



# **REQUEST FOR PROPOSAL**

**WDA 9 ONE-STOP OPERATOR**

**For the**

**Western Wisconsin Development Board (WWDB)**

**Funded through Workforce Innovation and Opportunity Act  
(WIOA)**

**RFP Number ILD0021**

**Issued Date: August 4, 2023**

**Responses Due: September 8, 2023 by 2PM**

# Western Wisconsin Development Board (WDA-9)

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## 1 GENERAL INFORMATION

This section provides information about what the State intends to purchase, scope of the project and primary objectives of the solicitation.

### 1.1 Definitions

For the purposes of this RFP and resulting Contract, words and terms shall be given their ordinary and usual meanings. Where capitalized in this RFP and resulting Contract, the following words and terms shall have the meanings indicated. The meanings shall be applicable to the singular, plural, masculine, feminine and neuter.

ADA	Americans with Disabilities Act.
Agency	The Wisconsin Department of Workforce Development.
BAFO	Best and Final Offer.

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Contracting Entity	The party that will execute and administer the Contract on behalf of the Northwest Wisconsin Workforce Investment Board.
Contractor	The proposer awarded the Contract.
Contractor Staff	Includes all employees, interns, subcontractors, temporary employees, and volunteers of the Contractor.
DOA	Department of Administration.
DOL	U.S. Department of Labor
DWD	Department of Workforce Development
DWD Staff	Includes all employees, interns, subcontractors, temporary employees, and volunteers of the Department of Workforce Development.
Evaluation Committee	An independent committee comprised of specialists and state officers, or employees established to evaluate and score proposals submitted in response to this RFP.
Joint Venture	A commercial enterprise undertaken jointly by two or more parties that otherwise retain their distinct identities.
MOU	Memoranda of Understanding.
MBE	Minority Business Enterprise.
OSO	One-Stop Operator.
Purchasing Agent	The point of contact for this RFP who is responsible for managing the procurement process.
Proposer/ Vendor	A firm submitting a proposal in response to this RFP.
Purchasing	Department of Workforce Development Purchasing Section
RFP	Request for Proposal
State	State of Wisconsin
WIOA	Workforce Innovation and Opportunity Act.

### 1.2 Introduction and Background

The Wisconsin Department of Workforce Development (DWD), through its Procurement Unit (Procurement), on behalf of the Western Wisconsin Development Board (WWDB or Board) is requesting proposals to retain a One-Stop Operator (OSO) to coordinate the service delivery of required one-stop partners and service providers to ensure meaningful access to all programs through the one-stop delivery system. The contract resulting from this Request for Proposals (RFP) will be a single award, and it will be executed and administered by either WWDB or another entity on behalf of WWDB (Contracting Entity). DWD does not guarantee that the WWDB or the Contracting Entity will purchase any specific quantity or dollar amount of services. Proposals that require the Contracting Entity to guarantee a specific quantity or dollar amount of services may be disqualified.

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The Contractor is expected to provide a wide range of services across the region. The services include, but are not limited to:

- Facilities management, overall responsibility for building operations (cleanliness, accessibility, coordination of hours of operation, etc.);
- Coordination of Job Center partners within the Workforce Development Area (WDA); and
- Ensuring cohesiveness and effectiveness of American Job Center partner operations within the WDA.

The Western Wisconsin Development Board is a regional body charged with oversight of the Wisconsin Job Centers and the employment and training programs that comprise the workforce development system in the following 8 counties of western Wisconsin: Buffalo, Crawford, Jackson, Juneau, Marquette and Sauk. The Board, comprised of business leaders and workforce development professionals, is the regional body that implements the Workforce Innovation and Opportunity Act (WIOA) and is committed to creating a competitive workforce that meets the changing needs of the citizens and businesses of the area.

### 1.3 Scope of the Project

The One-Stop Operator will be charged with coordinating the service delivery among partner agencies in One-Stop Job Centers. Duties must include, but are not limited to:

- Coordinate and convene monthly meetings of one-stop partners across all state certified job centers in the Western Wisconsin Development Area (WWDA) to optimize service delivery;
- Assist the Board in facilitating the Memoranda of Understanding (MOU) process for each Job Center;
- Manage partner responsibilities as defined in the MOU;
- Ensure compliance with all state and local policies and procedures related to the American Job Center (for example, serve as complaint officer, conduct ADA, Equal Opportunity, and Accessibility compliance reviews, and arrange technical assistance, as needed);
- Implement training or staff development, such as customer service training, cross training on Partner services or other community services, for the American Job Center staff;
- Implement and oversee technology solutions to manage and support enhanced cooperation and coordination of all Partner programs (Activities and Resources);

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- Assist the Board in ensuring all one-stop partners adhere to the American Job Center branding requirements through quarterly monitoring and staff education;
- Assist the Board in ensuring that each Job Center meets one-stop certification requirements;
- Provide quarterly updates to the Board and, if requested, present updates to the Board at Board meetings;
- Engage in the expansion of services to targeted, barriered, and underrepresented populations while adhering to Equal Opportunity (EO) and accessibility requirements;
- Support and utilize the WWDB sector partnerships to guide system services and activities; and
- Support continuous improvement, integration and alignment of WWDB initiatives.

