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**REQUEST FOR PROPOSALS
(RFP)**

**One Stop Operator and/or Provision of WIOA Title 1 Services in the Chemung, Schuyler, and Steuben
County Workforce Development Area as a part of the American Job Center Network**

**Covering the Period of
July 1, 2024, through June 30, 2027**

**ISSUE DATE: May 2, 2024
RESPONSE DEADLINE: May 30, 2024, by 4 pm**

**For a complete RFP package with full RFP submittal details contact
Phyllis Balliett at BalliettP@csswfnny.com**

PUBLICATION: this request for proposals has been made available to prospective applicants through publication in the Elmira Star Gazette, the Corning Leader, the Hornell Tribune, and other media outlets on or about May 2, 2024, and through mailings to all current contractors and applicants who have requested that they be included on the mailing list for solicitations of proposals.

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ATTACHMENTS

1. Proposal Evaluation Checklist (*to be used by CSS WFNY Staff and Board*)
2. Proposal Cover Sheet & Contractor Qualifications
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4. Statement of Non-Collusion (Signature Required)
5. Certification of Specification Compliance (Signature Required)

APPENDIX

- A. WIOA Negotiated Performance Goals
- B. Contractor Monthly Reporting
- C. Proposal Scoring (CSS WFNY use only)
- D. Proposal Rating Review (*to be used by CSS WFNY Staff and Board*)

Executive Summary

Chemung Schuyler Steuben Workforce New York, Inc. (CSS WFNY), representing the Chemung Schuyler Steuben Workforce Development Board (CSS WDB) is requesting strategic, proactive, and accountable proposals to provide services in two principal areas:

- (1) Perform the duties of the System Operator for the Workforce Development Area in accordance with Workforce Innovation and Opportunity Act of 2014 (WIOA) regulations, providing leadership in conjunction with the Management of the NYS Department of Labor assigned to the CSS Workforce Area.
- (2) Provide staffing to the One-Stop Career Centers who lack sufficient partner staffing coverage, with duties more fully described below.

CSS WDB is interested in securing entities willing to participate in additional grants and contracts to provide expanded workforce services to area businesses and job seekers. CSS WDB is a 501(c)(3) organization, that has and will continue to work to obtain and/or support grants for the Operator and Partners to provide innovative services to prepare our workforce.

The Operator will have the freedom to structure and manage, as they deem appropriate, with the goal of the Operator to be efficient, effective, and meeting the intent of the Workforce Innovation and Opportunity Act of 2014.

Informational Links:

- <https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf> for the Workforce Innovation & Opportunity Act of 2014
- <https://www.gpo.gov/fdsys/pkg/FR-2016-08-19/pdf/2016-15975.pdf> for the Final Regulations
- [Policy Directives | Department of Labor \(ny.gov\)](#) for the New York State Department of Labor policy directives related to WIOA funds/programs.
- <https://labor.ny.gov/workforcenypartners/osos/correspondence.shtm> for the links to the New York State Department of Labor OSOS system

PY24 RFP Timeline

5/2/24	Complete and release RFP, legal notices posted
5/10/24	Bidders' Conference <ul style="list-style-type: none">• The Bidders' Conference will be held from 1:30 pm-3:00 pm VIRTUALLY. Please request meeting invitation by emailing balliettp@csswfnny.com. Invitation requests must be received by 5/08/2024 at 4:00 p.m.
5/17/24	Question and Answer period ends at 12:00 p.m. <ul style="list-style-type: none">• Final Questions posted to website by 4:00 p.m., 5/17/2024.
5/30/24	Proposals due by 4:00pm <ul style="list-style-type: none">• The Bidders are required to submit a proposal that includes a narrative of program design, system experience, overall budget, staff costs, projected outcomes, and a list of anticipated partners/subcontractors as outlined in RFP.• CSS WDB will evaluate proposals. The Board reserves the right to request additional information and/or revisions from the bidders at any time during the evaluation period.
6/27/24	CSS Workforce Development Board Approval
6/28/24	Final Award Notification, Contract Execution
7/1/24	Program Begins

BACKGROUND

CSS WDB is a policy making board comprised of representatives from local businesses, labor organizations, educational providers, public agencies, and other entities interested in workforce development issues. Additionally, CSS WFNY, as fiscal agent, administers all WIOA funds, develops and implements policies regarding the allocation and spending of the region's WIOA funds for adults, dislocated workers, businesses, and youth.

CSS WFNY is responsible for the programs and system development, the RFP process, monitoring program performance measures and expenditures, and determining policy and allocation of program funding.

In keeping with the intent of WIOA, CSS WFNY is committed to helping jobseekers prepare for and enter employment, increase occupational and academic skills, attain a high school equivalency diploma or recognized certificate, enroll in job training or higher education, and increase earnings. CSS WFNY also places a priority on serving the business community by ensuring that there is a trained and ready workforce to meet the needs of the businesses in the region. CSS WDB is seeking an organization that has a successful record of assisting businesses and jobseekers and can demonstrate the ability to meet the challenge of creating more effective, performance-based services. Organizations are invited to respond to this RFP as an important step toward building a system of integrated services that provide the region's workforce with the necessary skills and opportunities to succeed in education, at work and as members and leaders in their communities.

System Operator will report program outcomes to CSS WDB for publication.

WIOA is a very complex and challenging program but offers an exciting chance to make a difference in small, rural counties in terms of economic, community, and workforce development. CSS WDB has learned much from working with its Economic Development partners, the State, its Partners, and recent Operators. CSS WDB strives to simplify the process of managing the One-Stop while working on continuous improvement of services in a dynamic environment.

It is the hope of CSS WDB that this RFP reflects its commitment to supporting the contractor to be successful in its challenge to meet regulatory requirements while providing customer friendly services to local businesses and job seekers. CSS WDB is also open to work with the successful bidder in any way needed to ensure smooth and manageable transitions, as necessary.

The CSS WDB's strategic planning process, involving community, business, civic, and education leaders, prioritized the following industries to support:

- Clean Tech/Clean Energy
- Construction Trades
- Food Processing
- Health Care
- Information Technology
- Manufacturing
- Transportation
- Travel/Tourism

Strategic Skills that CSS WDB has prioritized for development include:

- Basic Literacy (Math & Reading)
- Computer Skills
- Customer Service
- Entrepreneurial
- "Gig economy" and remote work
- Work Habits
- Work skills for previously incarcerated, justice involved individuals

The following strategic initiatives will be utilized by CSS WFNY and the System Partners:

- Offer workplace skill development opportunities across the full span of an individual’s work timeline, using multiple modes of instruction, and utilizing partnerships
 - Customer Service whether internal or external focused
 - Reading, math, writing
 - Technical skills
 - Work Readiness; Work habits
- Participate in employer consortiums
 - Career Pathways
 - Integrated Business & Training Provider Curriculum Development
- Increase Registered Apprenticeship training opportunities, particularly in non-traditional careers
- Develop Entrepreneurial Opportunities/Skill Sets
- Functional Alignment and Progressive Career Center management with all system partners.

The CSS WDB seeks a strategic partner to work on developing the workforce to meet the changing economic trends. CSS WDB would like to highlight *several unique circumstances that might interest potential contractors.*

- Offers ongoing operational process:
 - CSS WDB maintains the facilities, IT (Information Technology), Technical Services, Business Services, and supplies for the One-Stop operations, allowing the Operator the ability to “walk-in” and begin providing services.
 - Current staff may or may not be available to continue delivering basic service. The CSS WDB respects any organizations’ right to hire, manage, and evaluate staff based on their own criteria. Current staff may possess knowledge and experience in workforce services beyond a “new hire” level.
- Strong Community Partners Are:
 - Diverse partners in the community who are committed to working together to support the economic development goals of the Local Workforce Area.
 - Willing to participate in special initiatives, job fairs, business services team and general system development.
- Meeting Federal Primary Indicators:
 - Current WIOA Common Measures have been achieved by the current Operator. CSS WDB has/will negotiate future performance outcomes and the Operator is expected to maintain them. See (Appendix B for PY23 outcomes).
 - CSS WDB contractors are subject to compliance monitoring by CSS Quality Assurance. Monitoring may include, but will not be limited to: site visits, telephone contact and written communication with program operators and partnering agencies. It is the requirement of the CSS WFNY Quality Assurance to monitor customer files on a quarterly basis. Monitoring schedules will be determined during contract negotiation. Programs will be required to submit corrective action plans for any discrepancies found during the monitoring process. Contract termination may occur if corrective action does not remedy the situation in a mutually agreed upon timeframe based upon the scope of the finding. A complete CSS WFNY program monitoring policy is available upon request.
- Opportunity to participate in additional workforce development grants:
 - CSS WDB actively seeks Federal, State, foundation, and local grants to meet the workforce development needs of the region under its 501 (c)(3) status. CSS WDB would and has the lead in grants, as appropriate, and partnering with local providers and the contracted Operator.

