire proposal, along with one (1) electronic copy (in pdf format via USB flash drive). Proposals must be submitted in a sealed envelope by the proposal due date and time. Any proposal received after the deadline will not be accepted.

Request for Proposals (RFP) Schedule

Request for Proposal for One Stop Career Center Operator Release:	Thursday, October 17, 2024
Bidder's Conference at 10:00 AM:	Thursday, October 31, 2024
Mandatory Letter of Intent Due:	Wednesday, November 6, 2024
Deadline for Questions by 11:00 AM:	Thursday, November 21, 2024
Answers Posted on MMVWB Website by 4:00 PM:	Monday, November 25, 2024
Proposals Due by 11:00 AM on:	Thursday, February 20, 2025
Proposals Distributed to Review Team for Evaluation:	Monday, February 24, 2025 through Monday, March 3, 2025
Recommendations to the MMVWB Board:	Wednesday, March 5, 2025
MMVWB Board and CEO Approval:	Wednesday, March 12, 2025
Proposal Approval and Award Date:	Monday, March 17, 2025
Transitional Agreement Signed:	Friday, April 18, 2025
Estimated Contract Start Date:	Tuesday, July 1, 2025

Table of Contents

Introduction and RFP Purpose	2
Request for Proposals (RFP) Schedule	2
Table of Contents	3
I. Background.....	5
A. Resources	7
B. Purpose of Request for Proposals and Contract Period.....	7
C. Eligible Bidders	7
D. Bidder’s Conference, Letter of Intent, Bidder’s Questions	9
E. Submission of Proposals.....	9
F. General Procurement Statements.....	10
G. Availability of Funds	11
H. Incorporation of RFP into Contract	12
I. Payment Process	12
J. Subcontracting.....	13
K. Interview Rights to Jobs Created.....	13
L. Selection Process.....	13
a. Minimum Standards	13
b. Primary Consideration.....	13
c. Limitations.....	15
M. Grievance Process.....	16
II. Bidder Response-Proposal Content and Instructions	19
A. Format and Content Requirements.....	19
B. Proposal Narrative Requirements	21
1. Bidder Eligibility	21
2. Organizational Capacity.....	22
3. Program Elements / Implementation Plan	24
4. Program Outcomes and Deliverables	28
5. Fiscal Accountability & Budget.....	30
C. References	33
III. Evaluation and Selection	33
A. Comparative Criteria	33
B. Review & Recommendation Process.....	36
Attachment A: Letter of Intent.....	36
Appendix 1: Proposal Cover Sheet	38
Appendix 2: Table of Contents	40
Appendix 3: Executive Summary.....	44
Appendix 4: Proposal Narrative.....	45
Appendix 5: Budget and Budget Narrative	43
Appendix 6: Certificate of Lobbying Activities.....	46
Appendix 7: Statement of Assurances and Certifications	45
Appendix 8: Certificate of Non-Collusion	46
Appendix 9: OSCC Bidder Required Attestations	47

Appendix 10: Incorporate Status.....	49
Appendix 11: Certificate of Insurance.....	51
Appendix 12: Performance Data.....	52
Appendix 13: Program Monitoring Reports.....	53
Appendix 14: Fiscal Monitoring Reports.....	54
Appendix 15: Independent Audit Reports.....	55
Appendix 16: Attachments.....	56
Appendix 17: Proposal Submission Checklist.....	57
Table I: Performance Data.....	58
Table II: Budget Overview.....	62

I. Background

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. Congress passed the Act by a wide bipartisan majority; it was the first legislative reform in 15 years of the public workforce system. 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 Areas in the state of Massachusetts, the MassHire Merrimack Valley Workforce Area comprises 15 cities and towns as follows: Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, and West Newbury. The Mayor of Lawrence, MA serves as the Chief Elected Official (CEO) and has been granted WIOA designation by the Governor of Massachusetts. The CEO has appointed the MassHire Merrimack Valley Workforce Board (MMVWB) to function as the MassHire Workforce Board (MWB) for the area. MMVWB is currently a municipal, City of Lawrence entity serving the Merrimack Valley Region. MMVWB's mission is to promote and develop a workforce system that is responsive to the needs of business and job seekers resulting in increased economic prosperity in the region and in the Commonwealth. The MMVWB, pursuant to the WIOA, has been authorized by the MassHire Department of Career Services to conduct and manage the procurement of Career Center Operator/Service Provider for the local workforce 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 Operators. Local areas may spend no more than 10% of funding on pay-for-performance contracts as stated in Section 129 (c)(1)(D) of the Act. Bidders are encouraged to read the Act to understand 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;

- v. to develop, convene, or implement industry or sector partnerships, and
- vi. Conduct “youth workforce development activities” as contracted to the OSCC by the MMVWB.

The establishment of a One-Stop delivery system is a cornerstone of the reforms contained in Title I of WIOA. 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 (Career Centers(s)) in a local area that provide the core services specified in WIOA.

Our current one-Stop Career Center Services are carried out by Northern Essex Community College Career Centers in Lawrence and Haverhill. Its current main office and most of its services are in Lawrence at 420 Common Street, across from the Lawrence Post Office. Northern Essex Community College will operate a satellite center in Haverhill through a Haverhill based community partner, MakeIT Haverhill, at 301 Washington Street. The downtown Haverhill satellite location will open 2 days a week: Tuesday and Friday offering drop-in services. The current site layouts for both locations are well-designed and are in full compliance with the Americans with Disabilities Act. If the proposer plans to operate out of different sites, the proposer will include a time- sensitive and detailed plan including costs and match sources to bring their proposed sites into full compliance with the Americans with Disabilities Act. Clear letters of agreement from the facility owners and detailed floor plans must be included. Proposer must include their license/lease agreement from the facility owner/landlord, along with a detailed floor plan. The Proposer must charge MassHire no more than the same rate for space as they are currently paying. The proposer will fully list site furniture, equipment, and other items in-place or to be ordered, as well as information on the costs for the items to be ordered and information on what sources will pay for them. The proposer must also list equipment leasing and maintenance contracts in place or needed and their cost. There must be clear indications that needed item prices have been researched using DCAM or tentative bids and that the mechanisms for their prospective delivery were explored if needed. The sites must also offer welcoming and surroundings in attractive areas of Lawrence and Haverhill.

The MMVWB, in coordination with the Chief Elected Official (the Mayor of the City of Lawrence, MA), is seeking to establish and build a partnership with an organization or entity, 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. Successful application of these activities will improve the quality of the Commonwealth’s workforce and enhance the productivity and competitiveness of the region and the Commonwealth of Massachusetts.

Applicants for this solicitation may apply only as an Operator/Service Provider.

- The basic role of the Operator/Service Provider is to be the primary provider of services within the MassHire Career Center or provide some of the services within the

center. The Operator/Service Provider must be responsible for activities related to the WIOA Title I Adult and Dislocated Worker program, as well as the WIOA Title I Youth program.

A. Resources

The MMVWB, in collaboration with the North Shore and Greater Lowell Workforce Boards, has developed a Northeast Massachusetts Regional Labor Force Blueprint 2023-2027 that contains significant information about the co-located and non-co-located partners at the one-stop service delivery site, as well as labor market information about the area. Since the information is readily available to bidders, it will not be repeated in this RFP. The Regional Labor Force Blueprint may be accessed directly at <https://www.masshiremvwb.org/wp-content/uploads/NE-Mass-Labor-Force-Blueprint-Final-August-2024.pdf>.

The Commonwealth of Massachusetts WIOA and one-stop policies may be found at <https://www.mass.gov/orgs/masshire-department-of-career-services>. Proposers must be knowledgeable regarding the statutes, regulations, rules and policies for the funding streams identified in Appendix 5. A copy of the Workforce Innovation and Opportunity Act and regulations may be found on the U.S. Department of Labor web page at <https://www.dol.gov/agencies/eta/wioa>.

B. Purpose of Request for Proposals and Contract Period

The purpose of this RFP is to solicit proposals from qualified entities for a WIOA Operator/Service Provider for the MMVWB region. The proposal which, in the opinion of the awarding body, best provides for operating a One-Stop delivery system in conjunction with the MMVWB Northeast Massachusetts Regional Labor Force Blueprint 2023-2027 and serving the MMVWB workforce 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 MassHire Merrimack Valley Workforce 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. Any contracts entered into as a result of this RFP may be extended for three (3) additional one-year periods, if agreeable to both parties.

C. Eligible Bidders

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 (i.e., Municipality);
- 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 MMVWB and the Operator/Service Provider 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 MassHire Merrimack Valley Workforce Area.

Any proposer with whom the MMVWB 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.