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.

### 1.4 Eligibility

Eligible applicants may be a single entity (public, private, or nonprofit) or a consortium of entities (that may include a minimum of the three (3) required WIOA Comprehensive One-Stop Center partners with clearly defined roles for each). Proposals from consortia, partnerships or other combinations of organizations must identify one organization as the lead agency and prime contractor (supplier) and must specify the assignment of subcontracting relationships.

### 1.5 Procuring and Contracting Agency

This Request for Proposal (RFP) is issued by the Department of Workforce Development (DWD), on behalf of the Western Wisconsin Development Board. DWD is the sole point of contact for the State of Wisconsin and the Board during the selection process. The person responsible for managing the procurement process is Luke Steurer. Contact with anyone other than the individual managing the procurement process may disqualify your proposal.

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## 1.6 Contract Term and Funding

Initial Contract term will be for a period of one (1) year beginning October 1, 2023 or date of award, through September 30, 2024, with three (3), optional, one year, performance-based renewals.

The contract shall be effective on the date indicated on the contract execution date and shall run for one year from that date. Each optional renewal, up to three (3), will be based on successful defined performance outcomes of the supplier, availability of funding, and by mutual agreement of the Contracting Entity, Agency, Board and One-Stop Operator. Neither the Contracting Entity nor the Board is bound to exercise any renewals.

All prices, costs, and conditions outlined in the proposal shall remain fixed and valid for acceptance for one (1) year and will be considered estimates. The resulting contract will be a cost-reimbursement based on agreed upon expenditures.

The One-Stop Operator may request an annual inflationary adjustment at the start of each annual contract renewal period. This increase shall be based on quantifiable and documented market rate increases; annual pay increases is not justification for an increase. Consideration will also be given to changes in scope of the various programs.

Any contract that is awarded to the local area Workforce Development Board for the One-Stop Operator is subject to the approval of the governor, or designee, and local elected officials.

## 1.7 Contract Documents

In the event of contract award, the contents of this RFP (including all attachments), RFP addenda and revisions, the proposal of the successful proposer, and terms agreed to, by the Contracting Entity and the Proposer shall become part of the contract. Failure of the successful proposer to accept these as a contractual agreement may result in cancellation of award. In the event of conflicts or disputes between the parties related to the meaning of any part of the contract, the following priority of documents will be used to resolve the conflict or dispute:

- Final Signed Contract including any attachments, amendments, and all terms and conditions;
- Request for Proposal (including any amendments, exhibits and attachments); and
- Proposer's response as accepted by the State of Wisconsin and the Contracting Entity.



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## 1.8 Contract Quantities/New or Deleted Items

The Contracting Entity reserves the right to add new products/services to this Contract based on technology changes or changes to standards unknown at the time of this solicitation. The Contractor's prices must be (in line with) or (comparable to) current contract pricing for like products/services. Contractor should promptly notify the Contracting Entity of new or discontinued products.

The Contractor shall not have exclusive rights to provide all products or services covered under this Contract during the term of the Contract or any extension of the Contract.

## 1.9 Purchasing Agent

During the RFP process, all correspondence is to be made through the Purchasing Agent, Luke Steurer. Failure to comply with this requirement may result in the disqualification of your company's RFP.

## 1.10 VendorNet Registration

DWD will use VendorNet to issue the RFP. Anyone may access VendorNet on the Internet at <http://vendornet.state.wi.us> to get information on state purchasing practices and policies, goods and services that the state buys, and tips on selling to the state. Vendors may use the same Web site address for inclusion on the proposers list for goods and services that the organization wants to sell to the state. Annually renewable registration guarantees the organization will receive an e-mail message each time a state agency, including any campus of the University of Wisconsin System, posts a request for proposal or a request for proposal in their specified commodity/service area(s) with an estimated value over \$50,000. It is recommended registrants provide an email address that is monitored centrally in the organization to ensure timely receipt of notifications. Organizations without Internet access may request paper copies in the mail. Increasingly, state agencies also are using VendorNet to post simplified proposals valued at \$50,000 or less. Vendors also may receive e-mail notices of these simplified proposal opportunities.

## 2 PREPARING AND SUBMITTING A PROPOSAL

This section explains how the proposal should be constructed and on what terms before it can be considered responsive.

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## 2.1 Reasonable Accommodations

DWD shall provide reasonable accommodations, including the provision of informational material in an alternative format, for individuals with disabilities upon request. If you think you need accommodations, contact Luke Steurer at [lukea.steurer@dwd.wisconsin.gov](mailto:lukea.steurer@dwd.wisconsin.gov).

## 2.2 General Instructions

The evaluation and selection of the Contractor will be based on the information submitted in the vendor's proposal, including design details and schematics, references, or oral presentations and/or site visits. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response. Elaborate proposals (e.g., expensive artwork), beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

## 2.3 Submitting the Proposal

The Proposer will submit an electronic proposal via email of all required materials for acceptance of their proposal (noted below). All proposals shall be limited to no more than 15 pages, excluding the cost proposal and any required attachments and/or documents. Technical Requirements (Section 5.0) proposal submissions must be in Microsoft Word or Adobe PDF format. Cost proposal submissions must be submitted in the posted Microsoft Excel spreadsheet and the budget narrative must be submitted in Microsoft Word or Adobe PDF format. If submitting via email, two separate emails must be submitted, or your proposal will be considered incomplete: one (1) email for the technical portion and one (1) email for the cost portion. Including your cost portion in the general and technical section may disqualify your proposal.