Chemung Schuyler Steuben workforce area profile:

Chemung, Steuben, and Schuyler counties are rural counties with over 200,000 residents. The county has great challenges as well as great assets. Chemung, Schuyler, and Steuben counties are remarkably diversified with strong agricultural, manufacturing, healthcare, recreation, travel, and tourism. Such diversification suits the Counties well since not all sectors perform equally as well at any point in time.

COVID-19 had negatively affected the area and created an increased demand for workforce services. Additionally, the large majority of retirements and the decrease in birth rates will not replace the current workforce. Unfortunately, there is no easy solution to this problem that will not improve over the next several years.

CSS WFNY is committed to identifying and connecting through customized programs to populations who are not engaged in the workforce. These populations are young adults, justice involved, individuals in recovery, migrants, and individuals with disabilities. Engaging these individuals requires that we have strong partnerships within the community to address the issues that make securing and maintaining employment challenging. Issues such as the lack of childcare, housing, vocational training, and the need for other supportive services.

The One-Stop system operates in a dynamic and rapidly changing environment where the needs of customers and businesses are constantly changing. State and Federal mandates also evolve continuously and must be strictly adhered to. Although there is not a steady constant in the system, it is an opportunity for the One-Stop system and partners to demonstrate their value and impact on the community.

WIOA Customers for Program Year 2022	6,050
Chemung Schuyler Steuben Counties Labor Force (2023)	78,900
Employed	4,200
Unemployed	8,300
Unemployment Rate	
Chemung County	4.5%
Schuyler County	5.9%
Steuben County	5.1%
Estimated Number of Area Businesses (census data 2021)	3,779

Type of Contract & Available Funds

CSS Workforce New York, serving as fiscal agent for the Chemung Schuyler Steuben Workforce Development Board, is soliciting proposals for the operation of federally funded Workforce Innovation and Opportunity Act (WIOA) Title I employment and training programs. Funding will be from July 1, 2024, through June 30, 2027. The available funding is an estimate solely for offering guidance to bidders based on PY24 WIOA actual allocation figures. Final contracts for PY24, PY25 & PY26 awards, should they be executed, will be based on actual PY (program years) allocations and available budget.

Based on budget for PY24 this RFP for Title I services will cover salary/fringe, administrative, travel, supplies, indirect costs. CSS WDB offers the following estimated contract award amounts for the respective periods:

PY24 (7/1/24 through 6/30/25) – estimate, negotiated, not to exceed \$365,000.

PY25 (7/1/25 through 6/30/26) – estimate, negotiated, not to exceed \$370,000.

PY26 (7/1/26 through 6/30/27) – estimate, negotiated, not to exceed \$375,000.

Reimbursement is on a cost reimbursement basis. Actual funds utilized to fund this RFP will be at the sole discretion of CSS WDB and may include but are not limited to, WIOA Adult, WIOA Dislocated Worker, TAA, WIOA Administrative, or any other funding streams deemed appropriate by CSS WDB. The CSS WDB will utilize a Cost Allocation Plan for the determination of funds used for reimbursement.

The actual amount of the contract award will be based on the proposed budgets and negotiated scope of responsibility. All standards for use of public funds will be considered during the proposal review process, i.e.:

- That all costs must be reasonable and necessary to carry out the planned functions
- Allowable
- Allocable to the proper grant/cost categories
- The amount of requested funds is available

CSS WDB welcomes any interested party to submit questions via email at balliettp@csswfnny.com. Questions will be accepted up to 12:00 p.m. on May 17, 2024. All questions and answers will be posted for the public at the following website: www.csswfnny.com.

The CSS WDB requests that proposals be concise and straightforward. A simplified application is attached as a Microsoft Word document. Evaluation is made based on proposals. The CSS WDB may invite bidders to present their plans (remotely or in-person) and/or choose to visit the bidders' operations, if necessary, in completing the selection process.

Scope of Services

The One-Stop Centers do business under the name of CSS Workforce New York. As noted above, there are two Principal Areas that the CSS WDB looks towards the One-Stop Operator to contribute:

General System Operator/Contractor Responsibilities

- To coordinate the service delivery of required one-stop partners and service providers across the One-Stop System.
- Coordinating service providers within the Career Center and across the local One-Stop system.
- Coordinating service delivery in all certified Career Centers and digital/virtual WIOA services.

Scope of Work

1. A regular capacity allotment of a minimum of four full-time staff at 40 hours per staff per week are to be available to deliver System Operator duties throughout the CSS WFNY area.
 - a. The staff assigned in the Career Centers should not be assigned System Operator duties.
 - b. Hours that count towards the 40 hours include worked hours, paid holiday time, paid time off (vacation, personal, and/or sick). Hours should not fall below 40 in any given week.
 - c. A summary report of the hours for each week will be provided as part of the monthly voucher. Failure to report the hours, or make adequate hours of staff service time available, may lead to contract cancellation.
2. Document and report how the Partners are ensuring the Workforce Development are meeting State and Federal Performance Measures, and where they are struggling to meet the State and Federal Performance Measures if applicable.
3. Meet State and Federal Performance Measures
4. Successfully implement WIOA, TAA, and other USDOL ETA funded programs
5. Successfully integrate services and implement WIOA, TAA, and other USDOL ETA or NYSDOL funded programs, as applicable or other non-WIOA funds.
6. System Service Delivery Management*
Coordinate the service delivery of required One-Stop Partners and service providers in accordance with the established System MOU.

Mandated Partners include:

- a. WIOA Title I
- b. WIOA Title II: NYS Department of Education
- c. WIOA Title III/Trade Act/Unemployment Compensation/Wagner Peyser: NYS Department of Labor
- d. WIOA Title IV: Rehabilitation Act, NYS Commission for the Blind and ACCES-VR
- e. WIOA Title V: Older Americans
- f. CTE
- g. Community Service Block Grant
- h. Housing and Urban Development Employment & Training Programs
- i. Second Chance Act of 2007
- j. TANF
- k. Job Corps
- l. Youth Build
- m. Migrant and Seasonal Farmworker Programs
- n. Native American Programs

7. Regularly communicate customer updates, issues, and opportunities with CSS WDB and Partners using the provided report template (Appendix B - Contractor Monthly Reporting). Continued refinement of the reporting template will be under the leadership of the CSS WFNY Operations & Oversight Committee.
8. Regularly communicate customer count and other data reports, with analysis, to CSS WDB and Partners using the provided report template. Continued refinement of the reporting template will be under the leadership of the CSS WFNY Operations & Oversight Committee.
9. One-Stop Center Management
 - a. Lead the site management teams for each One-Stop Center
 - b. Work with site management team to design, implement, and continuously improve the site-level service delivery system including using the recommendations from the Career Center certification.
 - c. Continue working with Partners on functional alignment
 - d. Demonstrate continuous improvement of work processes
 - e. Ensure adequate in-person functionality at a level that meets demand
 - f. Develop, utilize, and continuously improve the delivery of remote services
 - g. Remote services include the following types of service delivery – telephone, chat or other instant messaging styles, email, live video meetings and conferences, archived video and digital resources, web-based resources, augmented reality, virtual reality, and other formats or platforms that may be delivered via technology.
10. Customer count and other data reports
11. Customer updates, issues, and opportunities
12. Document and report how the Partners identify, implement, and demonstrate continuous improvement of work processes.
13. Document and report how the Partners identify, implement, and demonstrate continuous improvement of functional alignment/integrated service delivery initiatives
14. Corrective action will be required should reports and documentation of performance not be reported to CSS WDB in a timely fashion.
15. A corrective action plan may be required when performance standards are not met, or program files, data, documentation, or other items do not meet USDOL, NYSDOL or CSS WDB laws, regulations, policies as they apply.
16. System Staff Development
 - a. Ensure all system staff (employed at the One-Stop and those in the system responsible for representing the system) are trained on products and services of the System by working with site management teams to identify areas in need of training.
 - b. Work with CSS WDB staff to continuously train system staff and interface with the State on One-Stop Operating System (OSOS) issues and changes.
17. Ensure the site management team develops a productive and positive employee environment.
18. Work with CSS WFNY Business Services in increasing awareness and utilization of the CSS WFNY Business Services.
19. Work with CSS WFNY Business Services to increase the number of businesses receiving services from CSS Workforce NY.
20. Work with CSS WFNY Business Services to target businesses in those sectors determined by the CSS WDB as strategic.
21. At a minimum, monthly meetings with CSS WDB staff should be held to discuss Career Center (in-person and remote) issues.
22. The contractor will be filling both priority areas, and therefore, in order to avoid potential conflicts of interest, these precautions will be followed:
 - a. Program monitoring responses will be submitted by the System Operator and approved by the individual in an Executive role at the agency.
 - b. If the Career Center certification falls below the 100%, of the required elements, then an individual in an Executive role with the agency will need to sign off.

