



# **CAREERSOURCE NORTH CENTRAL FLORIDA**

## **REQUEST FOR QUOTES**

### **WORKFORCE INNOVATION AND OPPORTUNITY ACT**

#### **ONE STOP OPERATOR**

**JULY 1, 2025 TO JUNE 30, 2026**

**Renewable for Three 1 Year Periods**

**ISSUED: 04/04/2025**

**DEADLINE FOR SUBMISSION: May 2, 2025 at 4:00 p.m.**

CareerSource North Central Florida (CSNCFL)

[WWW.CareerSourcencfl.com](http://WWW.CareerSourcencfl.com)

*CareerSource North Central Florida reserves the right to modify any of the enclosed specifications.*

**In accordance with Public Law 101-166, Section 511, known as the Steven's Amendment, this Request for Quotes (RFQ) is 100% funded with Federal funds. The Agreement to be entered into as a result of this will also be 100% funded with federal funds**

**The Florida CareerSource system program partners have reviewed these specifications, have provided feedback and agree with the operator's role and responsibilities as defined in these specifications**

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## INTRODUCTION

The Governor of Florida has designated Region 26, consisting of Alachua, Bradford, Columbia, Dixie, Gilchrist and Union Counties as a local workforce development area in accordance with provisions of the Workforce Innovation and Opportunity Act of 2014 (WIOA). The CSNCFL Council of Elected Officials (Council) includes a County Commissioner from each of the member counties. The Chair of the Council is the Chief Elected Official as defined in WIOA. The Council, together with the North Central Florida Workforce Development Board (NCFWB) are responsible for implementing the workforce system in the workforce development area and for selecting a one-stop operator in accordance with WIOA.

The NCFWDB is comprised of representatives appointed by the Council and includes private sector, education, labor, economic development, and community-based organization representatives. The NCFWDB is responsible for setting policy, determining the vision and mission of the workforce system.

The Council and NCFWDB have developed a strategic plan, approved by the state, which lays out a road map for an ongoing healthy and growing economy fueled by a skilled talent pipeline. CSNCFL is the staff for the Council and the NCFWDB.

CSNCFL oversees the operations in one (1) comprehensive American Job Center (AJC) also referred to as the CSNCFL One Stop Center in Gainesville and satellite centers of Starke, Old Town, and Lake City where residents and citizens of the workforce development area can access a variety of career services. The CSNCFL One-Stop Centers houses a variety of workforce programs and funding streams these include:

- WIOA Title I Adult, Dislocated Worker and Youth programs
- Wagner-Peyser Employment Services – National Labor Exchange
- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- Welfare Transition Programs
- Re-employment and Eligibility Assistance
- Supplemental Nutrition Assistance Program

WIOA also includes the following workforce programs as one-stop partners:

- Family Literacy and Adult Education Act
- Vocational Rehabilitation
- Career and Technical Education (Perkins Act)
- Community Services Block Grant
- Second Chance Act

- Senior Community Service Employment Program
- YouthBuild

WIOA requires that each local workforce development board procure a “one-stop operator” (OSO) whose responsibility it is to coordinate among the one-stop partner programs, facilitate cross referrals and assist in developing methods for sharing information.

## DESCRIPTION OF ONE STOP OPERATOR (OSO) SERVICES

The CSNCFL local workforce development system OSO shall work with CSNCFL one-stop staff to facilitate coordination with the co-located one-stop partners and the delivery of shared career services. The delivery of WIOA Title I or other program services will not be a OSO responsibility.

The OSO shall be responsible for following duties:

- The OSO shall serve as an intermediary to the public one-stop partners.
- There shall be one operator who shall coordinate among all the CSNCFL one-stop locations.
- The OSO shall be responsible for familiarizing themselves with the one-stop partner programs and performance requirements of the one-stop partners.
- The OSO shall be responsible for working with the one-stop partners using continuous improvement principles to promote customer service, eliminate duplication and promote efficiency in the delivery of services.
- The OSO will familiarize themselves with CareerSource Florida’s one-stop certification criteria so as to assure CSNCFL’s compliance in the areas identified below under deliverables.
- The OSO shall be responsible for assisting in the development of and implementation of the required WIOA Memorandum of Understanding (MOU) with the one-stop partners as directed by the CSNCFL and described below under deliverables.
- The OSO shall Implement the below described duties in coordination with the CSNCFL CEO:
  - Coordinating one-stop partner programs by reviewing and assuring access to “programs and activities carried out by one-stop career center partners whether through co-location of program staff in the one-stop or through direct linkage