The MMVWB has established two levels of certification for its One-Stop Career Centers: Comprehensive and Affiliate. Certification status primarily focuses on the following elements: number of co-located One-Stop partners; full time equivalencies, availability of services, physical environment of the One-Stop Career Center and completed Memorandum of Understanding (MOU). MMVWB mandates that Comprehensive MassHire Career Center be operated in Lawrence and that an Affiliate MassHire Career Center be operated in Haverhill. The requirements of these two levels are as follows:

COMPREHENSIVE MASSHIRE CAREER CENTER (to be designated as an American Job Center) - 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 virtually. 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 MMVWB staff will negotiate the mandated unified partner MOU.

MASSHIRE CAREER CENTER-AFFILIATE - Requires that one or more required partners are physically located at the center in addition to the 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.

D. Bidder's Conference, Letter of Intent and Bidder's Questions

A Bidders' Conference will be held, via zoom, on October 31, 2024, beginning at 10:00 AM. This zoom recording will be posted on the City of Lawrence & MMVWB websites.

Corina – Please insert zoom link.

A Letter of Intent following the format in Attachment A must be submitted to Jannelvy Martinez at JannelvyMartinez@CITYOFLAWRENCE.COM no later than close of business (4:30 PM EST) on November 6, 2024. City of Lawrence/MMVWB will not consider proposals from entities that do not submit a Letter of Intent by close of business (4:30 PM EST) on November 6, 2024.

Proposers are encouraged to submit pertinent questions in writing by 11:00 AM on Thursday November 21, 2024, to the City of Lawrence's Purchasing Agent, Jannelvy Martinez, via email, at JannelvyMartinez@cityoflawrence.com. Questions will be answered to the extent possible and allowable at that time. Any questions not answered as well as any written questions will be answered, in the form of an Addendum, and provided in written format to all proposers. All addenda will be posted on the City's website.

E. Submission of Proposals

Proposers must submit one original (so marked, with original signatures) proposal, seven (7) paper copies (for a total of eight response packages) and one (1) electronic copy (in .pdf format via USB flash drive) to: Jannelvy Martinez (JannelvyMartinez@cityoflawrence.com) at

Office of the City Clerk
ATTN: Career Center Operator RFP
200 Common Street
Room 107
Lawrence, MA 01840

All proposals must be received in a sealed package by 11 AM, local time, on February 20, 2025. Proposals received after this time and date will not be considered. Proposals must be marked on the outer packaging with information identifying the sender and the statement: "Sealed Proposal: WIOA One-Stop Operator/Service Provider"

Proposals may be mailed via regular mail, express delivery or hand delivered. Because this is a sealed bid process, faxed or emailed proposals are not acceptable.

Each respondent's USB flash drive will be inspected at the technical review to ensure that the PDF file is found on the device submitted.

The MMVWB is not liable for any costs incurred by organizations or entities prior to awarding the contract.

The copy marked "Original" shall take precedence over any other copies, should there be a discrepancy. Proposals must be submitted by the proposal due date and time. Proposals must reference the Request for Proposals and be sent to the specified address. Container(s) utilized for original documents must be clearly marked **ORIGINAL DOCUMENTS**. Please note that the address label must appear as specified on the face of each container. Regardless of the reason, proposals received late will not be accepted and will be returned to the sender unopened. If a recipient phone number is required for delivery purposes, (978) 620-3242 should be used.

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

Emphasis should be concentrated on conformance to the Request for Proposals instructions, responsiveness to requirements, completeness and clarity of content. If the bidder's proposal is presented in such a fashion that makes evaluation difficult or overly time consuming, it is likely that points will be lost in the evaluation process. Elaborate and lengthy proposals are neither necessary nor desired.

Proposals will be evaluated by members of the MassHire Merrimack Valley Workforce Board Review Committee. This committee will consist of MMVW Board Directors and MMVW Board WIOA Partners with the appropriate expertise to conduct such proposal evaluations.

Prior to the award, bidders are advised that only the designated point of contact, Jannelvy Martinez, can clarify issues or render any opinion regarding this Request for Proposals. No individual member of the MMVWB staff, Board of Directors, WIOA Partners or member of the Review Committee is empowered to make binding statements regarding this RFP.

Bidders are encouraged to download the RFP and register with the City's Purchasing Office to ensure they receive all updates to the RFP process. Registration and the RFP may be downloaded via a link at www.cityoflawrence.com/Bids.aspx.

F. General Procurement Statements

- The MMVWB is an Equal Opportunity Employer and encourages competition at all levels. Any interested and qualified Proposer is encouraged to submit a bid.
- Prospective Proposers should inform the Purchasing Agent if the specifications or other proposal requirements are faulty, unnecessary, or inhibit competition. An amendment will be issued if deemed necessary.
- 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 MMVWB. 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.
- This Request for Proposals does not commit MMVWB to fund any proposals submitted before execution of a contract.
- The MMVWB reserves the right to accept or reject any or all proposals received or to negotiate the terms of the proposal with a qualified Proposer.
- No contracts will be awarded as a result of this RFP without the approval of the MMVWB and Chief Elected Official. Furthermore, MMVWB reserves the right to withdraw from negotiations at any time before a contract is executed.
- 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 MMVWB for disposition and may or may not be available for subsequent, if any, contract year expenditures.

G. 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 each program year as noted in Table II. FY2023/FY2024 amounts are subject to change, based upon the actual amount secured by the MMVWB.

Please note that, should a new career 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 CEO/MMVWB satisfy any remaining payouts for terminated staff, and/or terminating existing MMVWB 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 year-to-year. The contract agreement shall be modified to increase or decrease funding as needed to reflect actual federal and state funds received during the contract period. The successful Contractor will be awarded a cost-reimbursement contract pursuant to this RFP. The MMVWB may expand the scope of the contract to include other workforce programs, funding or requirements that the MMVWB deems necessary and appropriate.

All agreements are subject to the availability of funds from the MassHire Merrimack Valley Workforce Board.

H. 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 whether or not they were produced. The contractor will be responsible for all material errors and omissions in the performance of the contract.

I. Payment Process

The MMVWB will use a cost-reimbursement contract. The selected contractor will be reimbursed for allowable actual service delivery costs on a monthly basis after submittal and approval of expense reports as described in the contract.

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.

The successful bidder will serve all persons requesting assistance, including recipients of public assistance, other low-income individuals, Veterans priority, disabled, 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 MassHire Merrimack Valley Workforce Area's attainment of the local levels of performance negotiated with the Governor and the local chief elected official. Local levels of performance are described in the MassHire Merrimack Valley Workforce Area's Local Annual WIOA and Northeast Massachusetts Regional Labor Force Blueprint 2023-2027, and 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 the metrics outlined in Section II.B.4 [Program Outcomes and Deliverables](#). Reimbursement for program costs will be made on a monthly basis providing reports that document the budget versus actual costs and performance goals versus actual to date performance data. Performance Standards will be reviewed on a monthly and quarterly basis. For examples of past and current Performance Standards see also TABLE I: PERFORMANCE DATA of this RFP.

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.

Proposers may not charge individuals eligible for workforce programs a fee for any basic service; however, if you are proposing to charge fees for enhanced services to non-eligible individuals and/or businesses, please outline these services and fee structure.

J. Subcontracting

The MMVWB acknowledges the need to form viable partnerships that will help to enhance outreach and recruitment efforts to benefit the MMVWB 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. Any subcontracting must be clearly identified in the proposal narrative and the MMVWB, prior to contract execution, must provide approval. 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.

K. Interview Rights to Jobs Created

State merit-based staff will be added as a required partner. The successful proposer for WIOA One-Stop Operator/Service Provider must agree to interview all non-State merit-based staff who apply for employment with the new provider. Non-State merit-based 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 merit-based staff, the MMVWB shall carefully oversee the process to ensure that there is no loss of service or reduction of quality.

L. Selection Process

The proposal criteria provide a guideline for proposers and reviewers; however, the final decision for contract award rests solely with the MMVWB with the agreement of the CEO. The MMVWB is not required to award a 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.

PROPOSALS MUST MEET THE FOLLOWING REQUIREMENTS TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

- a. Minimum Standards:
 1. The proposal and required copies (including an electronic copy (.pdf) on a USB flash drive) must be received by 11:00 AM on February 20, 2025, via U.S. Mail, or hand delivery.
 2. Proposals must meet the proposal requirements contained in Section II.B. Proposal Narrative Requirements.
 3. Proposers must be eligible bidders as described in Section I.C. Eligible Bidders.