**General and Technical Proposal** must be typed and submitted via email to [ASDProcurement@dwd.wisconsin.gov](mailto:ASDProcurement@dwd.wisconsin.gov)

In the subject line include the following information:

ATTN: Luke Steurer Response to ILD0021 Technical Proposal

**Cost Proposal** must be typed and submitted via email to [ASDProcurement@dwd.wisconsin.gov](mailto:ASDProcurement@dwd.wisconsin.gov)

In the subject line include the following information:

ATTN: Luke Steurer Response to ILD0021 Cost Proposal

## 2.4 Calendar of Events

Listed below are important dates and times by which actions related to this RFP shall be completed. In the event that the State finds it necessary to change any of these dates and times, it shall do so by issuing an amendment to this RFP.

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DATE	EVENT
August 4, 2023	Request for Proposal Issued
August 16, 2023	Deadline for submitting Proposer written questions
August 21, 2023	Tentative date for State responses to Proposer questions
<b>September 8, 2023 (2:00 p.m. CST)</b>	Proposal due date and time for Proposer responses

### 2.5 Proposal Organization and Format

Proposal submissions must be in Microsoft Word or Adobe PDF format. Proposers responding to this RFP must comply with the following format requirements: All information requested must be completed and the document must be signed. Proposals submitted in response to this RFP must be signed by the person in the proposer's organization who is responsible for the proposal submittal, including prices. Each proposal shall stipulate that it is predicated upon the requirements, terms, and conditions of this RFP and any addendums/amendments thereof.

The first portion of the proposal must contain the following:

- Cover Letter
- Attachment B – Proposer Checklist; 4.0 Mandatory requirements – with yes/no check sheet with column for item detail
- Attachment C - Bidder Required Form (DOA-3832)
- Attachment D – Disclosure of Lobbying Activities
- Attachment E – Federal Debarment Form
- Technical (Section 5.0) not to exceed 15 pages

#### Separate Email - COST PROPOSAL (Section 6.0, Attachment A)

Provide cost information as detailed in section 2.3. of this RFP. All costs, as requested, for furnishing the product(s) and/or service(s) must be included in this proposal. The cost proposal must NOT be listed in any other part of the proposal response.

Failure to provide any requested information in the prescribed format may result in disqualification of the proposal. No mention of the cost proposal information may be made in the other sections of the proposal. DWD shall be the sole judge as to compliance with the instructions contained in this RFP.

### 2.6 RFP Process

The evaluation and selection of a Contractor will be based on the information submitted in the vendor's proposal, and additional information gathered from any of the following: references, vendor presentations/site visits, interviews, and BAFO(s) (Best and Final Offer). Failure to respond to each of the requirements in the RFP process may be the basis for rejecting a response.

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## 2.7 Communications, Clarifications, and/or Revisions

All communications and/or questions regarding this RFP must be submitted via email to [ASDProcurement@dwd.wisconsin.gov](mailto:ASDProcurement@dwd.wisconsin.gov)

In the subject line include the following information:

ATTN: Luke Steurer Questions to ILD0021

on or before August 16, 2023

Vendors are expected to raise any questions, exceptions or additions they have concerning the RFP document at this point in the RFP process. If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this RFP, the vendor shall notify immediately, in writing the Purchasing Agent named above of such error and request modification or clarification of the RFP.

In the event that it becomes necessary to provide additional clarifying information, or to revise any part of this RFP, addendum, revisions/amendments and/or supplements will be provided to all vendors via the eSupplier Portal.

The proposal shall stipulate that it is predicated upon the requirements, terms and conditions of this RFP and any supplements or revisions thereof. Any contact with State employees concerning this RFP is prohibited, except as authorized by the Purchasing Agent during the period from date of release of this RFP until the notice of intent to award is released.

## 2.8 Oral Presentations/Site Visits

Top-scoring vendor(s) may be required to provide an oral presentation and/or site visit of their proposed solution at DWD Central Office or virtually. DWD will furnish specifications that the evaluation committee would like to see included in the presentation. Failure of the vendor to provide an oral presentation of its proposed solution within DWD's time constraints may result in rejection of the proposal.

## 2.9 Best and Final Offers

The evaluation committee reserves the right to ask the highest scoring proposer(s) to submit Best and Final Offers (BAFO). Proposers shall not expect that DWD will ask for a BAFO, therefore Proposers shall submit their best proposal.

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### 2.10 Withdrawal of Proposals

Proposers may submit a written withdrawal of their proposal to the Purchasing Agent until the contract has been awarded. The request must be signed by an authorized representative of the proposer and emailed to the Purchasing Agent at [Lukea.steurer@dwd.wisconsin.gov](mailto:Lukea.steurer@dwd.wisconsin.gov)

If a submitted proposal is withdrawn before the proposal due date and time, the proposer may submit another proposal at any time up to the proposal closing date and time.