- through technology to one-stop program staff who can provide meaningful information or services.” (CSF Policy 93)
- ii. Encouraging the development of operational procedures and protocols that promote effective, seamless service delivery among customers of the one-stop partners.
  - iii. Communicating workforce system policy, directions and information among partners
  - iv. Working to establish consistent policies and procedures among the partners for situations such as inclement weather, holidays, breaks or time off.
- h. The OSO shall report to the CSNCFL government boards through the CSNCFL CEO.
- i. The OSO shall work with the CSNCFL on technology and website issues.
- j. The OSO shall ensure that the relevant equal opportunity and civil rights laws are appropriately displayed in the one-stop physical locations and on the CSNCFL website.

### **The One-Stop Operator Deliverables**

- a. Together with the CSNCFL, the OSO will be required to review the existing required one-stop MOU's negotiated with the individual one-stop partners as described in WIOA section 121, and work with the partners to update their MOU's to reflect continuous improvement actions agreed to in partnering to deliver services:
- i. A description of how each one-stop partner is providing access to their services through the one-stop delivery system including their roles, responsibilities, services and activities.
  - ii. The goals for the facilitation of ongoing one-stop partner meetings to be scheduled during the Agreement period to assure ongoing communication and increasing access to multiple services for individuals to avoid duplication of services. This is also a certification criterion as described in paragraph b below.
  - iii. How the one-stop partners will coordinate services through the one-stop delivery system.

- iv. A description of the one-stop partner services that will be delivered through the one-stop system including the addition of any services since entry into the previous MOU.
  - v. WIOA encourages the cross referral of individuals between the one-stop partners for appropriate services and activities. The OSO will work with each of the one-stop partners to track each one-stop-partner referrals of participants to other one-stop partners and to describe the plan in the one-stop MOU.
  - vi. A description of how the operator will implement, monitor and follow-up on the elements of the plan.
- b. Assist CSNCFL, as needed, with the determination of infrastructure costs related to space, occupancy, shared costs and other costs associated with the one-stop delivery system.
  - c. Assist CSNCFL in assessing technology tools to assure the tools available in the one stop are current.
  - d. Be familiar and knowledgeable regarding WIOA as applicable to the one-stop operations.
  - e. Take such actions as is necessary to assure the One-stop centers and one-stop delivery systems meet state certification criteria to assure CSNCFL one-stops exceed the performance levels set by the state with respect to:
    - i. Effectiveness based on
      - A. At least one physical, comprehensive one-stop career center with at least one WIOA Title I staff person physically present providing career services and access to training services. Services provided by other one-stop career center partners at the comprehensive one stop career center must be accessible and available either by a person, by electronic or virtual service delivery or by other means without the customer having to go to another physical location.
      - B. Assist CSNCFL to assure all one-stop partner MOUs are up to date and executed.
      - C. Assist CSNCFL to evaluate operating procedures allowing customers electronic access, or virtual service delivery if they cannot access those services during regular business days, Monday through Friday, except holidays.

- D. Review and assist in establishing policies and procedures that provide one-stop career center customers the opportunity to provide feedback on services provided and customer satisfaction.
- ii. Monitor to assure physical and programmatic accessibility
  - A. Assure each one-stop career center is compliant with the Americans with Disabilities Act (ADA).
  - B. Review policies and procedures regarding reasonable accommodations for persons with disabilities consistent with Florida Commerce Guidance Paper AWI FG 04-042, One-Stop Career Center Certification Requirements Policy March 6, 2008 or later revisions issued by Florida Commerce.
  - C. Monitor for ADA compliance at least once every three years using the ADA checklist created by the federal EEOC. In monitoring consider efficient utilization of funding, staffing, infrastructure, and other resources to best serve the disabled customer population.
  - D. Review and assist with policies and procedures to provide free language services to customers that have a limited ability to read and/or speak the English language.
- iii. Continuous Improvement
  - A. Assur compliance with all CareerSource Florida statewide branding, local branding, and national branding standards and practices.
  - B. Assuring compliance with staff training and skills certification pursuant to Administrative Policy 92.
  - C. Capture and respond to job seeker and employer feedback based on NCFWDB criteria and procedures for assessing continuous improvement of each of its one-stop career centers, taking into consideration efficient utilization of funding, staffing, infrastructure, and other resources to best serve its customer population.
- iv. Labor Market Information
  - A. Monitor to assure up to date Labor Market Information (LMI) is available to users in all one-stop career centers:
    - a. Resource Guide - displays the Systems, Publications, and Reports available from the Labor Market Statistics Center.