The System Operator will work with the CSS WFNY to design and refine activity reports, and a communication plan to report information to the CSS WDB, Partners, Stakeholders, and the community at large.

The Operator takes the lead in providing workforce development services to One-Stop Center customers, in partnership with the Department of Labor and other Partners at each of the One- Stop Centers in the CSS Workforce Development Area. The current Operators have successfully participated in the process of functional alignment with the Department of Labor, and it is expected these efforts will continue to be developed so that the system can serve all customers in an effective, efficient, and timely manner.

CSS WDB is seeking a strategic, proactive operational partner to effectively provide services focusing on customer (job seeking customer) service and accountability, as well as innovatively responding to changing customer needs and fast-changing State and Federal regulations and guidance. The Operator will be required to work with CSS WFNY Staff to create, use, and continuously improve service delivery strategies that are cross-modality in nature. Cross-modality is defined as offering and incorporating in-person and remote methods of service delivery. While there will always be a need to engage certain sectors of the workforce in an in-person format, technology is rapidly developing allowing for tremendous improvements in technology driven modalities. The Operator is expected to collaborate with CSS WFNY Staff to develop these modalities to improve the system's service delivery to customers.

In order to meet the needs of the business customers, CSS WDB must find ways to increase the Labor Force Participation rate in its service area. CSS WDB envisions a system that intentionally seeks to engage the full spectrum of the CSS WFNY labor force. The Operator is expected to (i) lead conversations at the onsite management team that lead to actions, or needed actions, to positively impact labor force participation rates, and (ii) engage Operations & Oversight Committee that explore, identify, and encourage programs, policies, and processes that lead to greater system engagement with jobseekers at all levels.

The One-Stop Operator will be expected to provide leadership to the site management team(s). It is expected that the One-Stop Operator will develop and demonstrate cross-cultural skills in all service interactions, (regardless of service delivery modality) demonstrated through the ability to communicate with respect; recognize others' values, accept knowledge, skills, and talents; and tolerate, engage, and celebrate the success of others. The Operator will also:

1. Focus on ensuring all WIOA eligible individuals have access to quality, timely, and comprehensive programs, workshops, referrals, and services in the physical Career Centers as well as remotely. A jobseeker should have prompt and timely access to all WIOA Basic Career Services and Individualized Career Services and Individualized Career Services (definitions below) to support the quickest re-attachment to the workforce should they become unattached.
2. Focus on providing all jobseekers with access to ongoing skill-upgrades to ensure the jobseeker has the skills to be successful in the modern workforce. The Career Center (physical and remote) must allow for access to ongoing workshops and skill building opportunities and these opportunities must be proactively shared with the community-at-large. Also, WIOA allows for multiple types of training programs for jobseekers including Individual Training Accounts (ITA), On-the-Job Training (OJT), and continued Customized Training (CT) in conjunction with their employer.
3. Focus on identifying and developing, with CSS WFNY Staff prior to CSS WBD review and approval, Career Pathways in demand in the local area. The Career Pathways should allow for multiple entry points along an individual's respective career position, provide guidance to resources that may exist to support the overcoming of any barriers to participation (if such sources exist), and encourage life-long investment by the jobseeker in keeping their skills current.

4. Focus on working with customers to retain their employment through **follow-up services**. The One-Stop Operator will be expected to provide leadership to the site management team at each One-Stop Center, which has developed and is working to execute an operational plan to focus on ensuring all job seeking customers are afforded quality follow up services in accordance with WIOA regulations. Effective follow-up services maintain the engagement of the workforce with the local system, providing ongoing access, enrollment, and support of skill upgrades over the jobseeker's entire career.

The above referenced site management team(s) may be unique to each One-Stop Center and should include a combination of Center Partner staff.

It is expected that the site management team(s) at each One-Stop Center will propagate best practices across all physical One-Stop Centers and remote access - a service delivery system that includes both traditional as well as actively seeks out alternate venues in search of innovative, effective, and efficient service delivery methods. CSS WDB seeks to enhance the workforce systems ability to provide services in virtual and various social media platforms. The design must be predicated upon high quality customer service, accountability, continuous improvement, and measurable performance matrices.

In addition to WIOA Title I services, the Operator, in conjunction with the site management teams, will be responsible for the local Trade Readjustment Assistance programs and may be asked to be involved in administering WIOA, TAA, and other USDOL ETA funded programs that may become available.

CSS WDB has Business Services strategies that focus on employer outreach, talent pipeline development, providing subsidized employment programs and grant opportunity information, and recruitment services and assistance. The One-Stop Operator will assist Business Services to implement business activities.

Operational Details

The site management team for each Career Center will maintain and continuously improve, an operational plan incorporating, at a minimum, the following key attributes:

1. Continued integration of all WIOA Title 1 career services with Wagner-Peyser and Veteran's Services
2. Professional support of the resource room to include:
 - Training customers on the resources available
 - Screening customers on their needs and background (e.g., a checklist format for work experience, education, skill set, ability to job search on their own)
 - Referring customers to appropriate programs (workshops, self-help, WIOA, etc.)
 - Referrals to employers based on a fit between skills/experience and the employer's stated qualifications.
3. Outreach to minority customers inclusive of providing bilingual service at the One-Stops and workshop opportunities.
4. Serving special populations (individuals with disabilities, non-English speaking, older workers) assuring access to One-Stop services.
5. Perform comprehensive assessment and intake of WIOA customers including those accessing training programs/grants such as, but not limited to, Individual Training Account (ITA), On the Job Trainings (OJT), and Customized Trainings (CT).
6. Provide proactive case management to maximize fit between customers' skills and jobs and achieve all performance measures.
7. Ensure Basic Career Services, Individualized Career Services, and Follow Up Services are provided to eligible individuals.

8. A wide variety of quality Workshops and other learning opportunities are available to job seekers.
 - a. Workshops should be coordinated with Partners who currently offer a variety of workshops.
 - b. Partners will also provide input on the needs of their customers.
 - c. Workshops should be evaluated on an ongoing basis to measure effectiveness and the acquisition of knowledge and skills.
 - d. Use of technology to increase the variety and frequency is required.
 - e. Creative and responsive programming is required.
 - f. Monthly calendars of available services must be published and shared with the community-at-large.
 - g. Workshops and learning activities must be available for the full range of job-seekers skills, and career needs.
9. Data and Performance Management
 - a. The Operator is responsible for leading the site management teams to ensure quality control, accuracy, completeness, and timely input of customer information into the OSOS (One Stop Operating System) NYS data system including all required fields and comment sections.
 - b. The State reports are based on the OSOS system and thus the CSS WFNY monitoring, and evaluation will be based on OSOS data.
10. Integration and ongoing alignment with Business Services team. Operator will ensure operational plan integrates and aligns with:
 - a. The Operator can assist, support Business Services with the following:
 - (1) Establishing and developing relationships and networks with large and small employers; and
 - (2) Developing, convening, or implementing industry or sector partnerships.
 - b. Customized business services may be provided to employers, employer associations, or other such organizations. These services are tailored for specific employers and may include:
 - (1) Customized screening and referral of qualified participants in training services; (2) Customized services on employment-related issues;
 - (3) Customized recruitment events, including targeted job fairs;
 - (4) Customized labor market information.
 - c. Other business services and strategies may include:
 - (1) Assistance or referral for assistance in the development of a registered apprentice program;
 - (2) Developing and delivering services in career pathways and skills upgrading;
 - (3) Coordination with rapid response activities and strategies for aversion of layoffs;
 - (4) The marketing of business services to appropriate area employers;
 - (5) Assisting employers with accessing tax credits.
 - d. Intake and completion of training packet/eligibility determination for On-the-Job Trainings and Customized Trainings.

Definition: Basic Career Services

Basic Career Services are available to all customers 18 years of age or more, and legally able to work in the United States.

