



WIOA STAFFING  
CONTRACT  
REQUEST FOR PROPOSAL

WORKFORCE  
INVESTMENT BOARD OF  
SWMO

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## INTRODUCTION

The Workforce Investment Board of the Southwest Region, Inc. (DBA Workforce Investment Board of Southwest Missouri, herein referred to as WIB) administers Workforce Innovation and Opportunity Act (WIOA) funds for the seven local area counties of Barry, Barton, Dade, Jasper, Lawrence, McDonald, and Newton. The local area includes one comprehensive center at Joplin and one non-comprehensive center at Monett. The Southwest WIB intends to procure qualified third-party professional employer organization (PEO) for a one-year contract period, with the option to extend the agreement(s) for three additional one year periods based on need, performance, and funding availability. This RFP provides respondents with the requirements necessary to submit a responsive proposal inclusive of: background information, a description of desired services, proposal guidelines and format, and the selection process.

## PROCUREMENT TIMELINE

- |                           |   |
|---------------------------|---|
| ▪ 02/05/2023              | Requests for Proposal posted online         |
| ▪ 02/12/2023              | Deadline for Questions/Comments             |
| ▪ 02/13/2023              | Q&A and Supplemental Postings Online        |
| ▪ 03/08/2023              | Proposals Due                               |
| ▪ 03/12/2023              | Administrative Review and Proposal Scoring  |
| ▪ 03/21/2023              | Full board review and approval of Committee |
| ▪ 04/01/2023 - 04/05/2023 | Negotiate and finalize contracts            |
| ▪ 07/01/2023 - 06/30/2024 | Period of Performance and Deliverables      |

## REFERENCES

Workforce Innovation and Opportunity Act (WIOA): <https://www.dol.gov/agencies/eta/wioa/guidance>

TEGL 15-16: [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=8116](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=8116)

Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200, including the Department of Labor specific requirements at 2 CFR part 2900 - <http://www.ecfr.gov/cgi-bin/ECFR?page=browse>

## LOCAL ONE-STOP STRUCTURE

- ◆ Administrative Entity and Fiscal Agent: WIB
- ◆ Chief Elected Official Framework: Consortium of Presiding Commissioners,
- ◆ Management System: One-Stop Operator
- ◆ Staffing System: Program and Frontline staff leased from a third-party professional employer organization (PEO)

## SCOPE OF WORK

- ◆ The selected Professional Employer Organization (PEO) firm shall provide Payroll Processing; Payroll Tax Reporting; Employee Benefits Administration; Human Resources Management; and Safety and Risk Management for the WIOA Job Center staff at Joplin and Monett.
- ◆ The current Sub-recipient staff are employees of a Professional Employer Organization (PEO), Eckerd Connects, which is currently in place. The selected Sub-recipient would be expected to enter into an agreement with Eckerd Connects to provide continuity of employment for the Job Center staff in Joplin and Monett Job Centers. Proposers should contact Eckerd Connects and make preliminary arrangements with them as a part of the proposal process. Troy Roland with Eckerd Connects can be reached at [trroland@eckerd.org](mailto:trroland@eckerd.org). While the successful proposer will be able to make hiring, firing, and pay level decisions after they are on board, all staff will be expected to transition at their current rate of pay and benefit levels. No changes to salaries or benefits are allowed as part of the proposal process.
- ◆ Expectation is to retain current staff in the following positions at current wage:
  - One WIOA Program Coordinator
  - Five WIOA Case Managers
  - One Full-time and One Part-time Wagner Peyser Contracted Staff
    - Total staff wages and benefits **\$320,020.**
- ◆ PEO employees work alongside partner of other education and workforce development agencies
- ◆ PEO coordinator staff take routine direction from WIB
- ◆ PEO front line staff take routine direction from One-Stop Operator/Functional Leader along with PEO's coordinator
- ◆ The selected Professional Employer Organization (PEO) firm shall provide Participant Payroll Processing; Participant Payroll Tax Reporting; Participant Work-comp for the WIOA Work Experience Activities as needed.

