

Franklin Hampshire Regional Employment Board, Inc.
**Request for Proposal Number 2016-2: One Stop Operations & WIOA Adult, Dislocated Worker,
and Youth Services**

INFORMATIONAL ATTACHMENTS

Grievance and Appeals Process

Any organization making application under this RFP has the right to file an appeal. A bidder may file an appeal in compliance with the requirements of MassWorkforce Issuance 100.DCS 01. 102 “Procurement and Contracting” Attachment C (D) 5 which mandates that the review and evaluation of a solicitation requires a description of the appeal/protest process. As such and for purposes of the Competitive Selection of the Lead Operator/Service Provider:

- If the Local Board has made determination of award to the dissatisfaction of a bidder, that bidder may appeal/protest to the Local Complaint Officer (CO) within **10 business days** of receipt of notification of non-award. For purposes of the Competitive Selection of the One Stop Operator/Service Provider, the Local Complaint Officer is:

William Sharp, Chair
Franklin Hampshire Regional Employment Board
One Arch Place
Greenfield, MA 01301
413-773-1835

- The Local CO must make a written determination within **20 business days** of receipt of the appeal/protest.
 - The local CO may choose to make a determination based solely on the information included in the case file or conduct further investigation before issuing a written determination.
 - If the CO has made a written request to the appellant (or the appellant’s authorized representative) for additional information, the **20 business day period** does not begin until the requested information has been received by the local CO.
 - If the CO is unable to contact the appellant for the purposes of obtaining additional information needed to resolve a complaint, a written request for information must be sent via **certified mail** or through some other form of communication where receipt can be verified. If a complainant does not respond, the CO must inform the complainant in writing that the matter is considered **resolved**.
 - The local CO may also choose to resolve the complaint by convening a local hearing. Only the designated local CO or authorized back-up may preside at a local complaint hearing. If the local CO deems that a hearing is necessary the local CO will notify the parties (in writing) that the matter has been scheduled for a formal hearing. The notice must inform the parties of certain conditions of the hearing process that include:
 - ✓ the date, time and location of the hearing,
 - ✓ instruction that the local CO will conduct and regulate the course of the hearing to assure full consideration of all relevant issues and that actions necessary to ensure an orderly hearing are followed, and
 - ✓ instruction that the local CO must rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.

***NOTE:** For clarity it must be stated that an administrative hearing is not the same as a Court of Law. Technical rules of evidence *do not apply*. It is up to the local CO to follow principles and procedures that are designed to assure credible evidence that can be tested through cross-examination.

- The CO must provide the complainant with a written determination. The CO must include the right to appeal within the written determination. Notification must be given that the complainant may submit a request for a State level appeal and/or hearing and that it must be made in writing **within 20 business days** of the receipt of the local determination.

STATE LEVEL APPEAL/HEARINGS OF LOCAL DETERMINATION

- If a local CO determination issued to the appellant *does not* resolve the complaint to the satisfaction of the appellant, the appellant must make a written request of *appeal* and/or request for a formal *appeal hearing* **within 15 business days** of receipt of the local CO determination to:

Office of the Director
MA Department of Career Services
Charles F. Hurley Building
19 Staniford Street
Boston, MA 02150
Attention: Complaint/Hearings Officer

- The State CO must make a written determination within **20 business days** of receipt of the appeal/protest.
- The State CO may choose to make a determination based solely on the information included in the case file or conduct further investigation before issuing a written determination.
- If the CO has made a written request to the appellant (or the appellant's authorized representative) for additional information, the **20 business day period** does not begin until the requested information has been received by the CO.
- If the CO is unable to contact the appellant for the purposes of obtaining additional information needed to resolve a complaint, a written request for information must be sent via *certified mail* or through some other form of communication where receipt can be verified. If a complainant does not respond, the CO must inform the complainant in writing that the matter is considered **resolved**.

Formal Hearing Process

- If the State Complaint/Hearings Officer deems that a formal hearing is necessary or if the appellant specifically requests such a hearing, the State Complaint/Hearings Officer will notify the parties (in writing) that the matter has been scheduled for a formal hearing. The notice must inform the parties of the following conditions of the hearing process:
- The date, time and location of the hearing.
- Instruction that the State Hearing Official (State Complaint Officer or other, duly authorized State Official) will conduct and regulate the course of the hearing to assure full consideration of all relevant issues and that actions necessary to ensure an orderly hearing are followed.

- Instruction that the State Hearing Official must rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.
- For clarity it must be noted that an administrative hearing is not the same as a Court of Law. Technical rules of evidence *do not apply*. It is up to the State Hearing Official to follow principles and procedures that are designed to assure credible evidence that can be tested through cross-examination.