1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
2. Outreach, intake, and orientation to the information and other services available through the One-Stop delivery system;
3. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs
4. Labor exchange services including:
 - a. Job search and placement assistance;
 - b. Provision of information on in-demand industry sectors and occupations;
 - c. Provision of information on nontraditional employment;
5. Provision of referrals to and coordination of activities with other programs and services;
6. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas;
7. Provision of program performance information and program cost information on eligible providers of education, training, and workforce services;
8. Provision of information about how the local area is performing on local performance accountability measures;
9. Provision of information relating to the availability of supportive services or assistance, and appropriate referrals and direct linkages to those services and assistance;
10. Provision of information and referral to or direct linkages to meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation;
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
12. Serving special populations (individuals with disabilities, non-English speaking, older workers, youth, etc.) assuring access to One-Stop services.

Definition: Individualized Career Services

Individualized Career Services must be available if determined appropriate for an individual to obtain or retain employment.

Individualized Career services include:

1. Comprehensive and specialized assessments of skill levels and service needs of adults and dislocated workers, which may include:
 - a. Diagnostic testing and use of other assessment tools; and
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
2. Development of an Individual Employment Plan, either as a stand-alone service or as part of a training intake process for Individual Training Account (ITA) contracts, On the Job Training (OJT) contracts, or Customized Training (CT) contracts;
3. Group or individual career guidance and career planning;
4. Short-term prevocational services to prepare individuals for unsubsidized employment or training;
5. Internships and work experience;
6. Workforce preparation activities;
7. Financial Literacy services;
8. Out-of-area job search assistance and relocation assistance; and
9. English language acquisition and integrated education and training programs.

Definition: Follow Up Services

Follow up services must be provided, as noted in CFR§678.430 of WIOA 134(c)(2).

1. Counseling regarding the workplace, for participants in adult or dislocated worker workforce development activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Staffing at the Hornell, Bath, Elmira, and Montour Falls, NY Career Centers

General System Staffing Responsibilities

- Provide Title I services to Adults, Dislocated Workers, and minimum of services in support of the Youth program, through placement of staff at the One-Stop Centers.
- Staff will implement the Operational plan for the respective One-Stop Center in which they are assigned.
- Staff will provide, in aligned partnership with the other Partner programs at each One-Stop Center, the Basic Career Services, Individualized Career Services, Follow Up services, and Business Services described more fully above.

Scope of Work

1. A regular capacity allotment of 160 hours of staff time per week for a minimum of four full-time employees are to be available to deliver services throughout the CSS WFNY area. Staff will be available in Hornell, NY, Bath, NY, Elmira, NY and the Montour Falls, NY Career Centers, and remotely.
 - a. The staff assigned in the Career Centers should not be assigned System Operator duties.
 - b. The staff assigned in the Career Centers may be assigned to the onsite management team, though no more than 5% of their time should be spent on those duties as a guideline.
 - c. The staff assigned in the Career Centers should be focused primarily on implementing the site level operational plan and fulfilling the System Staffing responsibilities enumerated above.
 - d. Hours that count towards the 160 hours include worked hours, paid holiday time, paid time off (vacation, personal, and/or sick).
 - e. A summary report of the hours for each week will be provided as part of the monthly voucher. Failure to report the hours, or make adequate hours of staff service time available, may lead to contract cancellation.

General Contractor Responsibilities

1. To submit monthly vouchers for reimbursement of their services. The final voucher must be received no later than 30 days after the end of the contract or it will not be paid.
2. To enter all required information into the OSOS system including comments that meet the SENSE/SANS Model.
3. Contractors must coordinate publicity efforts relating to their WIOA-funded programs, including without limitations, posters, invitations, publications, brochures, news releases, newsletters, etc. All material for release must be coordinated with the CSS WFNY in advance of the intended date of print production.

CSS WFNY Support Commitments

1. CSS WFNY will provide ongoing staff support and training to make the contractor successful.
2. CSS WFNY will continuously seek out additional partners with similar missions to increase the depth and breadth of the Team working on meeting the needs of the Workforce Development Area.
3. CSS WFNY will reimburse complete and accurate invoices within 21 business days of submittal and verification of completeness and accuracy.

Performance Objectives – One-Stop Operator

The following table summarizes the Primary indicators as identified in WIOA Performance. Primary indicators goals have not been determined and issued as of the date of this RFP issuance. It is also expected that NYSDOL will determine and issue updated Customer Service Indicators and Goals. CSS WDB will negotiate these Measures with NYSDOL.

Indicators of Performance

Performance Measure	Program Group	WIOA
Entry into Unsubsidized Employment	Adults & Dislocated Workers	Measured in Q2 After Exit
Retention in Unsubsidized Employment	Adults & Dislocated Workers	Measured in Q4 After Exit
Earnings Change After Entry into Unsubsidized Employment (Average Earnings)	Adults & Dislocated Workers	Measured as Median Earnings in Q2 After Exit Only.
Credential Rate	Adults & Dislocated Workers	% of Participants who Obtain a Recognized Post-Secondary Credential or Diploma During Participation or within 1 Year After Program Exit
In Program Skills Gain	Adults & Dislocated Workers	% of Participants in Education leading to a Credential or Employment During Program Year, Achieving Measurable Gains. Measured in Real Time
Indicators of Effectiveness in Serving Employers	Employers	One or More Employer Measures to be Implemented Before Commencement of Year 2

SYSTEM PARAMETERS

Governance

By Federal law, local Workforce Development Boards are required to maintain a **51% representation from the private sector**. The CSS WDB is responsible for the chartering and certifying of One-Stop Center and oversight for all One-Stop System activities. CSS WDB acts as the Fiscal Agent and CSS WFNY manages operations of WIOA activity in Chemung, Schuyler, and Steuben County.

CSS WDB led by an Executive Committee currently consisting of:

Chair	Jack Wheeler	Southern Tier Network
Vice-Chair	Michael Mishook	Labella Associates
2 nd Vice-Chair	Joseph Roman	Southern Tier Economic Growth
Treasurer	Bruce Boughton II	Chemung Canal
Secretary	Judy McKinney-Cherry	Schuyler County Partnership for Economic Growth
Workforce Representative	Ernie Hartman	IBEW Local 139
Workforce Representative	Dawn Marie Castellana	SUNY Corning Community College

Staff offices are at 23 W. Market Street, Suite 201, Corning, NY 14830.

Phyllis Balliett	Executive Director
Rae Ann Widmer-Mason	Deputy Director
Patti Redder	Fiscal Director

One Stop Center Locations and Infrastructure

One comprehensive One-Stop Center and three Affiliate One-Stop Centers are currently operating in Chemung, Schuyler, and Steuben Counties. One-Stops generally house a resource room with computers and an open plan to accommodate staff workstations but there is variation between the various locations. Other partners located in the One-Stop Centers include:

- Department of Labor
- GST BOCES
- ProAction of Steuben and Yates
- ACCES-VR (formerly VESID)
- Office of Temporary and Disability Assistance
- Corning Community College
- Dept. of Social Services of Chemung, Schuyler & Steuben

The Operator can appropriately configure and manage the facility to support customer demand and programming. Responses under this RFP are for all four locations. Functional Supervision, as addressed within the site level operational plan, should demonstrate that there is coordination of activities between the Operator staff and all Partner staff for each center. Computers are available for all One-Stop staff. The staff is directly connected to the State Database (OSOS) and will be expected to enter and adhere to ALL requirements as outlined by NYSDOL in issuing permissions to the database.

The One-Stop Centers operate under the business name of Chemung Schuyler Steuben Workforce New York and are located at:

Hornell – Affiliate

107 Broadway
Hornell, NY 14843
607.324.8388

Elmira - Comprehensive

318 Madison Ave
Elmira, NY 14048
607.733.7131

Bath - Affiliate

117 East Steuben Street
Bath, NY 14810
607.776.2125

Montour Falls - Affiliate

323 Owego Street
Montour Falls, NY 14865
607.535.6840

Bidding Process

Response Deadline & Delivery Method

Complete application must be delivered by 4:00 p.m., May 30, 2024. Faxed or e-mailed proposals are *not* acceptable. Proposals received after the indicated due date will not be accepted or considered for award. Timely delivery of proposals to the address below is the respondents' sole responsibility. Do not submit proposals to any Board member. Proposals may be delivered to:

**Phyllis Balliett
Executive Director
23 W. Market Street, Suite 201
Corning, NY 14830**

Proposal Modifications/Amendments

Any modifications or amendments to a proposal must also comply with the requirements in this RFP and the response deadline. Any proposals or amendments delivered/received after the deadline will not be considered but will be deemed late and non-responsive to this RFP and procurement process.