## ENTITIES ELIGIBLE TO BID

- ◆ Individuals, all public or private not-for-profit corporations, organizations, agencies, or private for-profit corporations and businesses, and not otherwise excluded may submit a proposal.
- ◆ WIB strongly encourages minority and women-owned businesses, socially and economically disadvantaged business enterprises, and small businesses to respond to this RFP, to participate as partners, or to participate in other business activity in response to this RFP.
- ◆ No individual or entity may compete for funds if any of the following apply:
- ◆ The individual or entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental organization.
- ◆ The individual or entity's previous contract(s) with WIB have been terminated for cause.
- ◆ The individual or entity has not complied with an official order to repay disallowed costs incurred during its conduct of services under any contract.
- ◆ The individual or entity or its parent organization have filed for bankruptcy during the past five years.
- ◆ The individual or entity has been convicted of a public entity crime pursuant to statutes.
- ◆ The individual or entity developed or drafted work requirements for this RFP.
- ◆ As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions under all applicable local, state, and federal regulations.

## PROPOSAL REQUIREMENTS

- ◆ Proposals are due no later than 5:00 p.m. on Friday March 08, 2023 by email to [rfp@wibswmo.com](mailto:rfp@wibswmo.com).
- ◆ Questions regarding this RFP may be directed by email to [rfp@wibswmo.com](mailto:rfp@wibswmo.com) no later than 5:00 pm. February 12, 2023. Relevant Q&A along with revisions of state or federal policies will be posted to <https://wibswmo.webnode.page/requests-for-proposals/> to equitably share information with all potential bidders.
- ◆ The WIB anticipates overall costs of this contract to not exceed \$350,000 annually, but bidder should prepare a budget of anticipated expenses for salary, fringe, travel, professional development, etc.
- ◆ Narrative should completely, but concisely answer each RFP element expressed below as it pertains to each category of service proposed.
- ◆ Page count is not mandated in the proposal, but keep in mind that the proposal document should be user-friendly in comprehension for volunteer reviewers.

## PROPOSED ELEMENTS

- ◆ Previous WIOA or Related Experience: Describe all experience related to the WIA, WIOA, or other federal or state programs and legislation
- ◆ Qualification for Staff Management: Explain any qualifications regarding supervision, hiring, performance evaluations of employees
- ◆ Compliance/Quality Assurance Experience: Detail all experience relating to monitoring, auditing, reviewing of federal, state, or local laws and regulations as a PEO
- ◆ Format and Completeness: Points may be deducted if the proposal submitted does not follow the prescribed format or if other forms are not satisfactorily completed
- ◆ Description of payroll services offered, including:
  - Payment methods available;
  - Payroll input methods (phone, fax, internet), including process and timelines;
  - Filing/reporting (new hire, W2, W4, FICA) to local, state, and federal agencies;
  - Tax reporting and compliance;
  - Reporting (certified payroll, job costing, departmental billing); and
  - Worker's Compensation.
- ◆ Description of benefits offered, including:
  - Available health plans and benefits with network coverage in the Southwest Missouri area;
  - Availability of Section 125 cafeteria plan;
  - Availability of Health Savings Accounts;
  - Availability of COBRA; and
  - Availability of retirement plans (401K, profit sharing, pension plans).
- ◆ Provide a description of human resource management services offered, including:
  - Consultation/assistance for hiring (background checks, pre-employment testing, recruiting);
  - Consultation/assistance for termination;
  - Consultation/assistance with performance management and appraisal;
  - Consultation/assistance with ADA/discrimination/sexual harassment/legal issues;
  - Availability and types of professional development training (staff and managerial);
  - Development/assistance with employee handbooks and job descriptions; and
  - Provision/handling of Unemployment and Workers Compensation
  - Insurance: Provide a description of the safety and risk management services offered.
- ◆ Read and complete Complaint and Grievance form.
- ◆ Provide the following documents related to your company/organization as a whole: Organizational Chart, Voluntary Self-Identification form used for current employees, Staffing analysis as it relates to minority and non-minority groups.
- ◆ Provide copies of your company/organization policies covering the following areas: Harrassment, Discrimination, Retaliation, Accommodations (disability and religious).