### 2.11 Multiple Proposals

Multiple Proposals from a Proposer will be permitted; however, each Proposal must conform fully to the requirements for proposal submission. Each such Proposal must be submitted separately and clearly labeled as Proposal #1, Proposal #2, etc. on each page included in the response.

### 2.12 Late Proposals

Any responses provided after the hour specified in Section 2.4 shall not be reviewed.

### 2.13 Proposal Opening

Proposals shall be opened on September 8, 2023 at 2:00 PM CST, only the names of proposers will be available at that time. There will be no public opening.

### 2.14 Incurring Costs

The State shall not be responsible for any costs incurred by Proposer to prepare its Proposal, conduct its due diligence or negotiate any agreements whether or not finally awarded. Such Proposal and business development costs shall not be included in the cost basis of services to be provided to the State.

## 3 PROPOSAL SELECTION AND AWARD PROCESS

This section explains how proposals will be accepted, evaluated, and how the State will engage in negotiations if it opts to do so.

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## 3.1 Preliminary Evaluation

All Proposals will be reviewed initially to determine if Proposal submission requirements are met (see Attachment B). Failure to meet a Proposal submission requirement may result in the rejection of the Proposal.

In the event there is an individual mandatory requirement that no Proposer is able to meet, the State reserves the right to eliminate that individual mandatory requirement; in such case, the State shall continue the evaluation of Proposals and select the Proposal that most closely meets the remaining requirements specified in the RFP.

## 3.2 Proposal Scoring

Accepted proposals will be reviewed by an evaluation committee and scored against the stated criteria. The resulting information will be used to score the proposals. The evaluation committee's scoring will be tabulated, and proposals ranked based on the numerical scores received.

Proposers may not contact members of the evaluation committee except at the DWD's request. The committee may review references, request interviews, and/or request vendor presentations and/or site visits and use the results in scoring the proposals.

DWD's evaluation committee will consist of members who have been selected because of their special expertise and knowledge of the service(s) and/or product(s) that is the subject of this RFP.

Proposals from certified Minority Business Enterprises or Disabled Veteran-Owned Business may have points weighted by a factor of 1.00 to 1.05 to provide up to a five percent (5%) preference to these businesses (Wis. Stats. 16.75(3m)). The evaluation committee's scoring will be tabulated, and proposals ranked based on the numerical scores received.

The cost proposals will be calculated with the most points awarded to the proposal with the lowest cost and all DWD mandatory requirements. Other cost proposals will be assigned points that correlate to those assigned to the lowest cost proposal per the formula described in Section 6.1.

## 3.3 Evaluation Criteria

Accepted Proposals shall be reviewed by the evaluation committee and scored against the stated criteria. Proposers shall not contact any member of an evaluation committee. Evaluation points given by each evaluator shall be summed and divided by the number of evaluators to compute an average score for each Proposal. Cost Proposal information shall not be available to the Evaluation Committee during the requirements evaluation phase.

Proposals will be scored in the following areas.

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<b>RFP SECTION AND DESCRIPTION</b>	<b>POINTS AVAILABLE</b>	<b>WEIGHT % (ROUNDED)</b>
Prior Experience (Section 5.1)	80	23%
Coordination of Monthly Meeting (Section 5.2)	30	9%
Contract Management (Section 5.3)	70	20%
Compliance (Section 5.4)	75	21%
Implementation and Oversight of Technological Solutions (Section 5.5)	40	11%
Support of Continuous Improvement Projects (Section 5.6)	30	9%
Cost Proposal (Section 6.0)	25	7%
<b>TOTAL</b>	<b>350</b>	<b>100%</b>

The points stated above are the maximum amount awarded for each category.

The results of oral presentations or demonstrations (if required) shall be used to clarify and substantiate information in the written Proposals and may be considered when scoring the responses to the general and technical requirements in the RFP. Reference checks will be used to substantiate information in the written proposals. The reference check results may be considered when scoring the responses to the general and technical requirements in the RFP.

DWD reserves the right to open the cost proposals for only the highest scoring proposers that have completed all steps of the evaluation process.

DWD reserves the right to reject proposals that cost more than the DWD budgeted amount for this project.

### **Cost Proposal**

Cost Proposals will be scored as follows:

The lowest cost Proposal shall receive the maximum number of points available for the cost score. Other Cost Proposals shall receive prorated scores based on the lowest cost Proposal. (See Section 6.0 Cost Proposal).

### **General, Technical, and Cost Score Total**

The final average points received from a Proposal's General Requirements and Technical Requirements will be subtotaled and added to the final Cost Proposal score. In the event of a best and final, only those Proposers in the best and final process will be included in the calculation.

The final total score (General, Technical, and Cost) may be weighted.

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## 3.4 Right to Reject Proposals and Negotiate Contract Terms

DWD reserves the right to reject any and all proposals. DWD may negotiate the terms of the Contract, including the award amount, with the selected proposer prior to the Contracting Entity entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the Agency may negotiate a contract with the next highest scoring proposer.

In the event that all proposers do not meet one or more of the mandatory requirements, DWD reserves the right to continue the evaluation of the proposals that most closely meet the mandatory requirements of this RFP.