In conjunction with the hearing process the State Hearing Official:

- May permit (at his/her discretion) the participation of interested parties (amicus curae) with respect to specific legal or factual issues relevant to the complaint/appeal.
- May choose to conduct the hearing at a single location convenient to all parties (preferred) or, if that would represent a hardship for one or more parties, the State Hearing Official may elect to conduct the hearing by a telephone conference call.
- Must conduct the hearing *and* issue a written determination to the appellant, the respondent and any other participating interested parties within the **20-business day** period. The State Hearing Official's written determination must include:
 - ✓ the results of the State level investigation;
 - ✓ conclusions reached on the allegations;
 - ✓ an explanation regarding the determination;

The State Hearing Official's determination must also inform the appellant and respondent that both have the right to appeal the Hearing Official's determination to the U.S. Department of Labor Employment and Training Administration (USDOL ETA). The appeal must be submitted to DOL/ETA within **60 days** of the receipt of the state's determination. All appeals must be submitted in writing by certified mail; return receipt requested, to the Secretary, US Department of Labor, Attention: ASET. A copy of the appeal must be simultaneously provided to USDOL ETA Boston Regional 1 Office and to the opposing party or parties. USDOL must make a final determination no later than **120 days** after receiving the appeal:

U.S. Department of Labor
 Employment and Training Administration
 200 Constitution Ave, NW
 Washington, DC 20210
 Attention: ASET

and

Employment & Training
 Administration
 U.S. Department of Labor
 JFK Building, Room 350
 Boston, MA 02203



Combined Plan: Proposed Statewide OSCC Standards



STANDARD	STANDARD CRITERIA	STANDARD METRICS (BY OSCC)
Cost Effectiveness	<ul style="list-style-type: none"> Balanced budget Demonstrate alignment of resources to need, data, and outcomes Cost per participant analyses Strategies and experience utilizing non-Federal, leveraged resources 	<ul style="list-style-type: none"> Balanced budget Cost per participant analyses Amount of non-federal resources leveraged for services
Integrated Services (with partners)	<ul style="list-style-type: none"> Implementation of new statewide job seekers and business customer flows (multi-partner shared workflows) Joint workshops/industry briefings Co-location (accessible and comprehensive center/satellites/access points) Shared data, outcomes, resources 	See Performance Measurement Metrics (Dashboard Measures)
Performance Measurement	<ul style="list-style-type: none"> Career Center meets federal and state measures/dashboard Demonstrates responsive outcomes for individuals with barriers to employment Demonstrated experience using approach/process/outcomes 	Dashboard Measures <ul style="list-style-type: none"> Federal WIOA Measures State-designed Job Seeker Measures (UNDER DISCUSSION) State-designed Business Measures (UNDER DISCUSSION) State-designed Career Pathway Measures (UNDER DISCUSSION)
Demand Driven	<ul style="list-style-type: none"> Implementation of new statewide Demand-Driven 2.0 Business Model Demonstrates key sector investments Demonstrates that use of tools & data drives decisions and outcomes Evidence of business customer satisfaction Career Center service delivery built around regional career pathways (e.g. healthcare, etc.) 	See Performance Measurement Metrics (Dashboard Measures)
Maximizing Access for Jobseekers and Business	<ul style="list-style-type: none"> Responsive service delivery structure (sites, hours, technology, ADA-compliance) Implementation of new statewide job seekers and business customer flows (multi-partner shared workflows) Effective plan of outreach to job seekers and businesses 	<ul style="list-style-type: none"> See Performance Measurement Metrics (Dashboard Measures) ADA compliance Additional metrics to be considered
Effective Leadership and Management	<ul style="list-style-type: none"> Programming & resources are aligned with WDB vision/goals/plan Correctly cites and applies WIOA law and regulations; pass federal/state audits Staff development aligned with strategic goals for the region 	<ul style="list-style-type: none"> OSCC services align with Workforce Development Board priority career pathways (e.g. ITA enrollments, business recruitment, industry panels etc) OSCC staff participation in state-sponsored professional development training