- b. Wage Conversion Posters.
- c. Career Comics - describe careers in ten occupational areas with their job responsibilities, training/education needed, and wages.
- d. Career Posters - career, education, and wage information for taking "job journeys" in leading industries.
- e. Occupational Highlights. One-Stop Career Center Certification Requirements Policy 93 f.
- f. Industry Profiles - Florida's targeted industry clusters.
- g. Job Vacancy/Hiring Needs Survey Reports - a snapshot of occupational demand in local areas.
- h. Education and Training Pay Flyer - the relationship between unemployment/employment and education and training, and the impact of education on potential earnings.
- i. Employment Projections Data - forecasts of future employment levels for industries and occupations in Florida.
- j. Occupational Employment Statistics and Wages - estimates of employment and wages for specific occupations.
- k. Florida's Research and Economic Information Database, Florida Insight
- l. CareerOneStop (Career Infonet).
- m. Occupational Network (O\*NET Online.)
- n. State Eligible Training Provider List (ETPL).
- v. Posters Required by Federal and State Law
  - A. Monitoring to assure that each one stop displays the following posters:
    - a. Job Safety and Health Protection Occupational Safety and Health Act.



- b. Equal Employment Opportunity Is The Law.
- c. Fair Labor Standards Act.
- d. Notice to Workers with Disabilities.
- e. Family and Medical Leave Act.
- f. Uniformed Services Employment and Reemployment Rights Act (USERRA).
- g. Employee Polygraph Protection Act (EPPA).
- h. Migrant & Seasonal Agriculture Worker Protection Act.
- i. Employee Rights Under the National Labor Standards Act.
- j. If You Have A Complaint.
- k. Florida Law Prohibits Discrimination.
- l. Reemployment Services.
- m. Child Labor Laws.
- n. Interpretive Services.
- o. Worker's Compensation Works for You.
- p. Florida Minimum Wage.

- vi. The one-stop center's integration and coordination of services for participants and businesses.
- vii. The one stop center's ability to meet the workforce development needs of participants and the employment needs of local employers by identifying new ways to coordinate between the one-stop, education and employers that involve all the one-stop partners.

- f. Work closely with CSNCFL to address the one-stop's effectiveness, including customer satisfaction

- g. The OSO will assist and participate, as appropriate, in the CSNCFL One Stop Standing Committee however they shall not be a member of the committee. All reports to the committee shall first be submitted to the CEO for approval to be included on the agenda.
- h. The OSO will be required to prepare reports on a monthly basis to include actions taken with respect to each of the deliverables highlighting accomplishments, improvements, challenges and recommendations.

## **CONTRACT TERM**

A contract will be entered into with the selected individual or entity for three renewable one year terms. The OSO will be expected to report on their progress in writing in a format approved by CSNCFL management for presentation to the governing boards at their regularly scheduled meetings.

## **FUNDS AVAILABLE**

Funds Available:

Based on the strength of the quote and the entity's experience and capability, up to \$40,000.00 is available to fund this initiative for one individual on a part time basis in year one. The position is intended to become full time in subsequent years and be located in the one-stop center.

## **ONE STOP OPERATOR QUALIFICATIONS**

### **Qualifications for the One Stop Operator:**

1. To meet the WIOA requirements CSNCFL is seeking an entity which will fulfill the role of a coordinator among the one-stop partners.
2. CSNCFL requires that entities submitting quotes be able to identify a single individual who will serve as the OSO and who can be held accountable for accomplishing the deliverables.
3. CSNCFL reserves the right to approve the individual selected to serve as the operator.
4. The following entities may respond to this RFQ:

- a. A public entity such as a governmental entity including a single one-stop partner listed in WIOA section 121, an entity includes a consortium of three one stop partners.
  - b. A private for-profit entity.
  - c. A private nonprofit entity.
  - d. Another interested organization or entity such as an independent consultant or consulting firm.
  - e. An institution of Higher Education
  - f. A chamber of commerce, an economic development corporation or a labor market organization.
  - g. Per WIOA the entity may not be a traditional school system providing elementary or high school education, with the exception of a non-traditional public secondary school such as an adult school, or area career and technical education school.
5. Entities submitting a response to this RFQ must be capable of carrying out the duties of the OSO as described above and have a history of demonstrated effectiveness.
6. The entity selected to serve as the OSO should:
- a. Be experienced in public relations.
  - b. Identify staff who will serve as the operator. The individual should have a Bachelor's Degree or higher in Human Services, Communications, Project Management, Business Operations or a related field, or comparable experience.
  - c. Have mediation, sales, job development or negotiation experience.
  - d. Have experience bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align.
7. The individual assigned to serve as the OSO will be expected to devote 20 – 40 hours a week to this initiative. A defined schedule will be established for the individual or entity selected. The person assigned will be housed in the CSNCFL Comprehensive one-stop center. Costs negotiated will be proportionate to time devoted to the project,

8. If appropriate, applicant must specify in their response how the individual assigned to serve as the OSO fits into applicant's organization. Please include an organizational chart indicating the chain of command for the one-stop operator.
9. The operator will be expected to report on their progress in writing in a format approved by the CSNCFL through their Director for presentation to the board at their regularly scheduled meetings.

## ONE STOP OPERATOR PERFORMANCE EVALUATION

The OSO will be evaluated annually per state policy. The annual operator evaluation will include the following elements:

- a. Meeting their contract deliverables
- b. Partner surveys regarding the operator's efficiency and effectiveness
- c. One-stop center/system efficiency and effectiveness
- d. Continuous improvement

## APPLICATION INSTRUCTIONS

### INSTRUCTIONS

1. **Dates** – All dates are subject to change by the CSNCFL.

EVENT	DATE/TIME
RFQ Release	04/04/2025
Deadline for submitting questions	04/18/2025
RFQ Due Date	05/02/2025

- a. **Inquiries, Questions and Updates to the Proposal**

All updates or modifications to the Proposal Requirements will be posted at: [www.careersourcencfl.com](http://www.careersourcencfl.com)

All questions regarding this RFQ should be emailed to [pmarty@careersourcencfl.com](mailto:pmarty@careersourcencfl.com). The responses will be posted at [www.careersourcencfl.com](http://www.careersourcencfl.com)

Questions are generally answered within two (2) business days or sooner if possible. The CSNCFL will not respond individually to questions or send out updates on an individual basis. It is applicant's **responsibility to visit** the CSNCFL website to access this information.

- b. Quotes must be submitted on or before **4:00 p.m., 05/02/2025** after which date the CSNCFL will not accept additional responses. Quotes must be delivered via email and may not be mailed or hand delivered.
- e. Applicants must submit an MS Word and a PDF version of their quote to [pmarty@careersourcencfl.com](mailto:pmarty@careersourcencfl.com)

**The Subject Line for All submissions should be marked: Response to One-Stop Operator Request for Quotes.**

## **2. The RFQ response Package**

- a. Please include a cover letter and a copy of the attached cover sheet.
- b. The RFQ is written in MS Word. Complete the attached Application by responding to all the questions immediately below the question. The space will expand to accept applicant's response.
- c. Responses must be single-spaced, single-sided on 8.5" inch x 11" inch paper. Complete all responses in Arial pitch, 12-point type. Maintain 1-inch margins.
- d. Respond to every question asked. Do not omit any questions. If a question asks for a yes or no answer place the yes/no response at the beginning of your answer and provide the narrative information requested on the next line.
- e. Do not reorder the question numbers as the rating sheet is keyed to the question numbers. Do not respond to a question by cross referring to another question.
- f. Include a resume or job description for the individual who will serve as the one-stop operator
- g. Number each page of the response sequentially. The page number should be in a footer with the name of the organization submitting the response, and OS - RFQ. Footers should be printed in an 8 pitch. Page numbers should be consecutive from beginning to end. Quotes are not to be paginated by sections. The order of the RFQ response is as follows:

I. Cover Letter on Company or Firm Letterhead

II. The Cover Sheet

- III. The Application for **the CSNCFL One-Stop Operator**
  - IV. The Cost Schedule
  - V. A project management schedule showing when various activities including performance will occur.
  - VI. The resume of the OSO.
  - VII. If applicant is not a single consultant or there are more than one employee in applicant's organization applicant must include an organizational chart showing the chain of command for the individual who will serve as the one-stop operator.
  - VIII. Reference Form
3. It is the CSNCFL's intention to award a contract as a result of this RFQ to one firm. Contracts will be cost reimbursement. There will be no advances. Applicant will be considered a sub-recipient pursuant to 2 CFR 200 et al and will be required to execute required federal forms as a part of the contracting process including but not limited to:
- a. Certificate Regarding Lobbying
  - b. Certification Regarding Conflict of Interest
  - c. Certification regarding Debarment Suspension
  - d. Certification regarding Drug Free Workplace

#### **4. Cure Process**

CSNCFL has established a discretionary cure process to cure minor omissions in submitted quotes within forty-eight (48) hours of notification by the CSNCFL via email to the applicant's contact named in the application. Failure to provide the requested information within the allotted time shall result in a "fatal flaw." This process is provided by CSNCFL as a courtesy, and as such, CSNCFL is not responsible for notification of any omissions or errors in any documentation submitted by the applicant agency in response to the RFQ.

All applying entities are solely responsible for contact availability via e-mail during this cure period and failure to receive CSNCFL notification of cure issues is not subject to appeal.

Minor inconsistencies or revisions may be addressed during the negotiation process, at the sole and complete discretion of CSNCFL.

#### **5. Selection Criteria**

- a. All quotes submitted will be evaluated against all other quotes using the rating criteria, which is a part of this RFQ package. Quotes will be rated and then ranked by an RFQ Review Committee appointed by the CSNCFL Board Chair tasked with the review of all quotes.
- b. Quotes may not be funded at the funding levels requested.
- c. The highest-ranking numerical score does not assure a funding recommendation. Other factors which may be considered include, but are not limited to: a risk assessment, cost, the likelihood of the applicant's services resulting in successful outcomes of quote deliverables, relevant experience and qualifications, financial viability and stability of the agency.
- d. CSNCFL reserves the right, at its sole and complete discretion, to invite applicant(s) to make a presentation to the RFQ Review Committee as a step in the selection process.
- e. Quotes will be reviewed for responsiveness and substance.
- f. Applicant(s) are advised not to contact CSNCFL employees, board members or elected officials charged with oversight of these programs during the review process to avoid conflicts, the appearance of conflicts, or undue influence over the process. This could result in the disqualification of the quote response submitted.

## **6. Administrative Requirements**

- a. Cost
  - i. If the entity responding is a for-profit entity, profit must be separately identified in the quote Cost Section. Profit may only be earned by for-profit entities and is capped at 10% percent.
  - ii. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities' usual and customary rates in the community for purposes of determining reasonableness.
  - iii. CSNCFL will not reimburse for mileage or travel unless CSNCFL desires to send the one-stop operator to an out of workforce area meeting. Travel costs should be incorporated into the salary or hourly rate proposed unless the entity is a governmental entity. Governmental entities or not for profit entities may propose costs listing wages, fringes and travel which will be reimbursed with appropriate documentation.

- iv. All organizations funded whether public or private, commercial or not-for-profit, receiving at least \$1,000,000.00 annually through federal grants regardless of the funding source will be required to conduct and submit an annual audit.
  
- b. Insurance Requirements - The applicant will be required to submit Certificates of Insurance including all required endorsements to CSNCFL prior to the provision of services under this RFQ. Governmental entities may elect to self-insure for the insurance coverage required for this agreement. The required insurance shall be determined at contract negotiation. The types of insurance which may be requested include:

<b><u>Coverage</u></b>	<b><u>Minimum Limits</u></b>
Commercial General Liability to include a Broad Form Property Damage Endorsement and Contractual Liability	\$1,000,000 combined single limit per occurrence \$2,000,000 Aggregate
Automobile Liability including all owned and non-owned and hired vehicles	\$1,000,000 combined single limit per occurrence
Workers' Compensation	Statutory
Employer's Practices Liability	\$1,000,000 per occurrence
Professional Liability	\$1,000,000 per claims made
Intellectual Property	To cover any patent, copyright or trademark infringement claims including the cost of the defense of any action brought against CSNCFL, its governing Boards and Contractor

- c. This RFQ does not commit or obligate CSNCFL to pay for any costs incurred in the preparation of a response or in advance of the execution of a contract.
  