### 3.4.1 Contract Negotiations Impasse

If a Contract between DWD and the successful Proposer cannot be executed by both parties within sixty (60) Days after the Notice of intent to award the Contract (or the conclusion of an appeal of the award under Ch. ADMIN 10, Wis. Adm. Code, whichever is later), DWD reserves the right to unilaterally reject the Proposer's Proposal and proceed to award the Contract to the next highest scoring Proposer.

## 3.5 Award and Final Offers

DWD will compile the final scores for each proposal. The award will be granted in one of two ways. The award may be granted to the highest scoring responsive and responsible proposer. Alternatively, the highest scoring proposer or proposers may be requested to submit best and final offers. If best and final offers are requested by DWD and submitted by the vendor, they will be evaluated against the stated criteria, scored, and ranked by the evaluation committee. The award then will be granted to the highest scoring proposer. However, a proposer shall not expect that DWD will request a best and final offer.

## 3.6 Notification of Recommendation of Award

Any Proposer who responds to this RFP will be notified in writing of DWD's intent to award the contract as a result of this RFP.

After notification of the intent to award is made, copies of proposals will be available by appointment during normal business hours at 201 E. Washington Ave., Madison WI, under the supervision of Department of Workforce Development. Reviews can be scheduled by contacting Luke Steurer at [lukea.steurer@dwd.wisconsin.gov](mailto:lukea.steurer@dwd.wisconsin.gov).



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## 3.7 Appeals Process

Notices of intent to protest and protests must be made in writing to the Department of Workforce Development. Protestors should make their protests as specific as possible and should identify statutes and Wisconsin Administrative Code provisions that are alleged to have been violated.

Any written notice of intent to protest the award of a contract must be emailed to Pamela McGillivray @ [pamelar.mcgillivray@dwd.wisconsin.gov](mailto:pamelar.mcgillivray@dwd.wisconsin.gov) no later than five (5) working days after the notices of intent to award are issued to:

DWD Deputy Secretary  
Subject line: ILD0007 Intent to Protest  
201 E. Washington Ave.  
P.O. Box 7946  
Madison, WI 53707

Any written protest must be sent to the address noted above within ten (10) working days after the notice of intent to award is issued.

The decision by the Department of Workforce Development may be appealed to the Secretary of the Department of Administration within five (5) working days of issuance, with a copy of such appeal filed with the Department of Workforce Development. The appeal must allege a violation of a Wisconsin statute or a section of the Wisconsin Administrative Code.

## 4 MANDATORY REQUIREMENTS

The following requirements in Sections 4.1 through 4.4 are mandatory and the Proposer(s) must include them. Responses to mandatory requirements in Sections 4.1 through 4.4. must indicate that the Proposer either checks "YES" we can meet mandatory requirements or "NO" we cannot meet mandatory requirements using Attachment B – Proposer Checklist.

In the event there is an individual mandatory requirement that no Proposer is able to meet, DWD reserves the right to eliminate that individual mandatory requirement; in such case, DWD shall continue the evaluation of Proposals and select the Proposal that most closely meets the remaining requirements specified in the RFP. All mandatory requirements are minimums that must be followed with each project unless otherwise stated.

Responses to Section 4.0 will not be scored.

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## 4.1 Proposer Information

- Name and address of proposer.
- Names and addresses of all subcontractors proposed to be used by the proposer in order to fulfill contractual obligations.
- The designation staff/office location of where services will be performed.
- A statement furnishing the name of insurance bond carrier and liability limits (must meet minimally meet state define threshold identified in Section 23.0 Insurance Responsibilities of the Standard Terms and Conditions).
- A mandatory agreement to negotiate with the Contracting Entity any changes to the contract caused by program changes, which may be brought about by DWD or legislative action.

## 4.2 References

Proposers must supply references (up to five) of recent (within previous five years) agencies or businesses to which similar products/services have been provided for a comparable sized entity or company. If contacted, all of those references must verify that a high level of satisfaction was provided. Attachment C – Bidder Required Form (DOA-3832) Section 3 to list references.

The Evaluation Committee will determine which, if any, references are contacted. The results of any reference checks may be used when scoring the proposal. The State will use reference information to validate information provided in response to the RFP; therefore, the relevancy of the experience, compatibility of the experience to this RFP, and the performance record of the experience is essential. The State reserves the right to verify all submissions and perform further background checks of experience and performance. The State or Evaluation Committee may contact one or more references that have been provided by the Proposer or other sources that may not have been named by the Proposer but can assist in determining performance.

## 4.3 Contract Requirements and Proposer Qualifications

Proposer shall respond on attached "Proposer Response Sheet" unless otherwise noted below. To be eligible for a contract award you must be qualified and able to maintain eligibility throughout contract, including any renewals.

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### 4.3.1

Proposer must have the technical competence, expertise in administration and management, including fiscal, of complex multi-partner, multi-facility services that interact directly with the public for the delivery of federal and/or state programs. Consideration in selecting a supplier to deliver services shall be the demonstrated performance of the proposer in delivering comparable or related services. Demonstrated performance in providing employer of record or similar activities shall be required prior to making the award(s).

