

**WORKFORCE ALLIANCE
REQUEST FOR QUOTATIONS**

A ONE STOP OPERATOR

May 25th 2022

Funding Availability Up to \$60,000

Workforce Alliance (WA) is a private, not-for-profit corporation that serves as the administrative entity for Workforce Innovation and Opportunity Act (WIOA), CT-DOL funded programs, Jobs First Employment Services Case Management (JFES) and other discretionary grants in the South-Central CT Workforce Development Area.

WA is governed by a majority private sector board of directors, which sets policy and is responsible for oversight of the regional workforce development system. WA staff implements its board's policies and executes the four-year Local Plan which describes the goals and objectives to be accomplished with the grants awarded to the workforce area. The local workforce board is comprised of representatives from regional businesses, state agencies, organized labor, and local educational institutions. The WA works to identify the changing needs among employers and workers in its 30-town workforce development area. WA works with its public workforce partners identified in WIOA to align workforce programs to meet the needs jobseekers, workers, and employers to avoid keeping the region at the forefront of industry and technology.

WA's Local Five-year Plan specifies how we will implement a racial equity action plan to do our part in ushering in a more just and equitable workforce system in our region. We recognize the persistent inequalities that continue to impact Black and Brown communities, leaving them with higher unemployment rates, lower graduation rates, less income, higher poverty rates, and less wealth. The recent pandemic has magnified this issue as we have seen Blacks and Latinos getting sick and dying at disproportionately higher rates and being much more likely to be laid off during the economic shutdown.

Please see our Local Plan, Racial Equity Statement and our REAI Plan summary on our website to see our commitment to how we plan to address systemic racism at:

[South-Central-CT-Local-Plan-Ex.Summary Aug27 2020.pdf \(workforcealliance.biz\).](#)

- Five year Local Plan

[https://www.workforcealliance.biz/wp-content/uploads/2020/06/WA-Statement_June-19-2020.pdf](#)

- Putting Our Beliefs into Actions

[https://www.workforcealliance.biz/wp-content/uploads/2021/11/Integ-REAI-plan-Exec-Summary-Bd-Mtg-update-1-28-21.pdf](#)

- WA Racial and Accountability Integrated Plan Summary

The WA American Job Centers (AJCs) and WIOA One Stop Partners

WA, together with the other workforce partners in the region, promotes effective delivery of workforce development services. A variety of programs and funding streams deliver services through the AJCs in the region, currently located in New Haven, Meriden, Middletown and Hamden. These include:

- WIOA Adult, Dislocated Worker and Youth Services
- Federal and State Discretionary Programs
- Wagner-Peyser Employment Services – National Labor Exchange
- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- Welfare Programs

WIOA also includes the following workforce programs as One Stop partners:

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

The One Stop Operator

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

There shall be only one operator selected for all South-Central AJC's. The One Stop Operator will report to the Executive Staff of Workforce Alliance. The selected operator will be required to work in the interest of and in accordance with Workforce Alliance's Racial Equity goals and standards.

The Duties of the One Stop Operator

The WA has defined the role of the operator to be that of a coordinator and convener. It is likely that the role of the “one-stop operator” will evolve over time as systems continue to partner to avoid duplication of services and leverage their funding streams. However, as WIOA implementation begins with all systems in place on October 1, 2022, the operator shall be charged with the following duties:

- Review of one-stop partner Memorandum of Understanding (MOU) and Infrastructure Financial Agreements (IFA); assist WA and the one-stop partners in carrying out MOU/IFA terms.
- Serve as a bridge to the public and one-stop partners.
- Expand partner network purpose and efforts to support active collaboration/coordination to improve the impact of the South Central CT Partner network.
- Shift network from an information sharing group to one that has a shared focus on community engagement and retention that ensures reaching Black and Brown communities, faith-based organizations, and neighborhood groups.
- Support and facilitate expansion and impact of our Next Steps program for transitioning, justice involved job seekers, which has helped over 2,000 people since 2003 to find gainful employment after incarceration.
- Understand/possess working knowledge of one-stop partner programs and performance in the South-Central area.
- Work on projects to improve the workforce system under the direction of WA, such as information sharing and cross referral.
- Work with the partners on continuous improvement of the one-stop system.
- Facilitate local one-stop certification process, to assure the compliance of South-Central American Job Centers.
- Conduct annual AJC review to assure continuity of required services and promote continuous improvement.
- Support and facilitate efforts to conduct customer focus groups regarding customer needs and provision of AJC services.
- Provide oversight for development and distribution of customer satisfaction surveys; facilitate collection and tabulation of outcomes; in collaboration with AJC provider, establish and monitor mechanism for customer feedback loop.

- Perform other duties and tasks as identified by the WA Executive Team.

Qualifications for the One Stop Operator

To fulfill the WIOA requirements WA is seeking an independent consultant or entity to serve as the one-stop operator. The entity may not represent any of the one-stop partner funding streams. If applicant is an entity, the entity must specify BY NAME, the lead person who will fulfill the requirements of the One Stop Operator.

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

1. Be experienced in public and/or customer relations.
2. Have a minimum of a bachelor's degree in Education, Human Services, Public relations, Political Science or a related field. Master's Degree preferred.
3. Have coordination, mediation and/or negotiation experience.
4. Be able to serve as a neutral proponent of the workforce system when engaging partner participation.
5. Have knowledge of workforce development systems, WIOA, and CT/Local key stakeholders.
6. Have experience bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align and be able sell the benefits of coordinating workforce services to supervisors and line staff.

One Stop Operator Time Commitment

WA expects the entity selected to be able to commit the individual assigned to serve as the operator to work for the first year beginning October 1, 2022 through June 30, 2023. WA reserves the right to extend the contract based upon successful performance.

Contract Term/ Funding

A contract will be entered into with the selected individual or entity. Each of the duties of the operator will be quantified into deliverables so that the WA staff will be able to measure performance. The operator will be expected to report on their progress in writing in a format approved by WA management for presentation to the board at their regularly scheduled meetings.

Instructions

1. In Five pages or less, please tell us your approach to accomplishing each of the tasks outlined above, under “Duties of the One stop Operator.”
2. Please include the timeframe for the completion of identified tasks, including monthly estimate of hours dedicated to provision of services.
3. Please follow the order of the tasks to be accomplished when submitting your quote so that we know that no step in the process has been omitted.
4. Please provide a quote for the services to be provided. It is WA’s intent to award the contract as a result of this request for quotations to a single, 1099 individual or entity.
5. Attach your most recent resume, along with the names and contact information of three references who are familiar with your work. This will not count towards the five-page narrative.
6. Please complete the “Conflict of Interest Certification” attached at the end of this document and include with your submission. This will not count towards the five-page narrative.
7. Quotes should be submitted by 4:00PM on Wednesday, June 29th 2022. WA will forward quotes to the selection committee for consideration. The entities submitting a quote may be asked to make an appearance before the selection committee. Please deliver by mail, email, or hand deliver one original and 8 copies of the quote to:

Evelyn Brooks
Workforce Alliance
560 Ella T. Grasso Boulevard
New Haven, CT 06519
ebrooks@workforcealliance.biz

CONFLICT OF INTEREST CERTIFICATION

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

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

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

I _____, (name) _____ (title) of _____ (name of respondent entity) am authorized to make the above Certifications and to submit this proposal on behalf of _____ (name of respondent entity).

Name

Respondent agrees that their typed name shall serve as their signature.