**FRANKLIN HAMPSHIRE REGIONAL EMPLOYMENT BOARD
FY2018 REQUEST FOR PROPOSALS #2016-2: EVALUATION CRITERIA**

Proposer's General Information	
Name of Proposer:	Type of Organization: <input type="radio"/> Unit of local Government <input type="radio"/> Non-Profit <input type="radio"/> For Profit <input type="radio"/> Other: _____
	Competing Bid: Yes <input type="radio"/> No <input type="radio"/>
Reviewer: _____	Current Service Provider: Yes <input type="radio"/> No <input type="radio"/> Previous Workforce Development/WIOA Experience Yes <input type="radio"/> No <input type="radio"/>
Proposing Total New Customers Enrolled: # of Adults: # of Dislocated Workers:	Positive # of Exits: Adult: Dislocated Worker:
Required Documents Checklist	
FY18 WIOA Response Package Cover Sheet/Signature Yes <input type="radio"/> No <input type="radio"/>	Staffing Position Descriptions Yes <input type="radio"/> No <input type="radio"/> #of staffing positions:
Proposal Narrative Yes <input type="radio"/> No <input type="radio"/>	Budget Yes <input type="radio"/> No <input type="radio"/>
Drug Free Workplace Certification Yes <input type="radio"/> No <input type="radio"/>	Budget Narrative Yes <input type="radio"/> No <input type="radio"/>
Statement of Assurances Yes <input type="radio"/> No <input type="radio"/>	Copy of two most recent auditing reports. Yes <input type="radio"/> No <input type="radio"/>
Certificate Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions Yes <input type="radio"/> No <input type="radio"/>	Federal ID Number Yes <input type="radio"/> No <input type="radio"/>
If WIOA, most recent program monitoring report Yes <input type="radio"/> No <input type="radio"/>	Certificate of Insurance Yes <input type="radio"/> No <input type="radio"/>
Copy of Cost Allocation Plan (if applicable, provide a copy of the agency indirect cost plan) Yes <input type="radio"/> No <input type="radio"/>	

Evaluation Review - The criteria, which will be used to evaluate proposals, are listed below along with their point values. A total of 100 points is possible. A proposer must achieve a minimum score of 75 points in order to be considered for recommendation. The criteria can also be used by the proposer to ensure all items in the Proposal Narrative are addressed.

Category	Criteria	Score
<p>A. Experience (17.5 points possible)</p>	<ul style="list-style-type: none"> ○ Described the organization’s mission, history and accomplishments, alignment with WIOA goals, number of years in operation, size of the organization and geographic distribution of the service delivery area. ○ How current organization is funded. ○ Described how offering services in response to the RFP fits into the organization’s mission or business plan. Included internal structure including management and supervisory staff positions used to operate the program in the REB service area. ○ Described the organization’s financial and administrative experience in managing and accounting for multiple, federal, state and locating funding sources in accordance with Generally Accepted Accounting Principles (GAAP), etc.; conducting self-monitoring, quality assurance, contract performance/ compliance, continuous improvement. More detail required later. ○ Described past and current activities or programs administered and operated by the proposer that demonstrates the capability of the proposer to do the following: <ul style="list-style-type: none"> ○ Serve as the REB System Operator including functional supervision of partner programs, facility and personnel in the REB REB Career Centers; ○ Described how to manage, administer and operate a workforce development program under WIOA to serve adults and dislocated workers; ○ Included specific data on outcomes achieved to demonstrate ability to meet contractual performance standards for WIOA services or comparable programs ○ If prior/current WIOA Service Provider, attached most recent program monitoring report. ○ Proposer described experience providing oversight of multi-organization staff teams and experience in developing and delivering technical assistance and capacity building with workforce staff and organizations. ○ Proposer described resources, professional contacts, knowledge of the labor market and special expertise that will assist the REB in meeting and exceeding performance goals for the REB system. 	

<p>B.OSCC Operations (10 points possible)</p>	<p>Delivery</p> <ul style="list-style-type: none"> ○ Vision of OSCC Operations; location and type of sites. ○ Vision of customer service: planned outcomes/goals. ○ Shared and functional supervision of staff and Partner staff. ○ Healthy mix of workshops. ○ Welcoming & directing job seekers. ○ Staff-guided customer choice & how it may differ. <p>Partnerships</p> <ul style="list-style-type: none"> ○ Collaboration with REB ○ Knowledge/experience with mandated partners. ○ Description of possible new partners. ○ Examples of past collaboration/cooperation & outcomes. ○ Career Pathways promotion 	
<p>C. Adult/Dislocated Worker Services (10 points possible)</p>	<ul style="list-style-type: none"> ○ Understanding of populations; philosophy, approach, implementation plan; recruitment of diverse groups; how to serve those with particular needs. ○ Assessment & referral; optimal investment of training funds; keeping people from falling through the cracks. ○ Orientation techniques, including involvement of other partners. ○ Projected Service numbers & activities. ○ The proposal describes the planned outcomes for the adult and dislocated workers program. ○ Planned program outcomes are measurable and realistic for the target population. ○ Planned program outcomes are realistic for the time period in which services will be provided. ○ Planned program outcomes directly relate to proposed services. ○ Past experience/results with similar populations/projects, esp. in partnership with others. 	
<p>D. Youth Services (5 points possible)</p>	<ul style="list-style-type: none"> ○ How Framework Services will work in collaboration. ○ How Youth Service contract will be monitored and guided to encourage continuous improvement. ○ Understanding of eligibility/data responsibilities. ○ How OSCC will respond to youth in general. 	
<p>E. Employer Services (10 points possible)</p>	<ul style="list-style-type: none"> ○ Past experience delivering employer services. ○ Particular strengths. ○ Vision of optimal integration between job seeker and business service components of OSCC. 	