4. The proposer's authorized signatory authority must sign the proposal and all signature forms contained therein.
5. 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.
6. Proposers must document, at a minimum, 5+ years of experience in providing workforce development services.

b. Primary Consideration:

The primary consideration in selecting agencies or organizations shall be the effectiveness of the organization or entity 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:

1. The ability of the proposer to deliver an innovative One-Stop delivery system and align with the economy and workforce needs of the MassHire Merrimack Valley Workforce Development Area;
2. A satisfactory record of past program performance in operator-related activities;
3. The ability to develop, implement and oversee processes to collect, manage and utilize information about the Massachusetts One-Stop Employment System (MOSES) and the ability to measure success for the One-Stop delivery system.
4. The ability to adequately staff the career center to perform in a demand-driven environment and meet all grant funded goals;
5. The ability to work with WIOA mandated and other community partners and make referrals as needed;
6. The ability to provide services that can lead to the achievement of competency standards for job seekers with identified deficiencies;
7. A satisfactory record of financial capacity and resources, audit and fiscal Monitorings, and fiscal accountability;
8. The necessary financial management staff and systems, and experience in accounting and fiscal controls for Workforce Development Grants
9. The organizational capacity, technical skills, and expertise to successfully operate a One Stop Career Center.

The Proposal Review Committee will meet to discuss the proposals and develop recommendations. The Proposal Review Committee may request additional information from any proposer prior to developing a recommendation for consideration by the MMVWB. The top finalists may be invited to make a 20 - 30-minute presentation to the Proposal Review Committee followed by an opportunity to respond to follow-up questions by Committee members.

Upon conclusion of the review process, the Proposal Review Committee will develop a recommendation for the MMVWB Board to review and select the proposer during a Special Board

meeting tentatively scheduled for Wednesday, March 12, 2025. The Board will empower the Proposal Review Committee to authorize the fiscal agent to assist the board in entering into contract negotiations culminating in a contract.

c. Limitations

1. The MMVWB 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 MMVWB 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 MMVWB 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 MMVWB reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary.
5. The MMVWB 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 MassHire Merrimack Valley Workforce Area.
6. The MMVWB 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 MMVWB 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 the cancellation of any contract or agreement awarded.
8. The MMVWB 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/MassHire 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 MMVWB 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 MMVWB 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. All proposals submitted must be an original work product of the proposers. The copying, paraphrasing or otherwise using substantial portions of the work product from other entities and submitted hereunder as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected.
13. The contents of a successful proposal may become a contractual obligation if selected for the 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 the successful proposer as a basis for the release of proposed services at the stated price/cost. Any damages accruing to the MMVWB as a result of a proposer's failure to contract may be recovered from the proposer.
14. A contract with the selected proposer may be withheld, at MMVWB'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 MMVWB may withdraw the award of a contract if the resolution is not satisfactory to the Board.

M. Grievance Process

Any organization making an application under this RFP has the right to file an appeal. A bidder may file an Appeal in compliance with the requirements of Mass Workforce 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 the purposes of the Competitive Selection of the Operator/Service Provider:

- If the MMVWB has made a 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.

Lynda Buote
Officer Manager
MassHire Merrimack Valley Workforce Board
One Union Street, Suite 202
Lawrence, MA 01840

- The Local CO must make a written determination within **20 business 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 business-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**.
- 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 assure 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 20 business days of receipt of the local determination.

APPEAL OF MASSHIRE WORKFORCE BOARD COMPETITIVE SELECTION OF ONE-STOP OPERATOR/SERVICE PROVIDER

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 MassHire (Local) Board as MassHire (Local) One-Stop Operator/Service Provider may appeal that determination to the MassHire Workforce Board 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 of the local appeal.

The request for an appeal and/or formal appeal hearing must be sent to:

Office of Director
MassHire State Workforce Board
100 Cambridge Street, 5th Floor
Boston, MA 02114

If the appellant chooses to request an appeal without specifically requesting an appeal 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.

***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 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 curae) 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 represents a hardship for one or more parties, the State Hearing Official may elect to conduct the hearing by 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 State 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.

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

II. Bidder Response-Proposal Content and Instructions

A. Format and Content 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. Each page of the proposal, with the exception of the cover sheet should be numbered as "page ___ of ___", with the name of the bidder on each page. Use the same topic headings, in the same order, as described in Proposal Narrative Requirements section below.
2. **Page Limit:** Avoid extraneous narrative and data. 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 MMVWB for objective decision-making in a clear and concise manner. Clear and concise answers are better than a flowery, rambling narrative. Do not repeat statements or ideas within the text of the proposal. Referring to the reviewer to another section of the proposal for information is preferred to repeating the information.
3. **Number of copies: One complete original**, (marked as original) with executed certificates (original signatures of the authorized signatory), plus **seven (7)** exact copies must be submitted for a total of **eight (8) complete proposals**, along with one (1) electronic copy (in pdf format via a USB flash drive). Each respondent's USB flash drive will be inspected at the technical review to ensure PDF file is found on the device submitted. Any proposal lacking sufficient copies may be considered non-responsive.

Completeness of all copies is the sole responsibility of the proposer. Each original and copy should be separately bound, in an appropriate binder. Do not bind professionally.

4. **Responsiveness:** Proposers that fail to follow the requirements set forth in this document regarding minimum requirements, number of copies and format may be considered non-responsive. The MMVWB reserves the right to reject any or all proposals at their sole discretion.
5. **Proposal Narrative:** All information required to develop the proposal narrative is contained in Section II.B. of this RFP.
6. **Order of Submission:** The proposal must be submitted in the order outlined below:
 - Appendix 1: Proposal Cover Sheet (signature required)**
 - Contact Information: Proposers will be required to provide contact information for the individual(s) who can respond to questions regarding the proposal. The contact person should be the individual(s) who are knowledgeable of the proposal and who are authorized to provide information on behalf of the proposer.
 - Authorized Signature Authority: The proposer's authorized signatory authority must sign all signature documents in the proposal. This individual should typically be the director, president or chief executive officer of the organization or any individual who has the authority to negotiate and enter into and sign contracts on behalf of the proposer's organization.
 - Appendix 2: Table of Contents.** Indicate the beginning page for each section and major subsection of the Response, including each attachment.
 - Appendix 3: Executive Summary**
 - Appendix 4: Proposal Narrative.** Follow the order in the Proposal Narrative Requirements described in Section B. Proposal Narrative Requirements below, using the same titles for section headings.
 - Appendix 5: Budget and Budget Narrative**
 - Appendix 6: Certificate of Lobbying Activities**
 - Appendix 7: Statement of Assurances and Certifications (signature required).** Follow the order in the Appendices.
 - Appendix 8: Certificate of Non-Collusion (signature required).**
 - Appendix 9: OSCC Bidder Required Attestations (signature required).**
 - Appendix 10: Incorporate Status (signature required).** Include your organization's incorporation status and where incorporated, along with that of any partners or subcontractors included in your proposal.
 - Appendix 11: Certificate of Insurance.** Should be furnished with the proposal. If 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.

The Certification of Insurance Coverage should include:

- i. Statutory worker's compensation and employer's liability insurance;
 - ii. Comprehensive, all risks general liability coverage for personal injury and property damage;
 - iii. Liability of not less than \$1 million for each occurrence and \$2 million annual aggregate;
 - iv. Comprehensive automobile bodily injury and property damage coverage liability of not less than \$1 million combined single unit;
 - v. Professional Liability Insurance in the amount of \$1 million each wrongful act/\$2 million aggregate.
- Appendix 12: Performance Data.** Provide performance data for the most recent three program years available as an attachment and cite the page number of the attachment on this section of the narrative.
 - Appendix 13: Program Monitoring Reports.** Provide the most recent three program monitoring reports as an attachment and cite the page number of the attachment on this section of the narrative.
 - Appendix 14: Fiscal Monitoring Reports.** Provide a copy of the three most recent Fiscal Monitoring reports as an attachment and cite the page number of the attachment on this section of the narrative.
 - Appendix 15: Independent Audit Reports.** Provide a copy of the three most recent Independent Audit Reports as an attachment and cite the page number of the attachment on this section of the narrative. If your organization is not required to file the Audit Reports, then please submit your three most recent Financial Statements and/or Tax Returns.
 - Appendix 16: Attachments.** May be attached at the bidder's discretion, but bear in mind the MMVWB's desire to limit extraneous narrative and data. Elaborate or expensive bindings, videos, colored displays, and promotional materials are neither necessary nor desired.
 - Appendix 17: Proposal Submission Checklist (signature required).**

B. Proposal Narrative Requirements

The following requirements apply:

1. Bidder Eligibility

Demonstrate your organization's eligibility to participate as a WIOA One-Stop Operator as described in Section I.C. Eligible Bidders.

2. *Organizational Capacity (Reference Table I & Table II)*

a. **Alignment with WIOA & Wagner-Peyser Program Goals**

1. Briefly describe your organization's mission and/or vision.
2. How does it align with this funding opportunity and its goals?
3. Why is your organization in the best position to deliver an innovative One-Stop delivery system?
4. How does the proposed program of work align with the economy and workforce needs of the MassHire Merrimack Valley Workforce Development Area?

b. **Experience**

1. Provide examples of types of relevant contracts the bidder has previously entered into, including type of contracting entity, location of the work, and general types of services provided.
2. Include a description of the bidder's past experience with the One-Stop service delivery model under WIOA or similar programs.
3. Describe any major workforce development achievements the organization has experienced outside of WIOA federal performance standards.

c. **Data and Performance 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.