Eligible Respondents/Contractor Competency

Private and public, for-profit, and not-for-profit agencies, Community Based Organizations (CBO's), Faith-based Organizations or other entities are eligible to respond to this RFP and compete for CSS WDB funding. Bidders may be made up of a consortium. CSS WDB is additionally prohibited from awarding a contract to a party "excluded from Federal procurement or non-procurement programs" by the U.S. General Services Administration. Respondents are responsible for being knowledgeable concerning the statutes, regulations, rules and requirements of the Workforce Innovation and Opportunity Act and must apply them as appropriate in developing the RFP response. Copies of the Workforce Innovation and Opportunity Act and other pertinent statutes and regulations may be found at www.doleta.gov/WIOA. CSS WFNY will provide assistance with WIOA documents/procedures necessary to the contractor selected via this RFP. The Contractor(s) selected will be required to assume full responsibility, including all risks and hazards, for all activities and services included in the contract.

Bidder's Conference

All interested bidders are *strongly encouraged* to attend a remote Bidder's Conference to learn about the expectations and engage in interactive questions and answers. Bidder's Conference will be held virtually 1:30 p.m. to 3:00 p.m., May 10, 2024. Additional materials, questions and answers will be posted on the website www.csswfny.com.

Question & Answer Period

All interested bidders are invited to submit questions on the RFP to balliettp@csswfny.com from the release date through May 17, 2024, by 12:00 p.m... All questions and answers will be posted on the website www.csswfny.com

Contract Period

Contracts negotiated as a result of this request will commence on July 1, 2024, and end on June 30, 2027. The Contractor responsibilities are subject to change in along with NYS or other oversight agency requirements.

Selection Process

The review process presented here represents an outline of the process that will be used by the Board in an attempt to identify a qualified entity to be considered for contract negotiation. The highest scoring proposal does not automatically become the Board's selection for contract negotiation. The Board will consider the evaluation results and subsequent recommendations from the independent CSS WDB Members who have been involved in any aspect of the review process. **The proposals that are most advantageous to CSS WDB in terms of both quality and cost will be recommended for contract negotiations.**

Proposer Inquiry and Appeal Process

Respondents who believe that they have been treated unfairly in the proposal review process or that there is a violation of federal law or regulation may file a protest. All respondents will receive a copy of the results of the procurement within fifteen (15) working days of the final decision. Respondents whose proposals are rejected will receive a letter of notification. Letters of protest must be submitted and arrive in the office of CSS WDB within fifteen (15) days of the date of the notice of rejection. Letters must be specific as to the inquiry or protest. Protests not submitted in writing, not specific in nature, or which arrive late may not be considered. Letters must be addressed as follows: Phyllis Balliett, Executive Director.

Upon receipt of letter, the Executive Director or his/her designee will contact the respondent to arrange for an appeals conference. A Committee of CSS WDB will form an Appeals Committee and attend the Appeals Conference. At the conclusion of the conference, the Committee will determine if there is sufficient reason to have CSS WDB reconsider the decision in question.

Instructions for Submitting a Proposal

- Respondents must be as responsive as possible to the instructions of this RFP. Points will be awarded based on the contents of the proposal. Selection for possible further negotiation and/or interviews is competitive and will depend upon the quality of a proposal.
- NUMBER OF COPIES - **TWO complete originals**, with executed certificates (i.e., original signatures of the authorized signatory authority)

A. Submission Requirements Summary

All of the applicable items are listed below, in the order listed.

- Proposal Cover Sheet
- Executive Summary
- Proposal Narrative
- Budget Forms
- Attachments with signatures
- *Only one copy of the Single Audit is required to be submitted.
- ** If the respondent has an IRS established Indirect rate, please provide one copy.

B. Proposal Cover Sheet & Contractor Qualifications

All items on the Proposal Cover Sheet (Attachment 2) must be completed. Identify a primary contact person, who will serve as the Signatory Authority--a person with the legal authority to negotiate and sign a contract on behalf of the proposing organization. (This is also the person who must sign the various certification forms).

C. Executive Summary

This page is designed to convey a brief summary of the proposal to the CSS WDB. The Executive Summary should not exceed 2 pages and does not count towards the 15-page narrative.

D. Proposal Narrative

The CSS WDB requests the proposal narrative to be concise and straightforward. Please do not use special binding or notebooks. Proposals should be stapled or clipped in the upper left corner of the document. Limit to maximum 15 pages.

E. Budget Forms

Use the budget form attached (Attachment 3) and fill in all blue spaces; use a "N/A" if a space is not being used so that it is clear it is meant to be blank. Complete it carefully. The total funds requested should be consistent with the proposed budget. If the amount listed is not consistent with the total in the Proposed Budget, the budget total may be used to award cost scores.

F. Legislative Authority

All contracts funded from this Request for Proposal are subject to the following requirements including all amendments to date.

- Workforce Innovation and Opportunity Act of 2014; full law is available at <https://www.doleta.gov/wioa/>; all other state and federal guidance related to WIOA
- Workforce Investment Act of 1998 [Public Law 105-220]; federal regulations 20 CFR Parts 652 and 660 through 667;
- Wagner-Peyser Act of 1933, as amended, [29 USCA S. 29 et seq.] portions of the Social Security Act [t2 USC §301, et seq.];
- Food Stamp Act of 1977 [7 USC § 2000 et. seq.];
- Personal Responsibility and Work Opportunity and Reconciliation Act of 1996 [Public Law 10t-193];

- Title IV-A of the Social Security Act, as amended by the Balanced Budget Act of 1997 [PL 105-33]; federal regulations 20 CFR Part 6t5 Welfare-to-Work (WtW) Grants; Final Rule; Interim Final Rule; and the Welfare to Work and Child Support Amendments of 1999, contained in Title VIII of H.R. 3t2t, Consolidated.
- Appropriations Act for FY2000, t2 USC 601 through 619; federal regulations issued by the U.S. Department of Health and Human for Services at t5 CFR Parts 270 through 275, inclusive, for services funded by Temporary Assistance to Needy Families; federal regulations issued t5 CFR Part 260, et al., federal regulations issued by the U.S. Department of Agriculture at 7 CFR §271 through 273 Food Stamp employment and training services; federal laws and regulations concerning nondiscrimination and equal opportunity; federal labor laws and standards;
- Plans and policies of the Chemung Schuyler Steuben Workforce Development Board, Inc. related to federal workforce center programs and operation.

G. Governing Provisions and Limitations

The CSS WDB adopts the following provisions concerning this procurement. Violation of any of the following provisions may cause a proposal to be rejected.

1. The only purpose of this RFP is to ensure uniform information in the solicitation of proposals and procurement of services under WIOA, TANF, and New York State. This RFP is not to be construed as a purchase agreement or contract or as a commitment of any kind; nor does it commit CSS WDB to pay for costs incurred prior to the execution of a formal contract unless such costs are specifically authorized in writing by the CSS WDB.
2. CSS WDB reserves the right to accept or reject any or all proposals received, to cancel or reissue this RFP in part or its entirety.
3. CSS WDB reserves the right to award a contract for any item/services solicited via this RFP in any quantity the CSS WDB determines is in its best interest.
4. CSS WDB reserves the right to correct any error(s) and/or make changes to this solicitation, as it deems necessary. CSS WDB will provide notifications of such changes to all respondents recorded in the CSS WDB official record (Distribution Log & Receipts Record) as having received or requested an RFP.
5. CSS WDB reserves the right to negotiate the final terms of any and all contracts or agreements with respondents selected and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the Workforce Development Area.
6. CSS WDB reserves the right to contact any individual, agency, employer, or grantees listed in a proposal, to contact others who may have experience and/or knowledge of the bidder's relevant performance and/or qualifications; and to request additional information from any and all respondents.
7. CSS WDB also reserves the right to conduct a review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
8. CSS WDB 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 New York State or other funding sources or due to legislative changes.
9. Respondents 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 CSS WDB 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 CSS WDB shall participate in the selection, award or administration of a contract supported by CSS WDB funds if a conflict of interest, or potential conflict, would be involved.