	<ul style="list-style-type: none"> ○ Coordination of Business Services with other OSCC partners. ○ Vision of a "job-driven" system & how it may differ from current state. 	
<i>F. Marketing & Public Relations</i> <i>(2.5 points poss.)</i>	<ul style="list-style-type: none"> ○ Ideas for marketing/PR. ○ Rationale for addressing, even with limited resources. 	
<i>G. Data and Performance Management</i> <i>(5 points possible)</i>	<ul style="list-style-type: none"> ○ Understanding of automated management systems and connection to performance standards. ○ How accountability & integrity will be assured. ○ Understanding of triggers to make decisions & take action. ○ Mid-course corrections to ensure successful outcomes. ○ Assessment instruments to be used & how tracked. 	
<i>H. Facility Responsibilities</i> <i>(5 points possible)</i>	<ul style="list-style-type: none"> ○ Facilities plan ○ Experience with multiple tenants. ○ ADA ○ Ensuring traffic flow that aligns with WIOA 	
<i>I. Capacity</i> <i>(17.5 points possible)</i>	<ul style="list-style-type: none"> ○ Proposer described resources the organization brings to the workforce system that will assist in the coordination and delivery of services and how the organization as a whole will support the work of staff and the programs. ○ Staffing Plan – proposer provided a detailed plan to staff the proposed services Proposer included the following details: Understanding/acceptance of Right to Interview requirements; Number of staff (indicate full time or part time) to include where staff will be housed. If staff will served more than one center, Job descriptions to include, job titles, job duties to be funded under this proposal and range of activities to be performed; Used provided form; Qualifications of key staff to be assigned on-site to this program including education, experience, and any specialized training or certifications specific to workforce service delivery; Plan to hire qualified staff as needed; described how they expect to provide on-going staff training to ensure staff has access to the most current information, tools, and promising practices; Evaluation of staff and how to encourage continuous improvement. ○ Administrative Capacity - monitoring and evaluation of program operations and staff to be routinely carried out; any systems in addition to MOSES that may be used. ○ Fiscal Management and Reporting Capacity – Described the proposer’s fiscal system and included: financial management capacity; how contracted funds will be kept separate form other 	

	<p>funds; how info will be made available for auditing & monitoring; staff qualifications.</p> <p>○ Previous experience administering federal grants; previous funding from a workforce region; any WIOA youth sub-contract experience; including fiscal monitoring.</p> <p>○ Experience with cost reimbursement contracts; how to provide start-up costs; how to bear costs till invoice reimbursed.</p> <p>○ What systems are in place to ensure fiscal accountability, timely, and appropriate expenditure of WIOA funds?</p> <p>○ how the Proposer will internally track both actual and projected obligations and encumbrances.</p> <p>○ Ability and method to repay disallowed costs</p> <p>○ Capacity to track expenses down to the participant level</p> <p>○ Any work doing in addition to this contract; what percentage of time on this contract.</p> <p>○ Organization's major funding sources; if a consortium, funding sources for each.</p> <p>○ Certificate of insurance.</p>	
<p>J. Relationship to the REB (2.5 points poss.)</p>	<p>○ Understanding of relationship; how Board and REB staff have input; examples of REB authority; examples of OSCC discretion.</p>	
<p>K. Budget (15 points possible)</p>	<p>○ Budget form clear and adequate</p> <p>○ Budget narrative detailed and precise.</p> <p>○ The proposal provides all required information, staff, operational expenses and total program cost.</p> <p>○ Proposing organization is fiscally sound.</p> <p>○ Proposal cost/limitations are within parameters of the RFP and are allowable WIOA cost.</p> <p>○ The proposal includes a realistic budget for services provided.</p> <p>○ All proposed expenditures are allowable costs.</p> <p>○ Cost allocation method clear.</p> <p>○ For-Profit intentions/practices clear.</p> <p>○ Uniform Guidance awareness.</p>	
<p>Total Points Assigned</p>		<p>_____</p>
<p>Overall comments if desired...e.g.</p> <ul style="list-style-type: none"> • to what extent does the proposer and plan appear to meet the MA Quality Standards for One Stop Career Center Operations (cost effectiveness, integrated services, performance management, demand-driven philosophy, maximizing access for jobseekers/business, and effective leadership/management) ? • to what extent does the proposer attend to the Important Considerations outlined in Part I? 		

FRANKLIN HAMPSHIRE REGIONAL EMPLOYMENT BOARD
WORKFORCE INVESTMENT AREA



FRANKLIN HAMPSHIRE WORKFORCE AREA: Governance Chart FY2016