### 4.3.2

All services provided under this contract must be performed in the United States. The inability to perform all services in the United States shall be grounds for disqualifying your proposal.

### 4.3.3

Contractor must provide DWD Procurement a Certificate of Insurance and maintain the minimum limits specified prior to issuance of a Contract. All policies must be issued with a 30-day cancellation notice, by an insurance company licensed to do business in the State of Wisconsin, with a minimum AM Best rating of A1, and signed by an authorized agent.

### 4.3.4

Proposer must be able to meet all Contract requirements outlined in Appendix A, Statement of Work.

### 4.4 On Site Service

In carrying out the scope of this contract, the Contractor may be required to perform services on DWD property. Proposers must include all transportation and insurance charges.

## 5 TECHNICAL PROPOSAL REQUIREMENTS

The purpose of this section is to provide DWD with a basis for determining a proposer's capability to undertake this Contract. DWD is seeking a vendor to administer and operate one-stop operator (OSO) services for the job centers in the Northwest Workforce Development Area. Selected vendor will also be the conduit for common functionality and cohesive services across the region.

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The OSO shall be directly responsible for the coordination and delivery among partner agencies in Job Centers. The proposer must provide a response that details how the following services will be effectively delivered.

Responses to Section 5.0 will be scored.

### 5.1 Prior Experience, Organization Capabilities/Qualifications (80 points)

Present a detailed statement of each staff person's qualifications and duties as it relates to the duties they will cover under the Contract. If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors' organizational capacity and qualifications.

### 5.2 Coordination of Quarterly Meetings (30 points)

The proposer shall provide a detailed statement of how they will provide coordination of quarterly meetings in order to optimize delivery of services. Your proposal must address the following:

- Ability to allow maximum participation of all partners to monthly meetings;
- Ability to maintain and distribute meeting minutes as required by any applicable statutes or regulations, including, if applicable, public meeting notice;
- Ability to maximize the use of technology to reduce hard and soft costs associated with travel to meetings; and
- Ability to lead and control a meeting.

### 5.3 Contract Management (70 points)

The Proposer shall provide a detailed statement of how they will manage or be responsible for contracts. Your proposal must address the following:

- Ability to facilitate implementation of the memoranda of understanding or agreement (MOU or MOA) for each Workforce Development Center; and including managing partner responsibilities as defined in the MOU/MOA.
- Ability to manage contracts, as needed, for the Workforce Development Center(s).

The Proposer shall indicate if it had a contract terminated for cause in the last five (5) years and, if so, describe such incident(s). Submit full details of the terms for termination for cause including the other party's name, address and phone number. Proposer shall present its position on the matter. The State will review the facts and may, at its sole discretion, reject the Proposal on the grounds of the experience. If no such termination for cause has been experienced by the Proposer in the past five years, so indicate.

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## 5.4 Compliance (75 points)

The Proposer shall provide a detailed statement of how they will ensure compliance standards are met and maintained throughout the region.

Your proposal must address your ability to comply with all federal, state and local policies and procedures related to the job center; including:

- ADA;
- EEO and accessibility;
- Branding; and
- Complaints.

## 5.5 Implementation and Oversight of Technological Solutions (40 points)

The proposer shall provide a detailed statement of how they will implement and oversee technological solutions.

## 5.6 Support Continuous Improvement Projects (30 points)

The proposer shall provide a detailed statement of how they will successfully support continuous improvement projects.

## 6 COST PROPOSAL (25 points)

Completion of the Cost Proposal is **mandatory**. No mention of the Cost Proposal is permissible in the response to any other section of the RFP. Proposers are responsible for entering cost data in the format prescribed by DWD. Prices submitted shall be in U.S. Dollars to two decimal points. Percentage rates shall be submitted as a whole number.

Further instructions for entering cost data are included in the worksheets. It is the sole responsibility of the Proposer to ensure that all mathematical calculations are correct and that the total cost worksheet provided accurately reflects costs. Estimated proposal prices are not acceptable. Failure to provide any requested information in the prescribed format may result in disqualification of the Proposal.

### 6.1 General Instructions on Preparing Cost Proposals

The cost proposal must be submitted in a separate email. The proposal will be scored using a standard quantitative calculation where the maximum points (25) will be awarded to the proposal with the lowest Grand Total Cost. All prices must be quoted in U.S. Dollars.

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The Purchasing Agent will score the cost proposals by prorating with the lowest cost proposal given the highest score. The formula is as follows: calculation of points awarded to subsequent proposals will use the lowest dollar proposal amount as a constant numerator and the dollar amount of the firm being scored as the denominator. This number is then multiplied by the number of points given to the cost section of the RFP, resulting in the cost proposal score.

$$\frac{\text{Lowest Total Cost Proposal (constant)}}{\text{Proposer's Total Cost Proposal (denominator)}} \times \text{Maximum Points given to cost} = \text{Cost Score}$$

Proposal prices shall take into consideration all inherent costs of providing the services described in the RFP.

### 6.2 Format for Submitting Cost Proposals - Attachment A

The Attachment A - Cost Proposal contains two tabs (worksheets); Proposed Budget and Staffing Pattern. Any service not listed in either sheet shall not be billed under this contract, unless it is added to the Contract via an amendment.