- d. Implementation of this program may not occur prior to the start date of the contract document.
  
- e. In the event of a conflict or ambiguity between the rules, terms, and conditions set forth in the RFQ and the statutes, laws, Florida Commerce policies and regulations, the statutes, and regulations shall prevail. The CSNCFL shall be responsible for making all determinations in this regard.
  
- f. Applicant(s) will assure that all records pertaining to this agreement, including financial, statistical, property, and supporting documentation, shall be retained for a period of six (6) years from the date of: 1) final payment of under this agreement, and 2) when all audits and litigation are complete and resolved.



- g. Any and all work performed or expenses involved in the preparation and submission of quotes shall be borne by the applicant(s). No payment will be made for any efforts or expenses prior to commencement of work as defined by a fully executed contract.

## **7. Subcontracts**

This RFQ does not allow for subcontractors.

## **8. Grievance and Procedures**

In the event an applicant wishes to file a grievance in connection with the process, a grievance procedure is available and may be obtained from CSNCFL.

## **9. Conflict of Interest**

All applicants must disclose the name of any officer, director or employee who is a member of the CSNCFL governing board. All applicants must disclose the name of any CSNCFL employee who owns, directly or indirectly, any interest in the applicants' business or any of its branches.

## **10. Interference with the Procurement Process**

Applicants are hereby advised that, the CSNCFL will not award funding to an organization, person, or entity which has hired a person, whether directly or indirectly, or consented to or acquiesced in the employment of a person, whose principal responsibility is to lobby a member of the CSNCFL, Inc. or the CSNCFL Elected Officials on behalf of the organization, person, or entity which seeks funding from the CSNCFL.

Any applicant or lobbyist for an applicant, paid or unpaid, is prohibited from having any private communication concerning any procurement process or any response to a procurement process with any CSNCFL staff or rating committee members or the Elected Officials who comprise the Council after the issuance of a funding opportunity and until completion of a contract award. A quote from any organization will be disqualified if the applicant or a lobbyist for the applicant, paid or unpaid, violates this condition of the procurement process.

## **12. Compliance**

The applicant(s) will fully comply with the applicable requirements of the Acts under which funds are received. It will comply with applicable directives issued by Florida Commerce. The applicant also assures that it will comply with other federal statutes applicable to this agreement.

### **13. CSNCFL Right to Reject or Accept**

CSNCFL retains the right to accept, modify, reject entirely, or partially reject any and all quotes if, in its judgment, the work proposed will not accomplish the objectives of this project or does not meet all of the requirements of this RFQ.

## APPLICANT COVER SHEET

Organization Name: \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ FAX \_\_\_\_\_

E-mail \_\_\_\_\_ DUNS Number \_\_\_\_\_

Contact Person \_\_\_\_\_

Total Amount of Funds Requested \$ \_\_\_\_\_

Federal ID # \_\_\_\_\_

Minority Business Owner \_\_\_\_\_

Certifying Agency \_\_\_\_\_

Check the applicable category:

<input type="checkbox"/>	Corporation	<input type="checkbox"/>	Sole Proprietorship
<input type="checkbox"/>	Partnership	<input type="checkbox"/>	For Profit
<input type="checkbox"/>	State Agency	<input type="checkbox"/>	Other Public Agency (Specify)
<input type="checkbox"/>	Labor Organization	<input type="checkbox"/>	Community based Organization
<input type="checkbox"/>	Not for profit	<input type="checkbox"/>	Business Organization
<input type="checkbox"/>	Other	<input type="checkbox"/>	

## APPLICATION

### **Applicant Qualifications**

1. Describe applicant's experience in with respect to the following:
  - a. Public relations
  - b. Mediation, sales, job development, or negotiation experience.
  - c. Bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align.
  - d. Actual experience as a one stop operator if none respond by describing why your firm should be selected.
2. What strategies will be employed to "coordinate among the one-stop partner programs." (Limit 100 words).
3. Provide the resume of the individual who will serve as the one-stop operator as an attachment to applicant's response. The resume should include the one-stop operator's level of educational attainment and areas of concentration in Human Services, Communications, Project Management, Marketing, Business Operations or a related field.