1. Staff of the One- Stop Operator/Service Provider will be required to complete all necessary MOSES training within three months of the award announcement for the MassHire Workforce One-Stop Operator contract. Describe how do you plan to schedule this.
2. The provider will be accountable for the integrity of the data presented and responsible for ensuring that staff are appropriately trained in the use of these systems. Explain how accountability and integrity will be assured throughout the system for this automation.
3. 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.
4. Explain your understanding of automated management systems and their connection to performance standards.
5. 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?

6. How would you track the performance measures as described in Section II.B.4 Program Outcomes and Deliverables of this RFP?
7. Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved
8. Describe the methods to be used to measure and track success in addressing the primary objectives outlined in Section II.B.4 Program Outcomes and Deliverables.
9. Describe how monthly performance reports will be submitted to the MMVWB.
10. Describe your approach to identify 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.
11. How will you ensure that providers input timely data entry on program participants and validate program eligibility?
12. Give examples of midcourse improvements made in order to ensure successful program goals are achieved.
13. Identify assessment instruments to be used. Assessment instruments should address primary objectives by assisting the service provider in identifying skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs and should lend themselves to pre- and post-assessment opportunities to ensure aggregate data can be tracked.
14. Demonstrate how assessment data will be tracked.
15. Provide an assurance that data will be tracked and reported in accordance with all applicable requirements utilizing the MOSES and/or applicable grant award reporting system(s).

d. Organizational Structure & Proposed Staff

The operator will be required to either name an individual to act as the full-time One-Stop Career Center Executive Director or describe the desired qualifications of a new hire and timeline for hiring.

1. Describe how the One-Stop Career Center Executive Director will function in a supervisory capacity at the MassHire Merrimack Valley Career Center, in particular when dealing with functional supervision of state, merit-based staff that, in many cases, would not be direct reports.
2. If the individual has already been identified, please provide the name and attached a resume.
 - a. If the individual will be a new hire, include the job description, process for selection, and timetable you will use to identify and hire an appropriate person.
3. Describe all other staff that the bidder believes would be necessary for 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.

- a. Additionally, resumes are required for all organization personnel affiliated with the One-Stop delivery system.
 - b. For any positions for which no staff have been identified, include job description and the process by which individuals will be selected.
 - c. Address how you will comply with the right to interview requirements of Section K. Interview Rights to Jobs Created of this RFP.
4. Provide an organizational chart that shows how the entire organization (staff, partners, support and oversight) will fit into the bidder's overall organization.
 - a. If the entity has a board, please include it in the organizational chart and provide a listing of board members.
 5. Describe what precautions are taken to determine whether personnel are suitable to work with vulnerable populations, including customer with limited English language skills. To the extent possible, explain how you will ensure adequate staff availability to serve these populations.
 6. How will you manage staff communications and staff satisfaction?
 7. How will you manage the process for addressing career center grievances (internal and external)?
 8. Provide an overview of how you will address staff-turnover.
 9. How will you conduct staff training and ensure staff are aware of updated policies and procedures as they occur?
 10. How will staff development plans be created and managed?
 11. 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.

3. Program Elements / Implementation Plan

The MMVWB has established a One-Stop Delivery system that serves as a community resource for both job seekers and employers to increase efficiency to 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. This system is based on the following WIOA principles:

- Streamlining services
- Empowering individuals
- Universal access
- Increased accountability
- Strong leadership, oversight and management roles for MassHire Workforce Boards and the private sector
- Local flexibility
- Improved youth programs

In addition, the MMVWB has established the following tenets that must be followed by the successful bidder for the One-Stop operator in the MassHire Merrimack Valley workforce region:

- The One-Stop is in a visible location, meets all accessibility standards and presents a professional, well-maintained environment.
- One-Stop will provide quality service to all job seekers regardless of age and to all companies regardless of size or industry type, using data as well as customer input to drive both improvement and quality service.
- The One-Stop will be run efficiently using an effective management system approach ensuring efficient and effective investment of public funds and resulting in the attainment of WIOA and other grant goals.
- The One-Stop must partner with the MMVWB to bring in other resources beyond WIOA and must implement services provided through these resources in a seamless fashion to both companies and job seekers.
- One-Stop must fully incorporate WIOA-mandated and other community partners in career center operations through integrated staff management and must also provide services at both the center and in the community, and
- The One-Stop will be fully aligned with the MMVWB strategic plan, providing consistent focus on the critical and emerging industries in the region.

To this end, the MMVWB will consider proposals representing the supportive elements of information management, marketing and public relations, service integration and coordination, and facility coordination.

a. Population Served.

- a. Describe the population to be served (target population and eligibility).
- b. Discuss the proposed philosophy, approach and implementation plan for outreach and recruitment of diverse target groups.
- c. Address how the Career Center will serve people with disabilities, Limited English Proficiency, diverse and prioritized populations (i.e., recipients of public assistance, other low-income individuals, Veterans, and individuals who are basic skills-deficient).
- d. Discuss how you would manage your assessment and referral process.
 - a. How would your agency supervise this function to ensure accuracy and timeliness?
 - b. How will you determine appropriateness to minimize the risk of public investment?
 - c. 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 “fall through the cracks.”

- e. Discuss various orientation techniques for the MassHire Merrimack Valley Career Center and the system as a whole.
 - a. Discuss how these sessions may be coordinated with other partners in the One-Stop.
 - b. Include where and how services will be delivered to meet the needs of the target populations.
- f. How will you ensure that job seekers and employers coming into the Career Center know about the services and programs available?
 - a. How will you ensure that job seekers and employers not engaged in the Career Center know about the services and programs available?

b. Required Elements

The Operator/Service Provider will be responsible for the development and on-going functioning of the MMVWB One-Stop service delivery system and center(s). The One-Stop system shall include but not be limited to:

- Provision of career services;
- Access to training services;
- Access to employment services 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.

Bidders are encouraged to read the WIOA to understand the scope of authorized activities.

1. Describe how required activities will be provided.
2. Describe creative or innovative ideas you have for One-Stop system services and how you would implement those ideas.
 - a. Demonstrate knowledge of best practices or evidence-based practices.

- **For Information Management**

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 such as TORQ or similar.

- **For Promoting, Outreach and Public Relations**

1. Describe how you will develop an overall marketing plan.
2. Describe your ideas for promoting outreach and public relations for the One-Stop delivery system.
 - a. How will you evaluate the effectiveness of these strategies?
 - b. How will you assist the staff in developing a public image for the center(s) and

improve public relations?

- c. Describe any abilities of the bidder's organization to develop and manage the MassHire Merrimack Valley Career Center website.

- **For Service Integration and Coordination**

It is the MMVWB's expectation that the center staff of all programs will be organized by program, not solely by function and with a successful outcome in mind for both the job seeker and employer.

1. How will you develop and implement a functional approach to multi-partner office operations?
2. Describe your experience with supervision within a multi-partner environment similar to a One-Stop.
3. Describe the process by which programmatic standard operational procedures and fiscal related procedures will be developed.

In addition, the State WIOA Performance Committees have established the attached matrix of goals and metrics. Operator/Service Provider Bidder responses must fully describe how their program design will support these goals so that metrics for WIOA Operator/Service Providers, co-located and non-co-located partners will be met.

- **For Workshops and Events**

The Operator/Service Provider will be expected to coordinate with the Career Center WIOA Required Partners 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.).
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.

- **For Facility Responsibilities**

1. Describe your experience in managing a property with multiple tenets.
2. Describe how you will provide management of facilities, property, and inventory for the MassHire Merrimack Valley Career Center.
3. Describe how you will ensure facility compliance with the Americans with Disabilities Act that meets the intent, not just the letter of the law.
4. Describe how you will develop a plan for assessing the best flow of traffic design
 - a. Provide an example of a customer flow chart that you have operated under a one-stop environment and the principles behind selected customer flow.
5. Describe how facility needs and requirements will be identified.
 - a. How will facilities be used to maximum potential, including usage of community rooms, leasing of office space, and generation of program income.

6. Describe the rationale, facilities, and any experience you have had with an office move.

- **For Access to Virtual Job Seeker and Employer Services**

1. Describe how the use of modern tools and technology will be utilized to support access and delivery of virtual services to job seekers and business customers.
2. Describe the technology tools to be used.