## ADDITIONAL ASSURANCES

- ◆ This RFP alone is not a guarantee to award contracts WIB reserves the right to reject any and all proposals.
- ◆ All contracts are subject to annual appropriations contracted to the WIB through the U.S. Department of Labor and Missouri Division of Workforce Development.
- ◆ Entity should complete appropriate registrations prior to start of contract, such as e-verify
- ◆ Proposed contract will be for the period July 1, 2023 until June 30, 2024 with the option to renew for three (3) additional one-year periods.
- ◆ Withdrawal of Proposal: A proposal may be withdrawn at any time prior to the selection announcement by writing to [rfp@wibswmo.com](mailto:rfp@wibswmo.com).
- ◆ Amendment of Proposal: A proposal may be amended at any time after submission but prior to the due date by writing to [rfp@wibswmo.com](mailto:rfp@wibswmo.com); after the due date, proposals may not be Amended.
- ◆ Changes and Amendments: WIB reserves the right to amend or withdraw this RFP at any time by notifying each potential proposer of record.
- ◆ Award and Finalization: When a selection decision is made, WIB will notify all responsive proposer(s) of the decision via email.
- ◆ After selection and notification, WIB and the successful proposer will finalize a contract; no contract is effective until signed by WIB.

## GENERAL CONDITIONS

- ◆ This RFP is not to be construed as a purchase agreement to contract, or as a commitment of any kind.
- ◆ WIB reserves the right to correct any error(s) and/or make changes to this solicitation, as it deems necessary. It will provide notifications of such changes to all proposers recorded in the official record as having received or requested an RFP.
- ◆ WIB reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified proposers, or to cancel in part or in its entirety this RFP if it is in the best interest of WIB to do so.
- ◆ WIB shall not be liable to the selected proposer(s) for any costs incurred or performances rendered by proposer before the commencement of a resultant contract or after termination of the contract.
- ◆ WIB reserves the right to request additional information, clarification of, or explanation for any aspect of a response to this RFP.
- ◆ All costs directly or indirectly related to preparation of a response to the RFP or any oral

- presentation required to supplement and/or clarify a proposal which may be required by WIB shall be the sole responsibility of and borne by the proposer.
- ◆ Proposals must conform to all relevant federal, state and local regulations and policies.
  - ◆ WIB specifically reserves the right to vary the provisions set forth herein at any time prior to execution of a contract where such variance is deemed to be in the best interest of WIB, and to act otherwise as is deemed necessary at their sole discretion.
  - ◆ All proposals and their accompanying attachments become the property of WIB upon submission. Materials submitted will not be returned. All proposals are subject to the Public Information Act.
  - ◆ This is a negotiated procurement utilizing the Competitive - Request for Proposal method. As such, the award does not have to be made to the proposer submitting the lowest priced proposal, but rather the proposer, as determined by the RFP evaluation process having the most responsive proposal satisfying WIB requirements. The parties to the proposed contract will be WIB and the entity selected as a result of this solicitation, to be executed by an official of the entity duly authorized to legally bind the firm to contractual terms and conditions. WIB shall not be a party to any subcontract or third party contract that the contractor requires to perform under the proposed contract. The contractor shall be solely responsible for satisfying the deliverables and performance standards.
  - ◆ The contractor will be required to maintain books, records and documents that properly and sufficiently represent expenditures of funds provided by WIB under the proposed contract and shall maintain performance records and any and all records relative to the contract. The contractor shall provide access to any and all such records, developed by or in the possession of the contractor relative to the proposed contract to WIB.
  - ◆ WIB reserves the right to make unilateral amendments if the contract amount of client funds changes and/or if it is in the best interest of WIB. In such cases, no additional solicitations of proposals are necessary.
  - ◆ WIB reserves the right to de-obligate, reduce, or cancel contract funding if WIB does not receive adequate funding from the Missouri Division of Workforce Development, U.S. Department of Labor, or other funding sources.
  - ◆ The proposed contract will be governed by and construed in accordance with the laws of the state of Missouri within the jurisdiction of Jasper County.