Failure to provide requested information for all items on the Attachment A - Cost Proposal may result in the rejection of the Proposal. Attachment A - Cost Proposal may not be altered; if altered, it may result in the rejection of the Proposal.

#### Proposed Budget Tab

Fill in all areas of the Proposed Budget Tab of Cost Proposal which are highlighted in yellow. Other areas on the Cost Proposal will auto-calculate. If an item is supplied at No Cost, Bidder shall enter \$0.00. Bids with blank entries, "TBD", "N/A" or similar language may be rejected.

#### Staffing Plan Tab

Fill in all areas of the Staffing Plan Tab of the Cost Proposal which are highlighted in yellow.

### 6.3 Fixed Price Period

All prices, costs, and conditions outlined in the proposal shall remain fixed and valid for acceptance for ninety (90) days starting on the due date for proposals.

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The awarded vendor must hold the accepted prices and/or costs for the entire Contract period. Any adjustment to prices and/or costs at the beginning of a contract renewal period will be negotiated between the Contracting Entity and the Contractor. Any price increases must be justified with supporting documentation of industry-wide increases. Requests for a price increase are limited to one request per renewal term.

### 7 SPECIAL TERMS AND CONDITIONS

#### 7.1 Payment Terms and Invoicing

Contractor must agree that all invoices shall reflect the contracted price as submitted on the cost proposal.

Only properly submitted invoices will be processed for payment. Prompt payment requires that contractor invoices be clear and complete in conformity with the instructions below. All invoices must be itemized showing:

- Contractor name;
- Remit to address;
- Purchase order number; and
- Charges in the same format as the terms of the contract

The original invoice must be sent to the applicable address which will be provided to the Contractor prior to Contract start date.

Before payment is made, the Contracting Entity shall verify that all invoiced charges are correct as per this Contract. Only properly submitted invoices shall be officially received for payment. Prompt payment requires that invoices be clear and complete in compliance with the RFP.

The Contractor is limited to providing the services contracted for in the terms of the contract as defined in this RFP. Services provided outside the terms of the Contract will be considered "out of scope". The Contracting Entity will only pay for services within the scope of this Contract.

If the Contracting Entity authorizes in the scope services over and above what is specified in the Contract, the agreement must be in writing and must be approved by the Contracting Entity prior to the addition of services. Invoices sent to the Contracting Entity for items not covered by the Contract will be denied for payment.

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### 7.2 Prime Contractor and Subcontractor

Any Contract resulting from this RFP shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other contractor without prior written approval by the Contracting Entity.

The Contractor shall be directly responsible for any subcontractor's performance and work quality when used by the Contractor to carry out the scope of the job.

Contractor must assure subcontractors abide by all terms and conditions under the Contract.

If subcontractors are to be used, the proposer must clearly explain their participation.

### 7.3 Contractor Major Structural Change

The Contractor is required to provide the Contracting Entity with a minimum of 60 days written notice of any planned or potential structural change (merger, buyout, acquisition, consolidation, etc.). Contract may not be automatically assigned to the new entity (since the underlying procurement may be affected).

### 7.4 Advertising/Promotions

The Contractor shall not issue news releases, advertisements or news articles, or any other information of any kind related to the Contract without prior written approval from the Contracting Entity.

### 7.5 Wisconsin Sales and Use Tax Registration

The State of Wisconsin shall not enter into a contract with a vendor and reserves the right to cancel any existing contract if the vendor or contractor has not met or complied with the requirements of s. 77.66, Wis. Stats., and related statutes regarding certification for collection of sales and use tax.

If you have not established a certification for Collection of Sale and Use Tax status with the Wisconsin Department of Revenue, the DWD and any other state agency can not issue any purchase orders to your firm. For additional information see <https://www.revenue.wi.gov/html/vendlaw.html>



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### 7.6 Certification of Collection of Sales and Use Tax

The State of Wisconsin shall not enter into a contract with a vendor, and reserves the right to cancel any existing contract, if the vendor or vendor has not met or complied with the requirements of s.77.66, Wis. Stats., and related statutes regarding certification for collection of sales and use tax.

### 7.7 Cancellation

The Contracting Entity reserves the right to cancel this Contract in whole or in part without penalty if the Contractor:

- Fails to perform any material obligation required under the Contract;
- Files a petition in bankruptcy, becomes insolvent, or otherwise takes action to dissolve as a legal entity;
- Allows any final judgment not to be satisfied or a lien not to be disputed after a legally imposed, 30-day notice;
- Makes an assignment for the benefit of creditors;
- Fails to follow the sales and use tax certification requirements of s. 77.66 of the Wisconsin Statutes;
- Incurs a delinquent Wisconsin tax liability;
- Fails to submit a non-discrimination or affirmative action plan as required in the Standard Terms and Conditions (DOA-3054);
- Fails to follow the non-discrimination or affirmative action requirements of subchapter. II, Chapter 111 of the Wisconsin Statutes (Wisconsin's Fair Employment Law);
- Becomes a federally debarred Contractor;
- Is excluded from federal procurement and non-procurement contracts;
- Fails to maintain and keep in force all required insurance, permits and licenses as provided in this Contract;
- Fails to maintain the confidentiality of the State's information that is Confidential Information, proprietary, or containing Personally Identifiable Information; and
- Threatens the health or safety of a State employee or State customer.