- **For full operation of In-Person Services**

Prepare a timeline for full operation of in-person services, assuming full operation of a contract by July 1, 2025. At a minimum, include:

- Hiring of staff;
- Training of staff;
- Preparation of space: electronic access for all staff available, e-mail accounts assigned, moving time and readiness to begin functions; and
- Full operation in place; all services functional, all agreements in place.

c. Involvement of Local Employers, Business and Community Resources

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 is applying to partner with another entity or entities (via subcontract) to provide the required elements.
 - a. Include letters from key partners you plan to collaborate with. Bidders should only include key partners such as community-based organizations or partner programs. Do not include supportive service vendors.
3. The Operator/Service Provider will be responsible for working with all partners to create a One-Stop Business Plan. Describe your experience in creating a one-stop business plan/workforce development services plan and how partner staff were involved. Attach an example and cite page numbers in this portion of the narrative.
4. The MMVWB has requested that all partners support an integrated model of service delivery to provide seamless services to any person entering the MassHire Merrimack Valley Career Center.
 - a. Describe how you might integrate services and workflow in the Career Center(s) that will result in seamless service delivery.
 - b. What is your vision of how seamless service delivery will be accomplished in a collaborative atmosphere?
5. Describe your experience in working with industry partnerships and/or sector initiatives.
 - a. How do you plan to emphasize this in your business plan?

4. Program Outcomes and Deliverables

a. Performance Measures. The MMVWB 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.

ATTACHMENT M1				
WIOA - LOCAL AREA FY2023/FY2024 PROPOSED PERFORMANCE GOALS REQUEST FORM				
CONTACT PERSON / EMAIL:		Frank Bonet / fbonet@masshiremvwb.org		
WORKFORCE BOARD NAME:		Merrimack Valley		
		<input checked="" type="radio"/> Use FY24 State Goals <input type="radio"/> Use Existing FY2024 Proposed Goals <input type="radio"/> Propose New FY24 Goals		
A PERFORMANCE MEASURE	STATE		LOCAL AREA	
	B FY 2023 STATE GOAL	C FY 2024 STATE GOAL	D FY2023 PROPOSED LOCAL GOAL	E FY 2024 PROPOSED LOCAL GOAL
WIOA ADULT MEASURES				
Employment Q2	79.0%	79.0%		
Employment Q4	78.0%	78.0%		
Median Earnings Q2	\$6,300	\$6,400		
Credential Rate	73.5%	73.5%		
Measurable Skill Gains	40.0%	40.0%		
WIOA DISLOCATED WORKER MEASURES				
Employment Q2	83.0%	83.0%		
Employment Q4	83.0%	83.0%		
Median Earnings Q2	\$10,000	\$10,500		
Credential Rate	71.0%	71.5%		
Measurable Skill Gains	45.0%	45.5%		
WIOA YOUTH MEASURES				
Employment/Education Q2	75.0%	75.0%		
Employment/Education Q4	72.0%	72.0%		
Median Earnings Q2	\$3,600	\$3,700		
Credential Rate	65.0%	65.0%		
Measurable Skill Gains	45.0%	45.0%		

The MMVWB will negotiate at least annual benchmarks with possible quarterly or monthly benchmarks with the provider by which contract performance of the provider will be measured. The Operator/Service Provider will report performance measures to the MMVWB on a monthly basis.

1. 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 Operator/Service Provider proposal.

Achievement of measurable Performance Outcomes is a critical expectation of the WIOA Adult, Dislocated Worker, and Youth Workforce Development Service Providers, who are accountable

for (but not limited to) 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)

1. Provide a description of how the Operator/Service Provider will support WIOA service providers and all co-located partners in attaining their Performance Outcome goals.
 - a. What metrics will allow you to evaluate your support of these goals?
2. Describe your approach to continuous improvement, including how you will develop additional means for “listening to the customer” beyond written surveys.
 - a. How will you ensure all feedback is evaluated?
 - b. How will you work with the partners to address concerns and service gaps?

b. Managing Performance Outcomes (Reference Table I & Table II)

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. Describe the methods to be used to measure and track success in addressing primary objectives.
4. Describe how monthly performance will be reviewed and reported to the MMVWB.

5. Fiscal Accountability & Budget (Reference Table III)

a. Financial Capacity

1. Describe the administrative and financial management capabilities of the organization.
2. The MMVWB highly recommends that MassHire Funds are kept in a separate bank

account. How will you ensure that contracted funds are kept separate from other funds?

3. Describe how fiscal related and financial information and documentation will be made available for review, monitoring and auditing purposes.
4. The Operator/Service Provider will be required to have a full-time One-Stop Career Center Fiscal Accountant reporting to the One Stop Career Center Executive Director responsible for managing and reporting both local and partner funds. The Fiscal Accountant should be familiar with budgeting and managing of Federal, State & Local Grant Funds. This position should have knowledge of allocating and administering funds within the Workforce Development System. Working with the Career Center Staff, the Fiscal Accountant will ensure that Fiscal policies & procedures are being followed. The Fiscal Accountant will also meet regularly with the Career Center leadership team and Workforce Board staff to ensure compliance with rules, regulation for the expenditures and reporting of local and partner funds.
5. Describe the qualifications of the Operator/Service Provider's key financial management staff, and to what extent will they be involved with operations of the One Stop Career Center.
6. Describe your organization's previous experience administering federal grants and previous funding received from a Workforce Development System.
 - a. If you are proposing a subcontracting model, describe your experience in managing subcontracts for services, including monitoring of subcontractors.
 - b. Describe how you will ensure proper fiscal oversight and accountability of subcontractors.
7. Describe your experience with cost reimbursement contracts.
8. How will you provide and fund the start- up costs of the program?
 - a. Describe how the Bidder's organization will financially support the costs of doing business until an invoice can be submitted, reviewed and reimbursed by the MMVWB.
 - b. Describe how your organization will bring in other Workforce Development Funding to offer services that are in alignment with the MMVWB contract funds.
9. Describe any work you are doing or may be proposing to do in addition to this contract.
 - a. Estimate what percentage of your overall organization's work would be represented by this contract.
 - b. In your proposal, list the major funding sources for the organization. If the proposal is from two or more organizations, whether partners or subcontractors, provide the major funding sources for each participating entity.

A Certificate of Insurance should be furnished with the proposal. 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.

The Certification of Insurance Coverage should include:

- i. Statutory worker's compensation and employer's liability insurance;
- ii. Comprehensive, all risks general liability coverage for personal injury and property damage;
- iii. Liability of not less than \$1 million for each occurrence and \$2 million annual aggregate;
- iv. Comprehensive automobile bodily injury and property damage coverage liability of not less than \$1 million combined single unit;
- v. Professional Liability Insurance in the amount of \$1 million each wrongful act/\$2 million aggregate.

b. Budget

1. Complete a budget using the budget forms listed in Appendix 5.
 - a. Costs included in the proposed budget cannot already be paid by another source.
 - b. Costs must be actual costs incurred in delivering the proposed services, and these funds cannot supplant funds already received by the proposing organization.
 - c. Note that while an "other" category is included, costs should be categorized as "other" judiciously.
 - d. 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 program.
 - e. Include a brief description for each One Stop Career Center position with their related roles and responsibilities for each funding source.
 - f. Proposer must include their license/lease agreement from the facility owner/landlord, along with a detailed floor plan. The Proposer must charge MassHire no more than the same rate for space as they are currently paying.
 - g. The proposer will fully list site furniture, equipment, and other items in-place or to be ordered, as well as information on the costs for the items to be ordered and information on what sources will pay for them. The proposer must also list equipment leasing and maintenance contracts in place or needed and their cost.
 - h. If you are proposing to charge fees for enhanced services to non-eligible individuals and/or businesses, please outline these services and fee structure.
2. Describe the organization's Cost Allocation Plan, if applicable, e.g., prorating overhead costs based on the number of staff, and the distribution of staff costs based on percentage of time spent on this contract.
3. Describe the organization's approved Indirect Cost Rate, if applicable, along with the rate the bidder is proposing to use for the One Stop Career Center Contract.
4. Describe what contingency plans are in place to repay the MMVWB/City of Lawrence in the event that there are any disallowed costs as a result of day-to-day operations, an audit

C. References

Provide 3 references using Appendix 16. Include: Name of organization, name of contact person, address, phone number, e-mail address, how this contact is familiar with your work, the nature of the work performed, and the start/end dates of the work delivered.

III. Evaluation and Selection

A. Comparative Criteria

Proposals will be ranked based on the criteria described in detail below:

1. The ability of the proposer to deliver an innovative One-Stop delivery system and align with the economy and workforce needs of the MassHire Merrimack Valley Workforce Development Area;

Highly Advantageous	Proposer has the ability to deliver an innovative One-Stop delivery system and align with the economy and workforce needs of the MassHire Merrimack Valley Workforce Development Area.
Advantageous	Proposer mostly has the ability to deliver an innovative One-Stop delivery system and align with the economy and workforce needs of the MassHire Merrimack Valley Workforce Development Area.
Not Advantageous	Proposer somewhat has the ability to deliver an innovative One-Stop delivery system and align with the economy and workforce needs of the MassHire Merrimack Valley Workforce Development Area.
Unacceptable	Proposer does not have the ability to deliver an innovative One-Stop delivery system and align with the economy and workforce needs of the MassHire Merrimack Valley Workforce Development Area.