11. Respondents 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 joint ventures or subcontracts.
12. All proposals submitted must be an original work product of the respondents. The copying, paraphrasing or otherwise using of substantial portions of the work product and submitted hereunder as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal(s) 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 successful proposer(s) as a basis for release of proposed services at stated price/cost. Any damages accruing to the CSS WDB as a proposer's failure to contract may be recovered from the proposer.
14. A contract with the selected provider may be withheld, at CSS WDB's sole discretion, if issues of contract or questions on non-compliance, or questioned/disallowed costs exist, until such issues are satisfactorily resolved. Award of contract may be withdrawn by CSS WDB if resolution is not satisfactory to CSS WDB.
15. Any selected proposer entering into a contract with the CSS WDB will be subject to these provisions.
 - a. Indemnification
 - i. CONTRACTOR shall indemnify, save and hold harmless the CSS WDB from any claims or losses or damages to property and/or resulting loss of use thereof and from any loss or damage arising from bodily injury, including death, to the extent that such claims, losses or damage are caused in whole or in part by the negligent acts or omissions of the CONTRACTOR, its employees, officers and agents, its contractors or subcontractors.
 - ii. CONTRACTOR agrees (1) to the extent permitted by law, to indemnify and hold harmless the U.S. DOL, NYS, the CSS WDB, or any other applicable specific funding source(s), material losses accruing or resulting to CONTRACTOR, and to any and all subcontractors, persons, laborers, and any other persons, firms or corporations, furnishing or supplying work, services, materials, or supplies in connection with the performance of this Contract, and from any and all claims and losses accruing or resulting to any persons, firms or corporations which may be injured or damaged by CONTRACTOR in the performance of this Contract; and (2) against liability, including costs, for infringement of any United States patent (except a patent issued upon an application that is now or may hereafter be withheld from issue pursuant to a Secrecy Order under 35 U.S.C. 181) arising out of the manufacture or delivery, use or disposal by or for CSS WDB, of supplies, the performance of services, or the construction, alteration, modification, or repair of real property under this Contract. CONTRACTOR shall report promptly and in reasonable written detail, each notice or claim of patent or copyright infringement based on the performance of this Contract of which CONTRACTOR has knowledge.
 - iii. In the event of any claim or suit against the CSS WDB or NYS on account of any alleged patent or copyright infringement arising out of the performance of this Contract or out of the use of any supplies furnished or work or services performed under this Contract, CONTRACTOR shall furnish to the CSS WDB and/or NYS, when requested, all evidence and information in possession of CONTRACTOR pertaining to such suit or claim. Such evidence and information shall be furnished at the expense of the CSS WDB or NYS except where CONTRACTOR has agreed to indemnify the CSS WDB or NYS.

b. Independent Contractor

- i. In the execution of this Contract and rendering of services prescribed by this Contract: a. CONTRACTOR shall maintain at all times its independent status;
- ii. No provision of this Contract, act of CONTRACTOR in the performance of this Contract, or act of the WDB in the performance of this Contract, shall be construed as making CONTRACTOR the agent, servant, or employee of the CSS WDB; except as designated in writing by CSS WDB, employees of CONTRACTOR are not employees of the CSS WDB since employees are subject to exclusive control and supervision of CONTRACTOR.

FINANCIAL REQUIREMENTS FOR RESPONDENTS

A. Organizational Capacity

Proposers must demonstrate that they have the organizational capacity to administer a program in accordance with the requirements in this Request for Proposals. The CSS WDB reserves the right to conduct a pre-award survey of each proposer approved from this Request in order to determine the capacity of the proposing organization to operate a program, meet administrative requirements, and maintain an adequate financial system. The CSS WDB also reserves the right to deny a contract to any proposer approved for funding which does not make timely changes required by the CSS WDB, as a result of a pre-award survey, to bring its systems into compliance.

B. Financial Systems

General Requirements: Proposers must demonstrate that their organizations have financial systems that, at a minimum, meet the following standards:

- 1. GAAP.** In accordance with generally accepted accounting principles, the financial systems must include the following: (a) information pertaining to any sub grant or contract awards, obligations, unobligated balances, assets, expenditures, and income; (b) effective internal controls to safeguard assets and assure their proper use; (c) a comparison of actual cash expenditures with budgeted amounts; (d) source documentation to support accounting records; and (e) proper charging of costs and cost allocation.
- 2. Sufficient system.** Financial systems must be sufficient to (a) permit preparation of required reports; (b) permit the tracing of funds to a level of expenditure adequate to establish that funds have not been used in violation of the applicable restrictions on use of such funds.
- 3. Financial reports.** Contractors will be required to provide financial reports to the CSS WDB on a regular, monthly basis in such detail and on such forms as required by the CSS WDB. The deadline for each month's financial report will be the 10th day of the month following the month for which the report is made. Failure to complete and submit reports on a timely basis may result in withholding of reimbursement (see Appendix C), de-obligation of funds, or termination of contract(s).
- 4. Grant/Contract advances.** CSS WDB may authorize grant/contract advances to certain contractors, provided the contractors have and maintain sufficient financial systems and demonstrate the need for advance funds. Advances will not exceed 1/12 of the total contract amount and will be liquidated by the end of the contract performance period. The total of the advance and cumulative expenditures, including accruals, may never exceed the value of the contract.
- 5. Administrative cost limitation.** CSS WDB will evaluate each proposal with regard to administrative and indirect costs for reasonableness.

BUDGET AND FINANCIAL MANAGEMENT

A. Budget Forms

The financial information requested in this RFP is necessary to establish reasonableness of cost and the adequacy of financial resources to perform the proposed activity. If approved for negotiations, the proposed budget will serve as a basis for a contract budget. If any cost item in the proposed budget is to be provided by the organization making the proposal from its own or other sources, and not paid for by the CSS WDB, list that item as "In Kind," so that the CSS WDB will know that an important cost item has not been overlooked.

B. Financial Management Standards

Fiscal integrity and compliance with all grant regulations are essential for the operation of programs in the Chemung Schuyler Steuben Workforce Investment Area. Contractors must maintain records and reports that are uniform in definition, accessible and verifiable for monitoring, reporting, audit, and program management and evaluation purposes. CSS WDB may review the adequacy of the fiscal management system of any contractor as part of a pre-award review or at any time subsequent to the award.

C. Monitoring

CSS WDB contractors are subject to compliance monitoring. At any time during normal business hours, and as often as deemed necessary, CSS WDB members or staff, New York Workforce Commission, U.S. Department of Labor, or any of their duly authorized representatives shall have access to any books, invoices, payrolls, timesheets, or any other records or papers of the contractor which are related to a specific grant program for the purpose of verifying funds under contract as a result of this procurement have been expended and accounted for in accordance with all applicable laws and regulations. Monitoring may include, but will not be limited to: site visits, telephone contact and written communication with program operators, partnering agencies, program participants, and submission of monthly reports. It is the requirement of the CSS WDB to monitor customer files on a random basis. Monitoring schedules will be determined during contract negotiation. Monitoring of adherence to Department of Labor laws and work rules for youth will occur. Programs will be required to submit corrective action plans for any findings during the monitoring process. Contract termination may occur if corrective action does not remedy the situation in a mutually agreed upon timeframe based on the scope of the finding. A complete CSS WDB Monitoring Policy is available upon request.

D. Audit

A single audit is required as outlined in 2 CFR §200.501- Audit Requirements

- a) Audit required. A non-Federal entity that expends \$750,000 or more during the non-Federal entity's fiscal year in Federal awards must have a single or program-specific audit conducted for that year in accordance with the provisions of this part.
- b) Single audit. A non-Federal entity that expends \$750,000 or more during the non-Federal entity's fiscal year in Federal awards must have a single audit conducted in accordance with §200.514 Scope of audit except when it elects to have a program-specific audit conducted in accordance with paragraph (c) of this section.
- c) Program-specific audit election. When an auditee expends Federal awards under only one Federal program (excluding R&D) and the Federal program's statutes, regulations, or the terms and conditions of the Federal award do not require a financial statement audit of the auditee, the auditee may elect to have a program-specific audit conducted in accordance with §200.507 Program-specific audits. A program-specific audit may not be elected for R&D unless all the Federal awards expended were received from the same Federal agency, or the same Federal agency and the same pass-through entity, and that Federal agency, or pass-through entity in the case of a subrecipient, approves in advance a program-specific audit.