In 75 words or less explain why this individual is suitable to serve as the one-stop operator.

4. Provide a strategy for accomplishing the sharing of information among the one stop partners.
5. Indicate applicant's agreement to be housed in the one-stop center on a regular basis.

### **One Stop Operator Duties and Responsibilities**

1. How will applicant familiarize each of the partners with each other's programs and performance requirements?
2. How will the one-stop operator help facilitate increases in cross referrals and/or co-enrollment of participants among the one stop partners?

3. What continuous improvement strategies will be employed in a one-stop system environment?

### **One Stop Operator Deliverables**

1. Applicant will assist CSNCFL in updating the one-stop Memorandum of Understanding with the one-stop partners as described in WIOA section 121?

Yes ☐

No ☐

2. Applicant will assist in implementing, monitoring and following up on the one-stop partner cross referral plan?

Yes ☐

No ☐

3. Applicant will work with the one-stop partners to increase:

- a. Customer satisfaction

Yes ☐

No ☐

- b. Integration and coordination of services for participants

Yes ☐

No ☐

- c. Accessibility

Yes ☐

No ☐

- d. Compliance with the law regarding posters and available LMI?

Yes ☐

No ☐

4. Applicant will provide CSNCFL with monthly one-stop reports.

Yes ☐

No ☐

5. Applicant will assist the one-stop partners to meet the key performance indicators:

- a. Adherence to the state's certification criteria

Yes ☐

No ☐

b. The percentage increase of co-enrollments into one stop partner programs

Yes ☐

No ☐

c. The number of cross referrals and the % increases each year.

Yes ☐

No ☐

## PROPOSED COST SCHEDULE

### 1. Cost Guidelines

- a. If the entity responding is a for-profit entity, profit must be separately identified in the quote Cost Section. Profit may only be earned by for-profit entities and is capped at 10 percent.
- b. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities' usual and customary rates in the community for purposes of determining reasonableness.
- c. CSNCFL will not reimburse for mileage or travel unless CSNCFL desires to send the one-stop operator to an out of workforce area meeting or asks for travel between the 6 counties comprising the workforce area. Travel costs should be incorporated into the salary or hourly rate proposed unless the entity is a governmental entity. Governmental and not for profit entities may propose costs listing wages, fringes and travel which will be reimbursed with appropriate documentation.

### 2. Applicant's Cost:

\$\_\_\_\_\_.

### 3. How many hours week will applicant dedicate to this endeavor?

### 4. If applicant is a consultant entity what is applicant's hourly rate?

### 5. If applicant is a for-profit entity please (a) separately state applicant's profit rate and the amount of profit budgeted for this project and (b) provide a list of the other line items to be charged against this endeavor on an annual basis.

6. If applicant is a governmental entity, or not-for profit entity CSNCFL will reimburse wages, fringes and mileage. Please itemize these items as a part of the Cost Section of the RFQ response.
7. If applicant is a not for profit or governmental entity please detail all line items to be charged to this project on an annual basis. Profit or excess revenues are not allowable costs.

## CONFLICT OF INTEREST CERTIFICATION

### CONFLICT OF INTEREST CERTIFICATION

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

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- ii. Violation of this provision may cause an applicant's quote to be rejected. This does not preclude partnerships, consortiums or subcontracts.

I \_\_\_\_\_, (name) \_\_\_\_\_ (title) of  
\_\_\_\_\_ (name of applicant's entity) am authorized to make the  
above Certifications and to submit this quote on behalf of  
\_\_\_\_\_ (name of applicant's entity).

\_\_\_\_\_  
Proposer agrees that Their Typed Name shall serve as their signature.



## APPLICANT REFERENCES

Provide the following reference information:  
(Not required of entities which have contracted with CSNCFL in the past 5 years).

	<b>Reference 1 (required)</b>	<b>Reference 2 (required)</b>	<b>Reference 3 (Required)</b>
<b>Organization Name</b>			
<b>Contact Person</b>			
<b>Address 1</b>			
<b>Address 2</b>			
<b>City</b>			
<b>State, Zip Code</b>			
<b>Contact Phone</b>			
<b>Contact E-Mail</b>			
<b>Description of Project or Assignment</b>			

CSNCFL may contact one or all of the references listed.