2. A satisfactory record of past program performance in operator-related activities;

Highly Advantageous	Proposer has a satisfactory record of past program performance in operator-related activities.
Advantageous	Proposer has a mostly satisfactory record of past program performance in operator-related activities.
Not Advantageous	Proposer has a somewhat satisfactory record of past program performance in operator-related activities.
Unacceptable	Proposer does not have a satisfactory record of past program performance in operator-related activities.

3. The ability to develop, implement and oversee processes to collect, manage and utilize information about the Massachusetts One-Stop Employment System (MOSES) and the

ability to measure success for the One-Stop delivery system.

Highly Advantageous	Proposer has the ability to develop, implement and oversee processes to collect, manage and utilize information about the Massachusetts One-Stop Employment System (MOSES) and the ability to measure success for the One-Stop delivery system.
Advantageous	Proposer mostly has the ability to develop, implement and oversee processes to collect, manage and utilize information about the Massachusetts One-Stop Employment System (MOSES) and the ability to measure success for the One-Stop delivery system.
Not Advantageous	Proposer somewhat has the ability to develop, implement and oversee processes to collect, manage and utilize information about the Massachusetts One-Stop Employment System (MOSES) and the ability to measure success for the One-Stop delivery system.
Unacceptable	Proposer does not have the ability to develop, implement and oversee processes to collect, manage and utilize information about the Massachusetts One-Stop Employment System (MOSES) and the ability to measure success for the One-Stop delivery system.

4. The ability to adequately staff the career center to perform in a demand-driven environment and meet all grant funded goals;

Highly Advantageous	Proposer has the ability to adequately staff the career center to perform in a demand-driven environment and meet all grant funded goals.
Advantageous	Proposer mostly has the ability to adequately staff the career center to perform in a demand-driven environment and meet all grant funded goals.
Not Advantageous	Proposer somewhat has the ability to adequately staff the career center to perform in a demand-driven environment and meet all grant funded goals.
Unacceptable	Proposer does not have the ability to adequately staff the career center to perform in a demand-driven environment and meet all grant funded goals.

5. The ability to work with WIOA mandated and other community partners and make referrals as needed;

Highly Advantageous	Proposer has the ability to work with WIOA mandated and other community partners and make referrals as needed.
Advantageous	Proposer mostly has the ability to work with WIOA mandated and other community partners and make referrals as needed.

Not Advantageous	Proposer somewhat has the ability to work with WIOA mandated and other community partners and make referrals as needed.
Unacceptable	Proposer does not have the ability to work with WIOA mandated and other community partners and make referrals as needed.

6. The ability to provide services that can lead to the achievement of competency standards for job seekers with identified deficiencies;

Highly Advantageous	The proposer has the ability to provide services that can lead to the achievement of competency standards for job seekers with identified deficiencies.
Advantageous	The proposer mostly has the ability to provide services that can lead to the achievement of competency standards for job seekers with identified deficiencies.
Not Advantageous	The proposer somewhat has the ability to provide services that can lead to the achievement of competency standards for job seekers with identified deficiencies.
Unacceptable	The proposer does not have the ability to provide services that can lead to the achievement of competency standards for job seekers with identified deficiencies.

7. A satisfactory record of financial capacity and resources, audit and fiscal monitoring, and fiscal accountability;

Highly Advantageous	The proposer has shown a satisfactory record of integrity, business ethics, and fiscal accountability.
Advantageous	The proposer has shown a somewhat satisfactory record of integrity, business ethics, and fiscal accountability.
Not Advantageous	The proposer has shown a less than satisfactory record of integrity, business ethics, and fiscal accountability.
Unacceptable	Proposer has no record of integrity, business ethics, and fiscal accountability.

8. The necessary financial management staff and systems, and experience in accounting and fiscal controls for Workforce Development Grants

Highly Advantageous	Proposer has shown all the necessary organization, experience, accounting, and operational controls.
Advantageous	Proposer has shown most of the necessary organization, experience, accounting, and operational controls.
Not Advantageous	Proposer has shown some of the necessary organization, experience, accounting, and operational controls.
Unacceptable	Proposer has not shown any of the necessary organization, experience, accounting, and operational controls.

9. The organizational capacity, technical skills, and expertise to successfully operate a One Stop Career Center.

Highly Advantageous	The proposer has shown all the technical skills to perform the work.
Advantageous	The proposer has shown most of the technical skills to perform the work.
Not Advantageous	The proposer has shown some of the technical skills to perform the work.
Unacceptable	The proposer has shown none of the technical skills to perform the work.

B. Review & Recommendation Process

The Proposal Evaluation Committee will meet to discuss the proposals and develop recommendations. The Proposal Evaluation Committee may request additional information from any proposer prior to developing a recommendation for consideration by the Board. The top finalists may be invited to make a 20 to 30-minute presentation to the Proposal Evaluation Committee, followed by an opportunity to respond to follow-up questions by Committee members. The Proposal Evaluation Committee will also use the proposal presentations as part of the evaluation and recommendation process.

Upon conclusion of the review process, the Proposal Evaluation Committee will develop a recommendation for the Board to review and select the proposer during the Board meeting scheduled for February 25, 2025. The Board will empower the MMVWB staff to enter into contract negotiations culminating in a contract.

The MMVWB reserves the right to reject any or all proposals, to not fund any or all proposals, and/or to partially fund any or all proposals as submitted in response to this RFP. All proposals become the property of the MMVWB.

During Contract negotiations the Operator/Service Provider will need to submit following Policies & Procedures including but not limited to:

Accounts Payable	Formal Grievance /Complaint
Accounts Receivable	General Liability Insurance
Affirmative Action	Hours and Days of Work
American Disability Act	Job descriptions/Staff functions
Bank Reconciliation	Lease/License Agreements for Space & Equipment
Budget Process	MIS/IT Computer Internal Controls
Cell Phone	Organizational/Financial Structure
Chart of Accounts	Personally Identifiable Information (PII)
Code of Professional Ethics and Conduct	Personnel, Payroll & Benefits
Contracting	Petty cash / Credit Card usage
Cost Allocation Plan	Procurement
Criminal Waste, Fraud & Abuse	Property/Equipment/Inventory
Drug and Alcohol-Free Workplace	Purchasing
Emergency Management Plan	Records Retention and Disposal
Employee Recruitment, Hiring, Termination	Safeguarding of Federal Funds in the Bank
Fee Based Services, if Applicable	Statement of Holiday, Personal, Sick, Vacation & Other Time Off Benefits
Fidelity Bonding for Financial Staffs	Travel & Business
Financial Internal controls	Union Contract, if Applicable
Financial Reporting	Workers Compensation

ATTACHMENT A: LETTER OF INTENT

**Letter of Intent to Bid for
MMVWB/City of Lawrence One-Stop Career Center Operator Status
In accordance with the MMVWB OSCC Request for Proposal of October 16, 2024**

Forward this letter to Jannelvy Martinez, at JannelvyMartinez@CITYOFLAWRENCE.COM by (4:30 PM EST) November 6, 2024.

Name of Lead Organization:		
Address:		
Contact Person:		
Telephone:		
Email:		

Collaborating Organizations (if any):

Organization Name:		
Address:		
Contact Person:		
Telephone:		
Email:		

Organization Name:		
Address:		
Contact Person:		
Telephone:		
Email:		

Organization Name:		
Address:		
Contact Person:		
Telephone:		
Email:		

Authorized Signatory, including name and title
(from lead organization)

Date

**Submit to: Jannelvy Martinez, Chief Procurement Officer
Lawrence City Hall
200 Common Street, Lawrence, MA 01841
Emailed letters accepted: jannelvymartinez@cityoflawrence.com**

APPENDIX 1: PROPOSAL COVER SHEET

Applicant Name:

Address:

Proposal Contact Person:

Proposal Contact Title:

Telephone/Cell Phone:

E-mail:

Website:

Total Funding Requested: \$

Total Number of Participants to be served:

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

(Print Name / Title) Signature

I hereby certify that I am duly authorized to sign contracts on behalf of this organization.

(Print Name / Title) Signature

APPENDIX 2: TABLE OF CONTENTS

Insert your table of contents.

APPENDIX 3: EXECUTIVE SUMMARY

APPENDIX 4: PROPOSAL NARRATIVE

Follow the order in the Proposal Narrative Requirements described in *Section B. Proposal Narrative Requirements*.