- d) Exemptions when Federal awards expended are less than \$750,000. A non-Federal entity that expends less than \$750,000 during the non-Federal entity's fiscal year in Federal awards is exempt from Federal audit requirements for that year, except as noted in §200.503 Relation to other audit requirements, but records must be available for review or audit by appropriate officials of the Federal agency, pass-through entity, and Government Accountability Office (GAO).
- e) Federally Funded Research and Development Centers (FFRDC). Management of an auditee that owns or operates a FFRDC may elect to treat the FFRDC as a separate entity for purposes of this part.
- f) Subrecipients and Contractors. An auditee may simultaneously be a recipient, a subrecipient, and a contractor. Federal awards expended as a recipient or a subrecipient is subject to audit under this part. The payments received for goods or services provided as a contractor are not Federal awards. Section §200.330 Subrecipient and contractor determinations sets forth the considerations in determining whether payments constitute a Federal award or a payment for goods or services provided as a contractor.
- g) Compliance responsibility for contractors. In most cases, the auditee's compliance responsibility for contractors is only to ensure that the procurement, receipt, and payment for goods and services comply with Federal statutes, regulations, and the terms and conditions of Federal awards. Federal award compliance requirements normally do not pass through to contractors. However, the auditee is responsible for ensuring compliance for procurement transactions which are structured such that the contractor is responsible for program compliance or the contractor's records must be reviewed to determine program compliance. Also, when these procurement transactions relate to a major program, the scope of the audit must include determining whether these transactions are in compliance with Federal statutes, regulations, and the terms and conditions of Federal awards.
- h) For-profit subrecipient. Since this part does not apply to for-profit subrecipients, the passthrough entity is responsible for establishing requirements, as necessary, to ensure compliance by for-profit subrecipients. The agreement with the for-profit subrecipient must describe applicable compliance requirements and the for-profit subrecipient's compliance responsibility. Methods to ensure compliance for Federal awards made to for-profit subrecipients may include pre-award audits, monitoring during the agreement, and post-award audits. See also §200.331 Requirements for pass-through entities.
- i) The cost of the audit may be included in the proposal budget.

E. Bonding

If the contractor desires to receive an advance of funds, bonding is required. Every officer, director, agent, or employee of contractor for the purpose of receiving or depositing funds into program accounts or issuing financial documents, checks or other instruments of payment for program costs, shall be bonded to provide protection against loss. The amount of coverage shall be the higher of \$100,000 or one-half of the total contract amounts, whichever is less, for each employee of the contractor who will handle the funds received or disbursed. The cost of the bond may be included in the proposal budget.

F. Insurance

Proof of insurance is a requirement for submission, but offertory should be aware that no work might begin under a contract funded through this program until the required insurance has been obtained and proper certificates (or policies) are filed with the CSS WDB. Before submitting a proposal for funding, the agency should contact its insurance agent to determine if it can obtain the required coverage. The contractor is required to carry general liability insurance coverage for the institution sufficient to cover any liability that may arise from the performance of this contract. General liability insurance should cover bodily injury and property damage to a third party and personal injury; \$1,000,000 each occurrence or two million dollars aggregate is required. A reasonable deductible is allowed, not to exceed \$10,000. The CSS WDB provides on-site accident/medical insurance for WIOA participants enrolled in activities not covered by worker's compensation. If the contractor or their employees use motor vehicles in conducting activities under this contract, liability insurance covering bodily injury and property damage must be provided through a commercial insurance policy. Such insurance shall provide a minimum coverage of:

- \$100,000 liability per occurrence
- \$300,000 aggregate liability
- \$100,000 property damage
- Personal Injury Protection
- Uninsured Motorist Protection
- Maximum \$500 Deductible

If self-insured, the contractor warrants that it will maintain coverage sufficient to cover any liability specified above that may arise from the performance of this contract. If the contractor warrants that it is a State Agency and that it is self-insured, then the contractor must be able to pay any obligation that it incurs under the terms of this agreement including any liability that may arise from the performance of this contract. Additionally, the contractor shall ensure that all employees are covered by Worker's Compensation insurance.

The Grantee must provide a certificate of insurance listing CSS Workforce Development Board as an additional insured.

G. Indirect Cost Rates, Administrative Fees

Indirect costs are those costs that have been incurred for common or joint objectives and cannot be readily identified with a particular cost objective. All costs are allocable to a particular cost objective, such as a grant, project, service, or other activity, in accordance with the relative benefits received. If indirect costs or an administrative fee will be a part of the budget, detail must be provided with the proposal as follows: 1) the methodology used to arrive at the rate including a description of all costs included; 2) the amounts used per line item (i.e. salaries, supplies, etc.) to calculate the rate, and; 3) a description of the process used to reconcile the rate charged to the actual costs incurred. Any indirect cost rate must be an approved rate by the cognizant agency, or they may request to use the de minimus rate. See 2CFR 200- page 78684 C.

The costs for administration, including any indirect costs, must not exceed 10 percent of the funds requested for the operation of the workforce center system.

ATTACHMENT 1

Proposal Evaluation Checklist
(This checklist is to be used by CSS WFNY Staff and Board)

Proposing Agency: _____

1. The proposal was submitted before the closing time and date.
2. The proposal organization is not on a Federal or State Debarment List.
3. Proposal Cover Sheet is attached, completed
4. Executive Summary is attached
5. Proposal Narrative attached, does not exceed maximum length
6. Budget Form attached, completed
7. Statement of Non-Collusion attached, signed
8. Certification of Specifications Compliance attached, signed
9. Copy of Single Audit
10. Copy of IRS Indirect Rate, if applicable

Reviewer: _____ Date: _____

By signing above, I state that I screened the proposal and checked off elements that I found in the proposal.

ATTACHMENT 2

CSS WDB Operator Program

PROPOSAL COVER SHEET and CONTRACTOR QUALIFICATIONS

Legal Name of Agency/Business: _____

Address: _____

Telephone: _____ Fax: _____

E-Mail: _____

Contact Person: _____

Organization Type:

Private Not-For-Profit School District

Government Organization Public Non-Profit

Other (Please Specify): _____ Tax ID #: _____

Dollar Amount Requested (Year 1): _____

Please address the following:

➤ Do you have an Approved Affirmative Action Plan?

____ Yes ____ No Date approved: _____ By: _____

➤ List the Principle Officers of the Organization. _____

➤ Has the Organization ever filed for bankruptcy? _____

➤ Has the Organization ever had to repay funds to a governmental unit due to a questioned or disallowed cost?

If yes, please explain. _____

➤ Does the Organization have the capacity to repay a disallowed or questioned audit cost?

➤ Can the Organization support the program in the event that WIOA funding is delayed or unavailable on a temporary basis? _____

➤ If funded, what percentage of the Organization's total budget would the contract funds represent?

➤ Date of last independent audit (copy provided): _____

➤ Name and address of audit firm: _____

- Number of years in operation in CSS WDB area (or Plan of Operation if new to the CSS Workforce Area):

- Has your organization ever provided services that went on to win a State or Industry award? If so, please list.

Contractor Qualifications:

All businesses/organizations must meet the following administrative and fiscal contractor qualifications in order to contract with the CSS Workforce Development Board, Inc. to provide Workforce Innovation and Opportunity Act services for Adult and Dislocated Workers. All bidders must certify that they and their subcontractors/partners meet the following Contractor Qualifications.

- Demonstrable competency in the administration and operation of a center or location open to the public that offers direct services.
- Such competency may be acquired or be demonstrated by the organization itself, by key administrative and operational staff in that organization or through partnerships with organizations that operate programs and must:
- Demonstrate the ability to address the required program elements.
- Be legally authorized to conduct business in the State of New York and have established administrative and program resources in the Chemung, Schuyler, and Steuben County area.
- Be eligible to receive Federal funds.
- Be able to provide the following policies/procedures which comply with the Workforce Innovation and Opportunity and are otherwise acceptable to the CSS Workforce NY, Inc.:
 - Conflict of interest statement for staff and governing Board of Directors.
 - Follow grievance procedure for clients/customers.

In addition, the applicant organization must demonstrate that it:

- Does not discriminate against nor deny employment services to any person on the grounds of race, religion, sex, national origin, age, disability, citizenship, political affiliation, or belief.
 - Complies with the 1990 Americans with Disabilities Act.
 - Has proven fiscal capacity for fund accounting.
 - Has a current annual revenue equivalent to or greater than the amount proposed.
 - Has access to non-WIOA funds sufficient to cover any disallowed costs that may be identified through the audit process.
 - Has or is able to obtain up to \$1,000,000 liability, motor vehicle and Worker’s Compensation insurance.
 - Agrees that the federal, state, and/or local auditors may review provider facilities and relevant financial and performance records to ensure compliance with funding requirements.
 - Has the ability to collect outcome data to compare performance to original plan.
 - Has Internet capability and e-mail address and fax access for staff working with WIOA funds.
 - Provides staff training opportunities for designated staff.
 - Has a plan to incorporate OSOS Requirements.
-

ATTACHMENT 3

Proposed Budget

Organization Name:

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Proposed Budget:

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Funding Period:

--

Proposed Staffing Plan

Proposed # FTE's *(Describe below)*

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--

Budget Category/Proposed Budget

Staff Salaries *(Describe below)*

--

--

Staff Fringe *(Describe below)*

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--

Staff Operating Expenses *(e.g. Travel, Describe below)*

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Other – *Insurances and Indirect*

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Total:

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ATTACHMENT 4

STATEMENT OF NON-COLLUSION

In accordance with NYS General Municipal Law Section 103-d, all proposers must sign a Statement of Non-Collusion and return it with their RFP. The content of the statement is as follows:

“By submission of this RFP, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint RFP each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

The prices of this RFP have been arrived at independently without collusion, consultation, communication, or agreement for the purpose of restricting competition, as to any matter related to such prices, with any other proposer or with any competitor.