- ◆ The successful contractor shall indemnify and hold harmless WIB, its officers, employees, agents, attorneys, representatives, successors and assigns from any and all claims, demands, costs, expenses (including attorney's fees and expert witness fees), liabilities and losses of whatsoever kind or character arising out of or in connection with any act or omission of Contractor or its officers, employees, or agents, during the term of this contract. Contractor shall assume on behalf of WIB and the indemnified parties described above, and conduct with due diligence and in good faith, the defense of any and all such claims whether or not WIB is joined therein, even if such claims are groundless, false, or fraudulent.
- ◆ The successful contractor shall agree in the event of any dispute, claim, question, or disagreement arising from or relating to this contract or the breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. If they do not reach such solution within a period of 60 days, then, upon notice by either party to the other, all disputes, claims, questions, or differences shall be finally settled by Missouri-specific arbitration.

## RISK ASSESSMENT

Assertion	Response	Evaluation/Risk
<b>Management/Staffing</b>		
1. What is the turnover percentage of key management? Identify changes in management, administration, and program during the past three years.		
2. Has any member of the Board, Executives, or Management been placed under investigation or been party to an investigation/ indictment in the past three years?		
3. What has been the percentage of staff turnover in the past three years?		
4. What are the minimum qualifications for Youth program staff members?		
5. Are background checks completed on all employees?		
6. Is there regular training offered to staff, including professional development? If so, what is the frequency?		
7. Are participants utilized in the office setting? If so, do they sign confidentiality statements?		
<b>Administrative/Program</b>		
8. Does the organization have written monitoring policies and procedures?		

Assertion	Response	Evaluation/Risk
9. Is there a monitoring schedule?		
10. Are there written monitoring reports? If so, when are they submitted?		
11. Are written reports reviewed? Who is responsible for signing off on the reports?		
12. How are policies and procedures communicated to staff?		
13. Do monitoring policies and procedures include action taken on findings and non-compliance?		
14. Is there an EEO/Affirmative Action Plan?		
<b>Program Services in Other Areas</b>		
15. Are all 14 elements being offered and what percentage are being utilized?		
16. Are the in-school/out-of-school percentages being met?		
17. Is the Work Experience percentage being met?		
18. Are there any participants who meet the 5% rule? If so, what is the percentage?		
19. Percentage of participants placed into training.		
20. Are there specialized programs? If so, are they offered to all participants?		
<b>Performance in Other Areas</b>		
21. Are there outstanding monitoring issues?		
22. Are there monitoring issues that tend to be continuous problems?		
23. Have there been any disallowed costs in the past three years? If so, please describe.		
24. Has there been any corrective/performance improvement plans in the past three years? If so, what is the status of the plan?		
25. Are negotiated measures being met?		
26. Are program enrollments on target with goals?		

## FISCAL MANAGEMENT QUESTIONS

Answer the following questions regarding your fiscal management system.	
1. Do you have a copy of/access to the WIOA Law, Federal Regulations and subsequent amendments?	YES, NO OR N/A
2. Does your accounting system provide you with adequate information to prepare a monthly financial report? (Such report must be derived from a balance sheet and income and expense statements).	YES, NO OR N/A
3. Does your accounting system provide control and accountability over all funds received, property and other assets?	YES, NO OR N/A
4. Can your accounting system provide for financial reports on an accrual basis?	YES, NO OR N/A
5. Does your accounting system provide for identification of receipt and expenditure of funds separately for each funding source?	YES, NO OR N/A
6. Are your accounting records maintained in such a manner as to facilitate the tracking of funds to source documentation of the unit transaction?	YES, NO OR N/A
7. Does your accounting system have the capability to develop procedures for determining the allowability and allocability of costs in accordance with the provisions of WIOA regulations?	YES, NO OR N/A
9. Has the bank in which you would deposit State and Federal funds insured the account(s) or put up collateral or both, which is equal to the largest sum of money which would be in such bank account(s) at any one point in time during the contract period?	YES, NO OR N/A
10. Do you make monthly reconciliation of your bank accounts?	YES, NO OR N/A
11. Are these reconciliations made by the same person who performs the record keeping for receipts, deposits and disbursement and transactions?	YES, NO OR N/A
12. Do you record daily your cash receipts and disbursement transactions?	YES, NO OR N/A
13. Are there individuals or positions in your organization which have, as one of their duties, the receipt, distribution or handling of money covered under bond?	YES, NO OR N/A
14. Is there a person who is responsible for the recording of all financial transactions?	YES, NO OR N/A
15. Does your organization have an Equal Opportunity (EO) Policy?	YES, NO OR N/A
16. Does your organization have any legal judgments, claims, arbitration proceedings, lawsuits, or other legal proceedings pending against the organization, its owners, or principles?	YES, NO OR N/A
17. Does your organization have a Complaint or Grievance process?	YES, NO OR N/A