1. Bidder Eligibility
2. Organizational Capacity
3. Program Elements / Implementation Plan
4. Program Outcomes and Deliverables
5. Fiscal Accountability and Budget

APPENDIX 5: BUDGET AND BUDGET NARRATIVE

- Budget Summary Form
- Budget Narrative

Budget Narrative: OSCC Operator/Service Provider

- Include staff positions, the percentage of time dedicated to each position, proposed wage/salary and justification for including each position in this proposal.
- Indicate the number of hours or days of vacation and sick leave that the staff are permitted.
- 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%).
- Describe any anticipated professional development opportunities and how you estimated the costs.
- 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.
- Explain how you arrived at your estimate for dues, membership, and publications, and what memberships and subscriptions are anticipated.

APPENDIX 6: CERTIFICATE OF LOBBYING ACTIVITIES

Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) – Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal entity. Such disclosures are forwarded from tier to tier up to the grantee or sub-grantee/non-Federal entity.

Complete and attach the [Certificate of Lobbying Activities](https://www.state.gov/wp-content/uploads/2019/01/Certification-Regarding-Lobbying.pdf) (SF-LLL): <https://www.state.gov/wp-content/uploads/2019/01/Certification-Regarding-Lobbying.pdf>

APPENDIX 7: STATEMENT OF ASSURANCES AND CERTIFICATIONS

(Add additional assurances regarding political activity, information security, conflict of interest, confidential information disclosure, maintenance of activity, termination, property acquisition, record retention, minority/womenowned, modifications, disputes, ownership of materials, conflict of interest, drug free workplace, etc.)

The undersigned party acknowledges and assures that (Operator/Service Provider Name)

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 12549.¹
- 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.

Name and Title of Authorized Representative

Signature

Date

¹ Appendix II to 2 CFR Part 200 (the 2 CFR)

Appendix 8: CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid, or proposal has been made or 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.

(Printed name of individual submitting bid or proposal)

(Signature of individual submitting bid or proposal)

(Name of Organization)

(Date)

Appendix 9: OSCC BIDDER REQUIRED ATTESTATIONS

	Meet	Do Not Meet
1. Am, and partners are, entities certified in "Good Standing" with the Secretary of State's Office.		
2. Am, and partners are, registered and issued (a) certificate(s) of good standing with the MA Department of Unemployment Assistance (DUA).		
3. Have disclosed any potential conflicts of interest arising from the relationships of the operators; in particular training providers or other service providers.		
4. Do not establish practices that create disincentive to providing services to individuals with barriers to employment who may require longer-term services.		
5. Comply with Federal regulations and procurement policies relating to the calculation and use of profits as defined in Uniform Guidance at 2CFR Chapter II, and other applicable regulations and policies.		
6. Neither my organization nor partners have outstanding citations from the Office of the Attorney General, Fair Labor Practice or Consumer Protection Division within the last 5 years.		
7. Maintain an active workers' compensation insurance policy and am/ are not debarred via the MA Department of Industrial Accidents (Businesses Issued Stopa Work Orders by the Department of Industrial Accidents).		
8. Have a Certificate of Good Standing from the MA Department of Revenue.		
9. Am/are not subject to Federal debarment and suspension; Am/are not listed on the Federal Government's Excluded Parties List System.		
10. Am/are not listed on the Division of Capital Asset Management and Maintenance Debarred Contractor's List.		
11. Am/are not listed on the Office of the Attorney General Vendor Debarment List.		

Please explain any items checked **Do Not Meet** by using the space on the following page. Make sure to sign and date below and on following page where indicated. Misrepresentation on this form may cause proposal disqualification.

Printed Name

Organization

Signature

Date

REQUIRED ATTESTATIONS – Reasons Why I/We currently do not meet the requirements of some items listed on the previous page; and their current corrective action.

Printed Name

Organization

Signature

Date

Appendix 10: INCORPORATE STATUS

Include your organization’s incorporation status and where incorporated, along with that of any partners or subcontractors included in your proposal.

Signatory Authorization for Corporate Providers

PROVIDER:

ADDRESS:

CITY/STATE/ZIP:

COMPLETE ALL SECTIONS

MASSACHUSETTS OR FOREIGN CORPORATION

Massachusetts Corporation Non-Massachusetts Corporation

A Non-Massachusetts Corporation is required to register with the Massachusetts Secretary of State to obtain an authorization to do business within Massachusetts. Attach a copy of such authorization to this form.

CORPORATE TAX STATUS

For-Profit Corporation Corporation exempt from taxation under 501 [C] Corporation exempt from taxation under [3] of the Internal Revenue Code _____ of the Internal Revenue Code.

CERTIFICATE OF VOTE

The following statement must be completed and signed by the Clerk(s) of the corporation, or a Certificate of Vote authorizing a signatory to execute contracts on behalf of the corporation must be attached.

At a duly authorized meeting of the Board of Directors of [Name of Corporation] held on [Date], in accordance with the by-laws of said corporation, it was voted that:

_____ and/or

NAME TITLE

of the corporation be hereby authorized to execute contracts and bonds on behalf of the corporation and that such execution of any contract or obligation in this corporation's name on its behalf by the person so authorized shall be valid and binding on this corporation.

SIGNATURE OF CLERK _____ DATE _____

AFFIDAVIT OF COMPLIANCE

I _____, authorized signatory of _____ name of corporation] do hereby certify that the above-named corporation has filed with the Secretary of State all certificates and reports required by MGL c.1563 s. 109 and MGL c. 180 s. 26A.

Signatory Authorization for Non-Corporate Providers

Name of entity:

Address:

Designate type of entity (e.g., sole proprietorship, partnership, local education agency, municipality, etc.):

Title of the staff position with authority to sign contracts:

Name of the person currently filling this position:

Signature of authorized party:

Date:

Appendix 11: CERTIFICATE OF INSURANCE

Appendix 12: PERFORMANCE DATA

Provide performance data for the most recent three program years available.

Appendix 13: PROGRAM MONITORING REPORTS

Provide the most recent three program monitoring reports.

Appendix 14: FISCAL MONITORING REPORTS

Provide the most recent three fiscal monitoring reports.

Appendix 15: INDEPENDENT AUDIT REPORTS

Provide a copy of the three most recent three independent audit reports. If your organization is not required to file the Audit Reports, then please submit your three most recent Financial Statements and/or Tax Returns.

Appendix 16: ATTACHMENTS

APPENDIX 17: PROPOSAL SUBMISSION CHECKLIST

A: Minimum Standards

- The proposal and required copies (including an electronic copy (.pdf) on a USB flash drive) must be received by 11:00 AM on February 20, 2025, via U.S. Mail, or hand delivery.
- Proposals must meet the proposal requirements contained in Section III.B. Proposal Narrative Requirements.
- Proposers must be eligible bidders as described in Section I.C. Eligible Bidders above.
- The proposer's authorized signatory authority must sign the proposal and 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.
- Proposers must document, at a minimum, 5+ years of experience in providing workforce development services.

B: Proposal Content

- Appendix 1: Proposal Cover Sheet
- Appendix 2: Table of Contents
- Appendix 3: Executive Summary
- Appendix 4: Proposal Narrative
- Appendix 5: Budget and Budget Narrative
- Appendix 6: Certificate of Lobbying Activities
- Appendix 7: Statement of Assurances and Certifications
- Appendix 8: Certificate of Non-Collusion
- Appendix 9: OSCC Bidder Required Attestations
- Appendix 10: Incorporate Status
- Appendix 11: Certificate of Insurance
- Appendix 12: Performance Data.
- Appendix 13: Program Monitoring Reports
- Appendix 14: Fiscal Monitoring Reports
- Appendix 15: Independent Audit Reports
- Appendix 16: Attachments
- Appendix 17: Proposal Submission Checklist

(Print Name / Title)

Signature

TABLE I: PERFORMANCE DATA

Date Submitted or Resubmitted: October 20, 2023		Modification # if not new: _____		
CHART 1				
FY2024 LABOR EXCHANGE PROGRAM SUMMARY				
Merrimack Valley				
Workforce Board Name				
A	B	C	D	E
Program Activity in MOSES	July-June FY2021	July-June FY2022	July-June FY2023	Planned FY2024
A. Job Seekers Services				
1. Total Job Seekers Served	6,317	5,474	8,316	6,895
a. Total Job Seekers Unemployed	5,801	4,904	7,683	6,294
b. Persons with Disabilities	252	238	340	289
c. UI Claimants Served	4,909	3,348	5,953	4,651
d. Veterans Served	231	166	210	188
B. Employer Services				
1. Total Employers Served (= 1.a + 1.b)	855	1,095	2,446	1,771
a. New to Career Center	290	609	1,528	771
b. Repeat	565	486	918	1,000
2. Employers Receiving Job Seeker Referrals	246	273	170	222
3. Employers Hiring from Referrals	32	46	39	43
<u>Column Instructions:</u>				
Column B - Enter data from the Year-to-Date Column of the Workforce Area level June 2021 OSCCAR.				
Column C - Enter data from the Year-to-Date Column of the Workforce Area level June 2022 OSCCAR.				
Column D - Enter data from the Year-to-Date Column of the Workforce Area level June 2023 OSCCAR.				
Column E - Enter planned numbers for the July-June period of FY 2024.				
<u>Notes:</u>				
"New" means that the employer has never received services from the Career Center. An employer that is new in a given month will appear in the monthly and the cumulative "new" counts on OSCCAR for the remaining months of the fiscal year.				
"Repeat" means that the employer has returned to the Career Center for service after having received services in the prior three (3) fiscal years.				
<i>Chart 1</i>		<i>MassHire Dept. of Career Services 06/09/2023</i>		

