

APPENDIX A
RFP No.: ILD0021 WDA 9 One-Stop Operator

STATEMENT OF WORK

This Statement of Work (SOW) is attached to and forms a part of Contract No. ILD0021 by and between the Contracting Entity and the Contractor. The Contractor shall provide services and meet the performance standards detailed in this SOW.

The Contractor shall perform the following services:

- Coordinate and convene monthly meetings of one-stop partners across all certified job centers in the Western Wisconsin Development Board area. Will also coordinate service delivery across the Western Wisconsin Development Board area.
- Publish all meeting agendas and minutes as required, within five (5) business days of completion of One Stop System Partners
- Provide a report within five (5) days of the end of each quarter. (September, December, March, June). The report shall summarize the following information:
 - List of published meeting agendas and minutes as required, within five (5) business days of completion of One Stop System Partners; and
 - List of published agenda(s) and minutes on a public facing web page.
- Assist the Western Wisconsin Development Board (Board) in developing the Memoranda of Understanding (MOU) for each Job Center.
 - The performance shall be assessed by the effectiveness and efficiency by which the MOUs can be drafted and negotiated. Effectiveness and efficiency will be evaluated by the ability to finalize an MOU within 45-business days from request for assistance.
- Manage partner responsibilities as defined in the MOU.
 - Effectiveness and efficiency will be evaluated based on the number of validated complaints DWD receives in a quarter and aggregated over a single year contract term:
 - Exceptional performance: less than five (5) complaints received;
 - Acceptable performance: six (6) to 10 complaints received; and
 - Unacceptable: 10 or more complaints received.
 - DWD will be the sole adjudicator in determining the legitimacy of the complaint.
- Ensure compliance with all state and local policies and procedures related to the Job Center (for example, serve as complaint officer, conduct ADA, Equal Opportunity, and Accessibility compliance reviews, and arrange technical assistance, as needed).
 - The performance shall be assessed through a report provided within five (5) days of the end of each quarterly (September, December, March, June). The report must contain the following information:
 - Any complaint filed or reported;
 - By Job Center; and
 - Resolution required and/or steps taken to resolve.
- Implement training or staff development, such as customer service training, cross training on Partner services or other community services, for the job center staff.
 - The performance shall be assessed through a a report provided within five (5) days of the end of each quarterly (September, December, March, June). The report must contain the following information:
 - Type of training;
 - Date of training;
 - Was the training accredited; and

APPENDIX A
RFP No.: ILD0021 WDA 9 One-Stop Operator

STATEMENT OF WORK

- Who conducted the training.
- Implement and oversee technology solutions to manage and support enhanced cooperation and coordination of all Partner programs (Activities and Resources).
 - The performance shall be assessed through a report provided within five (5) days of the end of each quarterly (September, December, March, June). The report must contain the following information:
 - Technological solutions implemented;
 - Issues and resolutions; and
 - Coordination needed.
 - Reporting may be required more frequently, if needed based on the project. Contractor agrees to negotiate, as needed.
- Assist the board in ensuring all one-stop partners adhere to the American Job Center branding requirements through quarterly monitoring and staff education;
 - The performance shall be assessed through the Board report provided within five (5) days of the end of each quarterly (September, December, March, June). The report must contain the following information:
 - Number of sites checked;
 - Name and location of each site (physical and/or website); and
 - Training provided, including:
 - Time and date; and
 - Number of people trained.
- Assist the Board in ensuring that each Workforce Development Center meets one-stop certification requirements.
 - The performance shall be assessed through the report provided within five (5) days of the end of each quarterly (September, December, March, June). The report must contain the following information:
 - Number of sites checked;
 - Name and location of each site (physical and/or website); and
 - Actions taken or recommendations made to bring sites into compliance.
- Provide quarterly updates to the Board and, if requested, present updates to the Board at Board meetings.
 - The performance shall be assessed through the report of updates provided within five (5) days of the end of each quarterly (September, December, March, June), and as requested. The report must contain the following information:
 - A summary of updates (containing the relevant information of the events) that occurred between quarterly reporting or as requested.
- Engage in the expansion of services to targeted, barriered and underrepresented populations while adhering to Equal Opportunity (EO) and accessibility requirements.
 - The performance shall be assessed through the report provided within five (5) days of the end of each quarterly (September, December, March, June). The report must contain the following information:
 - Number and types of expansion services expanded upon;
 - Locations of where the expanded services enacted; and
 - Comparative analysis of number of existing customers serviced compared to new number of new customers serviced y quarter and year.

APPENDIX A

RFP No.: ILD0021 WDA 9 One-Stop Operator

STATEMENT OF WORK

- Support and utilize the Western Wisconsin Development Board sector partnerships to guide system services and activities.
 - The performance shall be assessed through a report provided within five (5) days of the end of each quarterly (September, December, March, June). The report must contain the following information:
 - Number and names of sector partnerships used to guide system services and activities; and
 - Number of occurrences support was provided to sector partners and which sector partner received support.
- Support continuous improvement, integration, and alignment of Western Wisconsin Development Board initiatives.
 - The performance shall be assessed through a report provided within five (5) days of the end of each quarterly (September, December, March, June). The report must contain the following information:
 - Number of continuous improvements, integration, and alignment supported during the quarter.
- The One-Stop Operator is restricted from performing the following functions:
 - Assisting in the development of a local or regional plan;
 - Preparing or submitting the local plan;
 - Taking responsibility for oversight/monitoring of itself;
 - Managing or assisting in the competitive selection process for operators;
 - Selecting and/or terminating One-Stop Operators, Career Services Providers, or Youth Providers;
 - Negotiating local performance; and
 - Developing or submitting the budget for the local board.
- Contractor must maintain eligibility as defined in Section 1.3 of the RFP throughout the life of the Contract.

The Contracting Entity agrees to the following:

- Be responsive to questions from Contractor with a reasonable response time of five (5) business days.
- Provide current information based on changes directed by the state or federal government as it would impact the obligations of the Contract. Changes would be issued within 30 days of receiving information.