### 7.8 Supplier Diversity

Proposals from certified Minority Business Enterprises (MBE) or Disabled Veteran-owned Businesses (DVB) may have points weighted by a factor of 1.00 to 1.05 to provide up to a five percent (5%) preference to these businesses (s. 16.75 (3m), Wis. Stats., 2001-02).

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### 7.8.1 Minority Business Enterprise Program (MBE)

Minority-owned business enterprises (MBEs) are certified by the Wisconsin Department of Administration. This program can be found at:

<http://www.doa.wi.gov/Divisions/Enterprise-Operations/Supplier-Diversity-Program>.

The Contractor shall furnish appropriate quarterly information about its efforts, including the identities of such businesses certified by the Wisconsin Supplier Diversity Program, their contract amount, and spend for each period to the Procuring Agency.

A listing of certified MBEs, as well as the services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>.

### 7.8.2 Women Owned Business (WBE)

Woman-owned business enterprises (WBEs) are certified by the Wisconsin Department of Administration. This program can be found at:

<http://www.doa.wi.gov/Divisions/Enterprise-Operations/Supplier-Diversity-Program>.

State certified WBEs are able to provide both governmental entities and private companies with a credible recognition of the business' ownership. The WBE certification may serve as an additional marketing tool when seeking contract opportunities with entities that place a value on having a diverse supplier base. There is no price preference for certified WBEs that compete for State Contracts.

A listing of certified WBEs, as well as the services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>

### 7.8.3 Veteran Owned Business

The State Bureau of Procurement encourages the participation of veteran-owned businesses (VBs) in the statewide purchasing program by inviting VBs to actively solicit public purchasing business and by reducing undue impediments to such participation. VBs are certified by the Department of Veterans Affairs (DVA). Applicants shall complete a Veteran-owned Business Request for Certification form (WDVA 1037). Contact the DVA at: <http://dva.state.wi.us>. There is no price preference for certified VBs that compete for State Contracts.

### 7.8.4 Disabled Veteran Owned Business (DVB)

Disabled veteran-owned businesses (DVBs) are certified by the Wisconsin Department of Administration. This program can be found at:

<http://www.doa.wi.gov/Divisions/Enterprise-Operations/Supplier-Diversity-Program>.

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The Supplier/Contractor shall furnish appropriate quarterly information about its efforts, including the identities of such businesses certified by the Supplier Diversity Program and their Contract amount.

A listing of certified DVBs, as well as the services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>

### 7.9 Termination for Cause

The Contracting Entity may terminate this Contract for cause if the contractor breaches the terms of this contract. The Contracting Entity's right to terminate for cause may only be exercised if the Contractor fails to cure its breach of this Contract within 30 calendar days of receiving written notice of said breach from the Contracting Entity. In the event of termination for cause, the Contractor shall only be entitled to receive compensation for any payments owed under the Contract at the time of termination and/or only for deliverables that have been approved and accepted.

### 7.10 Termination for Convenience

Either party may terminate this contract at any time, without cause, by providing a written notice to the other party at least 30 days in advance of the intended date of termination. In the event of termination for convenience by the Contractor, the Contractor shall be entitled to receive compensation for any payments owed under the Contract only for deliverables that have been approved and accepted. In the event of termination for convenience by the Contracting Entity, the Contractor shall be entitled to receive compensation for any payments owed under the Contract for deliverables that have been approved and accepted and may be compensated for partially completed services that have value going forward. In this event, compensation for such partially completed services shall be no more than the percentage of completion of the services requested, at the sole discretion of the Contracting Entity, multiplied by the corresponding payment for completion of such services as set forth in the Contract. Alternatively, at the sole discretion of the Contracting Entity, the Contractor may be compensated for the actual service hours provided. The Contracting Entity shall be entitled to a refund for services paid for but not received or implemented, such refund to be paid within 30 days' written notice to the Contractor requesting the refund.

### 7.11 Suspension and Debarment

This Contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the Contractor is required to verify that none of the Contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

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The Contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.

### 7.12 Use of WIOA Funds

This is an acknowledgement that Federal funds will be used to fund all or a portion of this Contract. All one-stop operators, including for-profits, nonprofits, educational organizations, and State or Local governments are considered subrecipients and shall comply with all applicable Federal law, regulations, executive orders, policies, procedures, and directives, including 2 CFR part 200 and 2 CFR part 2900.

The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, Contractor, or any other party pertaining to any matter resulting from the Contract.

## 8 LIST OF REQUIRED FORMS AND SUPPORTING DOCUMENTS

The following is a list of documents included in the RFP. In the table below, an "X" preceding the document indicates that it should be completed and returned with the Proposal Response.

	DOA-3054 Standard Terms and Conditions
	DOA-3861 Supplemental Standard Terms and Conditions
X	Attachment A: Cost Proposal
X	Attachment B: Proposer Checklist
X	Attachment C: DOA-3832 Bidder Required Form
X	Attachment D: Disclosure of Lobbying Activities
X	Attachment E: Federal Debarment Form
	Appendix A: Statement of Work