Unless otherwise required by law, the prices which have been quoted in this RFP have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer prior to opening, directly or indirectly, to any other proposer or to any competitor; and

No attempt has been made or will be made by the proposer to induce any other person, partnership, or corporation to submit or not to submit an RFP for the purpose of restricting competition.”

The statement must be signed by the CEO of the proposer or other individual responsible for submitting the RFP.

Signature

Date

ATTACHMENT 5

Certification of Specifications Compliance

We understand that we must give assurances for each item below. If we cannot, then we understand that this proposal will automatically be rejected. The assurances are:

1. We will provide records of our most recently completed Single Audit.
2. We have or will have all the fiscal control and accounting procedures needed to ensure that WIOA funds will be used as required by law and contract.
3. We have additional funding sources and will not be dependent on WIOA funds.
4. WE WILL MEET ALL APPLICABLE Federal, State, and local compliance requirements. These include but are not limited to:
 - Records accurately reflecting actual performance
 - Maintaining record confidentiality, as required
 - Reporting financial, participant and performance data, as required
 - Complying with Federal and State non-discrimination provisions
 - Meeting requirements of Section 504 of the Rehabilitation Act of 1973
 - Meeting all applicable labor law, including Child Labor Law standards
5. WE WILL NOT:
 - Place a customer in a position that will displace a current employee.
 - Use WIOA funds to assist, promote or deter union organization.
 - Use funds to employ or train people in sectarian activities.
 - Use funds for customers in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship.
 - Use WIOA funds for activities that would interfere with or replace regular academic requirements for customers.

I certify that to the best of my knowledge, the information contained in this proposal is accurate and complete, and that I have the legal authority to commit this agency to a contractual agreement. I understand that final funding for any service is based upon funding levels and final approval by the CSS Workforce Development Board, Inc.

Signature _____
Chief Executive Officer

Date _____

APPENDIX A

WIOA Negotiated Performance Goals (Program years 2022 & 2023)

Program Year 2022

	Adult			Dislocated Worker		
	PY22 Proposed	PY22 Negotiated	PY22 Adjusted	PY22 Proposed	PY22 Negotiated	PY22 Adjusted
Employment Rate 2 nd quarter after exit	65.5%	65.5%	64.2%	60.0%	60.0%	64.0%
Employment Rate 4 th quarter after exit	64.5%	64.5%	67.9%	63.0%	63.0%	68.2%
Median Earnings 2 nd quarter after exit	\$6,400.	\$6,400.	\$5,924.	\$7,100.	\$7,100.	\$5,672.
Credential Attainment 4 th quarter after exit	52.2%	52.2%	53.2%	47.5%	47.5%	55.1%
Measurable Skill Gains	51.1%	51.0%	50.2%	51.0%	51.0%	55.3%

Program Year 2023

	Adult			Dislocated Worker		
	PY23 Proposed	PY23 Negotiated		PY23 Proposed	PY23 Negotiated	
Employment Rate 2 nd quarter after exit	66.0%	66.0%		60.5%	60.5%	
Employment Rate 4 th quarter after exit	65.0%	65.0%		63.3%	63.5%	
Median Earnings 2 nd quarter after exit	\$6,500.	\$6,500.		\$7,200.	\$7,200.	
Credential Attainment 4 th quarter after exit	53.0%	53.0%		48.0%	48.0%	
Measurable Skill Gains	51.5%	51.5%		51.5%	51.5%	

APPENDIX B

Contractor Monthly Reporting

1. Contractor will report the following:
 - a. Program Year by Quarter – Services provided by the Career Center staff.
 - a) Services for Adults
 - b) Services for Dislocated Workers
 - c) Services to reportable individuals (Self Service)

 - b. WIOA Services provided across all four career centers by Career Center Counselors and Partner Staff
 - a) Services for Adults
 - b) Services for Dislocated Workers
 - c) Services to reportable individuals (Self Service)
 - d) On the job Trainings
 - e) Customized Training
 - f) Initial Assessments
 - g) Occupational Skills Training
 - h) Individual Employment Plans
 - i) Job Search related Activities (utilizing the resource room, job referrals, resume assistance and labor market information)

 - c. Career Center Engagement
 - a) Walk-ins – detailing prior Quarters walk-in activity to current.
 - b) Phone calls
 - c) In-person appointments

 - d. System Services Updates
 - a) Workshops
 - b) Career Center Operations – update on hours
 - c) Update on hiring events.

 - e. And as requested by CSS WDB as applicable

APPENDIX C

PROPOSAL SCORING (CSS WDB USE ONLY)

SECTION	POINTS POSSIBLE	POINTS AWARDED
General		
Instructions/Format were followed	5	
All questions in RFP are addressed	5	
Answers are clear and complete	5	
Service Delivery Model	10	
Demonstrated ability to meet fiscal reporting expectations in contract delivery	10	
Commitment to coordinate publicity efforts relating to contract service delivery	5	
Sub-Total (General)	40	
Program Strength		
Ability to Deliver System Operator Services	(80)	
<i>Agency capacity to drive multi-Agency leadership initiative</i>	20	
<i>Demonstrated Staff experience leading multi-Agency leadership initiative</i>	20	
<i>Agency capacity to deliver Career Center Operator Services</i>	10	
<i>Staff with demonstrated ability to establish & maintain site management team(s)</i>	10	
<i>Agency demonstrated ability to meet required Performance Measures</i>	20	
Ability to Provide Staff to Deliver Career Center Operator Services	(80)	
<i>Agency/Staff with demonstrated ability to implement site operational plan(s)</i>	20	
<i>Agency/Staff experience delivering basic career services</i>	5	
<i>Agency/Staff experience delivering individualized career services</i>	10	
<i>Agency/Staff experience delivering follow-up career services</i>	5	
<i>Agency/Staff experience/success conducting outreach to minority, special, and youth populations</i>	5	
<i>Agency/Staff experience/success delivering quality case management services</i>	5	
<i>Agency/Staff experience/success developing a comprehensive array of workshops and learning experiences</i>	10	
<i>Program Plan to incorporate CareerZone/JobZone</i>	5	
<i>Participant/Program Record Maintenance Plan (OSOS)</i>	5	
<i>Agency/Staff experience/success with outreach to business customers</i>	10	
Sub-Total (Program Strength)	160	
Budget		
<i>Budget is reasonable for program</i>	20	
<i>Leveraged Funding Available</i>	10	
Sub-Total (Budget)	30	
Program Proposal Total	230	

APPENDIX D

PROPOSAL RATING REVIEW (CSS WDB USE ONLY)

CATEGORIES	TOTAL PTS. AVAILABLE	MINIMUM PTS. ACCEPTABLE	SCORE RECEIVED*
<i>Subtotal – General</i>	40	32	
<i>Subtotal – Ability to Deliver System Operator Services</i>	80	64	
<i>Subtotal – Ability to Provide Staff to Deliver at the Career Centers</i>	80	64	
<i>Subtotal – Budget</i>	30	15	
TOTAL	230	175	

***Score Received Evaluation Metric**

General

- Score 37-40: Applicant is considered to be fully capable of meeting these criteria
- Score 32-36: Applicant is considered to be sufficiently capable of meeting these criteria
- Score <32: Applicant is considered to be incapable of meeting these criteria

System Operator Services

- Score 73-80: Applicant is considered to be fully capable of meeting these criteria
- Score 64-72: Applicant is considered to be sufficiently capable of meeting these criteria
- Score <64: Applicant is considered to be incapable of meeting these criteria

Ability to Provide Staff to Deliver Career Center Operator Services

- Score 73-80: Applicant is considered to be fully capable of meeting these criteria
- Score 64-72: Applicant is considered to be sufficiently capable of meeting these criteria
- Score <64: Applicant is considered to be incapable of meeting these criteria

Budget

- Score 26-30: Applicant is considered to be fully capable of meeting these criteria
- Score 20-25: Applicant is considered to be sufficiently capable of meeting these criteria
- Score <20: Applicant is considered to be incapable of meeting these criteria

An Overall Score less than 111 for an individual Priority Area, or 222 for a combined proposal, may result in rejection of the application.