## RATING FORM

### REQUEST FOR QUOTES (RFQ) RATING AND EVALUATION FORM

TO

PROVIDE ONE-STOP OPERATOR SERVICES

Applicant	Rater's Name
Proposed Program/Service <b>ONE STOP OPERATOR</b>	Date Rated

### POINTS SUMMARY

RFQ Sections	One-Stop Operator Qualifications	One-Stop Operator Duties & Responsibilities	One-Stop Operator Deliverables	Cost	TOTAL
Rating					
Possible Points	25	25	25	25	100

TOTAL RFQ POINTS: \_\_\_\_

A. ONE-STOP OPERATOR QUALIFICATIONS AND ADMINISTRATIVE COMPLIANCE	25 POINTS
<p>Applicant has sufficient qualifications to conduct the scope of services and satisfy these deliverables, so as to fulfill the role of a coordinator among the one-stop partners.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>• Applicant met the following required elements: <ul style="list-style-type: none"> <li>➤ Understands the type of coordination that must be facilitated</li> <li>➤ Is an eligible entity that can respond to the RFQ</li> <li>➤ The resume of the individual who will serve as the one-stop operator is included and indicates the proposed operator has the appropriate background and experience to serve as the one-stop operator</li> <li>➤ Can provide a single staff person that can be identified as the operator and will commit to spending time each week, in the One Stop Center</li> <li>➤ Has an appropriate level of education with a concentration in Human Services, Communications, Project Management, Business Operations or a related field</li> <li>➤ Has experience in public relations, mediation, and/or negotiation</li> <li>➤ Has experience in relationship building and in bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar, but do not directly align</li> <li>➤ Applicant submitted a cover letter on letterhead</li> <li>➤ Conflict Form is Signed</li> <li>➤ References were provided</li> <li>➤ Organizational Chart attached if applicable</li> <li>➤ All required attachments were included</li> </ul> </li> </ul>	Max Pts. 25
RFQ Section: Qualifications for the One-Stop Operator	Rater's Pts: ____

COMMENTS:

B. ONE-STOP OPERATOR DUTIES AND RESPONSIBILITIES	25 POINTS
<p>Applicant sufficiently addressed how to accomplish their duties and responsibilities.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>• Applicant states how they will accomplish one-stop delivery system duties and responsibilities, which includes the following elements: <ul style="list-style-type: none"> <li>➤ Applicant's plan to familiarize the one-stop partners with each other's programs seems reasonable</li> <li>➤ Demonstration of continuous improvement principles</li> </ul> </li> </ul>	Max Pts. 25
RFQ Section :	Rater's Pts: ____

COMMENTS

C. ONE-STOP OPERATOR DELIVERABLES	25 POINTS
<p>Applicant sufficiently addressed expected one-stop operator deliverables.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>• Applicant agrees to meet RFQ deliverables: <ul style="list-style-type: none"> <li>➤ Updating of required one-stop MOU's with the one-stop partners</li> <li>➤ Effective coordination of one-stop partner services through the one-stop delivery system in areas like customer satisfaction and Integration and coordination of services for participants</li> <li>➤ Working with each one-stop partner to develop a process for referring participants</li> <li>➤ Providing monthly report</li> <li>➤ The process that applicant will put in place to address and</li> </ul> </li> </ul>	<p>Max Pts. 25</p>
<p>RFQ Section: Deliverables</p>	<p>Rater's Pts: ____</p>

COMMENTS:

D. ONE-STOP OPERATOR COST	25 POINTS
<p>Applicant's compensation is reasonable, according to their qualifications, such as experience, skills, abilities, and education.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>➤ Applicant's cost seems reasonable</li> <li>➤ The number of hours a week applicant will dedicate to this endeavor is reasonable for the cost proposed</li> <li>➤ If applicant is a for-profit entity, profit is separately stated and does not exceed 10% or Applicant is a professional organization charging an hourly rate that compared to other usual and customary rates in the community is reasonable</li> <li>➤ Other than public or not for profit organizations the quoted rate is an inclusive rate</li> </ul>	Max Pts. 25
RFQ Section: One-Stop Operator Cost	Rater's Pts: ____

STAFF COMMENTS:

RFQ—TOTAL POINTS: \_\_\_\_\_