18. Is there a person who is responsible for the receipt of all purchased goods?	YES, NO OR N/A
a. Does this person immediately assign, upon receipt, an inventory number to the required items	YES, NO OR N/A
b. Does this person perform an inventory audit at least once a year?	YES, NO OR N/A
c. Do you maintain records on all property acquisition, disposition and transfer?	YES, NO OR N/A
19. Do you have written procedures and internal controls established for the procurement of goods and services?	YES, NO OR N/A
20. Is a competitive bid process incorporated in your purchasing procedures for acquisition of subcontractors, major goods and services, equipment and office space?	YES, NO OR N/A
21. Is documentation (i.e., timesheets, etc.) properly kept in support of each payroll disbursement?	YES, NO OR N/A
22. Are records maintained to support authorized leave (sick, etc.)?	YES, NO OR N/A
23. Is proper documentation maintained to support travel disbursement? (Please provide a copy of travel disbursement policy)	YES, NO OR N/A
24. Has a formal audit of your organization's financial records been conducted within the past year?	YES, NO OR N/A
25. Is your accounting system bound by any outside agency (city, county, etc.)?	YES, NO OR N/A
26. Do you have an indirect cost plan with current approval by a cognizant agency?	YES, NO OR N/A
27. Is your organization funded by more than one source?	YES, NO OR N/A
28. Does your organization have a written lease for all rented or leased properties?	YES, NO OR N/A
30. Does your most recent audit have unresolved audit findings?	YES, NO OR N/A
29. Does your organization have written accounting procedures? (If yes, please provide a copy.)	YES, NO OR N/A

## **PROPOSAL EVALUATIONS CRITERIA (100 POINTS TOTAL)**

- ◆ Background of entity as valued partner in workforce development; include any awards or special recognition of bidder's relevant accomplishments (0-15)
- ◆ Qualifications and capacity professional employer organization (PEO); include information on qualities and roles of all key staff that will assist with the project (0-15)
- ◆ PEO Fiscal Management Processes and risk management by bidder (0-40)
- ◆ How the bidder proposes to measure effectiveness of project; recommendations for additional outcomes to implement and track beyond the basics included in the RFP (0-20)
- ◆ Line item budget and justification of total costs proposed (0-10)

## **APPEALS**

Proposers/bidders who wish to appeal a decision must use the following process:

- ◆ Upon receipt of status notice, proposers must inform the Board, in writing, within five (5) days of the date of notification, of their appeal. Appellants must include the following information in their appeal correspondence.
- ◆ Identify the solicitation being protested.
- ◆ State the grounds for the protest, including a description of any alleged acts or omissions by the entity that forms the basis for the protest.
- ◆ Provide any written information that the protestor believes is relevant to the grant award.
- ◆ Provide the basis for the protestor's interest in the award.
- ◆ Provide desired remedies, if any.
- ◆ The WIB Chair shall convene an Appeal Conference of the Executive Committee.
- ◆ The Board Chair or designee shall serve as the moderator for the conference and shall inform the proposer that only those issues presented in the appeal may be addressed at the conference.
- ◆ Proposer may provide further information to clarify relevant issues and may be questioned by the Appeals Committee.
- ◆ At the conclusion of the conference, the moderator shall call for a vote of the Appeals Committee on whether reconsideration shall be given the appealed decision. A simple majority vote will be sufficient to reconsider or uphold the original decision.