Date Submitted or Resubmitted: October 20, 2023		Modification # if not new: _____	
CHART 2			
FY2024 WIOA TITLE I PROGRAM SUMMARY FOR			
ADULTS			
Merrimack Valley			
Workforce Board Name			
A	B	C	D
	Formula Carry-in from FY2023	Formula New in FY2024	FY2024 TOTAL
1. Participants	39	70	109
2. Program Exiters (= 2.a + 2.b)	39	24	63
a. Enter Employment			50
i. Average Hourly Wage at Placement			\$18.00
b. Other Exit Reasons			13
3. Carry-Out to FY2025 (= 1 - 2)			46
4. Entered Employment Rate at Exit (= 2.a / 2)			79%
5. Total Participants in Training Activities (single count*)	39	70	109
a. Basic Education / Literacy Skills	0	0	0
b. ESOL (ESL)	0	0	0
c. Occupational Skills Training (all including ITA)	39	70	109
i. Occupational Skills Training (Customized)	0	0	0
ii. Occupational Skills Training (Group Contracts)	27	50	77
d. On-the-Job Training (OJT)	1	1	2
6. Training Participants Obtaining Certificate/Credential	29	32	61
7. Support Services	0	15	15
a. Needs Based Payments	0	5	5
* Enter the number of unique individuals; should be less than or equal to the number of participants on line 1.			
Column B: Enter estimates of WIOA Title I Adult FY23 participants that will carry-in to WIOA Title I Adults FY24			
Column C: Enter estimates of newly enrolled participants to be served in WIOA Title I Adults in FY2024			
Column D: Enter estimates only in cells that contain regular font			
Note: Cells shown in bold blue font contain formulas that will calculate automatically based on data entered in Columns C and D. Do not type in bold blue cells.			
Chart 2		MassHire Dept. of Career Services 06/09/2023	

Date Submitted or Resubmitted: October 20, 2023		Modification # if not new: _____	
CHART 3			
FY2024 WIOA TITLE I PROGRAM SUMMARY FOR			
DISLOCATED WORKERS			
Merrimack Valley			
Workforce Board Name			
A	B	C	D
DISLOCATED WORKER PROGRAM	Formula Carry-in from FY2023	Formula New in FY2024	FY2024 TOTAL
1. Participants	27	61	88
2. Program Exiters (= 2.a + 2.b)	20	32	52
a. Enter Employment			42
i. Average Hourly Wage at Placement			\$20.00
b. Other Exit Reasons			10
3. Carry-Out to FY2025(= 1 - 2)			36
4. Entered Employment Rate at Exit (= 2.a / 2)			81%
5. Total Participants in Training Activities (single count*)	14	61	75
a. Basic Education / Literacy Skills	0	0	0
b. ESOL (ESL)	0	0	0
c. Occupational Skills Training (all including ITA)	14	61	75
i. Occupational Skills Training (Customized)	0	0	0
ii. Occupational Skills Training (Group Contracts)	0	0	0
d. On-the-Job Training (OJT)	0	0	0
6. Training Participants Obtaining Certificate/Credential	9	41	50
7. Support Services	0	10	10
a. Needs Based Payments	0	0	0
* Enter the number of unique individuals; should be less than or equal to the number of participants on line 1.			
Column B: Enter estimates of WIOA Title I FY23 DW participants that will carry-in to WIOA Title I DW FY2024			
Column C: Enter estimates of newly enrolled participants to be served in WIOA Title I DW in FY2024			
Column D: Enter estimates only in cells that contain regular font			
Note: Cells shown in bold blue font contain formulas that will calculate automatically based on data entered in Columns C and D. Do not type in bold blue cells.			
Chart 3		MassHire Dept. of Career Services 06/09/2023	

Date Submitted or Resubmitted: October 20, 2023		Modification # if not new: _____	
CHART 4			
FY2024 WIOA TITLE I PROGRAM SUMMARY FOR YOUTH			
Merrimack Valley			
Workforce Board Name			
A	B	C	D
YOUTH PROGRAM	In School Youth	Out of School Youth	FY2024 TOTAL
1. Participants (= 1.a + 1.b)	8	85	93
a. New Enrollments during FY2024	0	80	80
b. Carry-Overs from FY2023	8	5	13
c. Youth Age 14 - 15	0	0	0
d. Youth Age 16 - 18	7	0	7
e. Youth Age 19 - 21	1	24	25
f. Youth Age 22 - 24	0	56	56
2. Program Exiters (= 2.a+2.b+2.c)	7	32	39
a. Enter Employment	4	17	21
b. Enter Post-Secondary Education or Training	2	6	8
c. Other Exit Reasons	1	9	10
3. Carry-Out to FY2025 (formula = 1 - 2)	1	53	54
4. Employment or Education Rate (= (2.a + 2.b) / (2))	86%	72%	74%
5. Enrollments by Fourteen Program Elements			
a. Tutoring and Dropout Prevention	0	0	0
b. Alternative Secondary School, HiSET Prep, ESOL	0	10	10
c. Work Experience, Internships, OJT, Summer Empl Op	8	50	58
d. Occupational Skills Training	8	85	93
e. Leadership Development Opportunities	8	10	18
f. Adult Mentoring	8	10	18
g. Comprehensive Guidance and Counseling	0	0	0
h. Education Concurrently w/ Workforce Prep	0	0	0
i. Entrepreneurial Skills Training	8	0	8
j. Financial Literacy Education	8	0	8
k. Post Sec Education/Training Transition Activities	8	10	18
l. Labor Market/Employment Information Services	8	85	93
m. Supportive Services	0	24	24
n. Follow-up Services	8	32	40
6. Attained Degree/Diploma/HiSET/Certificate	7	23	30
7. Attained Degree/Diploma/HiSET/Certificate Rate(= 6/2)	100%	72%	77%
Note: All cells shown in bold blue font contain formulas that will calculate automatically. Do not type in bold blue cells!			
Additional calculations:			
Out-of-School Percentage of Total Participants	91%		
Chart 4		MassHire Dept. of Career Services 06/09/2023	

TABLE II: BUDGET OVERVIEW

MassHire Merrimack Valley Career Center				
Cost Reimbursement Budget Comparison				
FY23 & FY24				
	FY 23	FY 24	AMOUNT	%
GRANT NAME	BUDGET AMOUNT	BUDGET AMOUNT	CHANGE	CHANGE
WIOA YOUTH	\$762,133.00	\$989,808.00	\$227,675.00	29.87%
WIOA ADULT	\$381,927.00	\$536,363.59	\$154,436.59	40.44%
WIOA DISLOCATED WORKER	\$440,255.82	\$391,481.23	(\$48,774.59)	-11.08%
RAPID RESPONSE TRADE	\$211,192.86	\$68,055.26	(\$143,137.60)	-67.78%
SOUTHWICK NDWG	\$152,691.28	\$0.00	(\$152,691.28)	-100.00%
SOUTHWICK TRADE	\$185,609.48	\$0.00	(\$185,609.48)	-100.00%
RESEA	\$148,053.00	\$472,362.42	\$324,309.42	219.05%
Volunteers of America	\$169,584.11	\$139,034.37	(\$30,549.74)	-18.01%
DTA WORK PROGRAM	\$32,035.00	\$36,627.00	\$4,592.00	14.33%
SNAP EXPANSION	\$16,074.99	\$21,436.06	\$5,361.07	33.35%
ARPA UPSKILLING NAVIGATOR	\$565,959.00	\$498,360.23	(\$67,598.77)	-11.94%
STATE ONE STOP	\$907,902.00	\$326,700.00	(\$581,202.00)	-64.02%
WIOA PARTNER FUNDS	\$21,645.85	\$20,294.87	(\$1,350.98)	-6.24%
SHELTER SUPPLEMENTAL	\$0.00	\$105,848.00	\$105,848.00	#DIV/0!
WAGNER-PEYSER 90%	\$97,900.19	\$111,942.00	\$14,041.81	14.34%
DVOP	\$23,654.68	\$27,014.00	\$3,359.32	14.20%
RAPID RESPONSE DCS STAFF	\$45,000.00	\$45,000.00	\$0.00	0.00%
DUA TECHNOLOGY DEVELOPMENT	\$42,000.00	\$0.00	(\$42,000.00)	-100.00%
Total	\$4,203,618.26	\$3,790,327.03	-\$413,291.23	
			\$413,291.23	