

# REQUEST FOR PROPOSALS FOR THE SELECTION OF THE ONE- STOP CENTER OPERATOR

## GUIDELINES AND SPECIFICATIONS

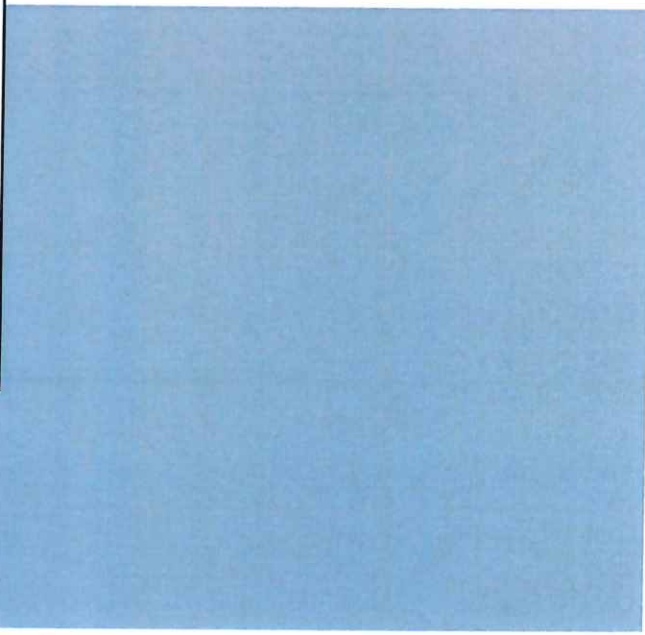
SAN JUAN LOCAL LABOR  
CONNECTION BOARD



December, 2023

 **CONEXIÓN**  
LABORAL

ÁREA LOCAL SAN JUAN





ÁREA LOCAL SAN JUAN

## REQUEST FOR PROPOSALS FOR THE SELECTION OF THE ONE-STOP CENTER OPERATOR FOR THE SAN JUAN LABOR CONNECTION LOCAL AREA

### GUIDELINES AND SPECIFICATIONS

#### I. Introduction

The Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, was enacted to help citizens enter the labor market by offering jobs, education, training, and other support services. Initiatives and programs implemented under the WIOA offer a combination of educational and training services to help people maximize their opportunities of obtaining and retaining jobs.

The WIOA established the legal framework for the management and oversight of the funds allocated under the Act. To this end, the WIOA allowed for the creation of state and local boards to assist in the implementation of the Act's provisions. In Puerto Rico, the State Board and the Workforce Connection Program, under the Department of Economic Development and Commerce, manage and oversee the funds allocated to the Government of Puerto Rico through the WIOA. Furthermore, to assist in the local or regional implementation of the provisions of WIOA, multiple local boards have been established, such as the San Juan Local Labor Connection Board.

The WIOA also contains provisions that seek to guarantee that vulnerable populations, such as young people, immigrants, displaced employees, and individuals with special needs or functional diversity, are adequately integrated into the workforce. The WIOA also provided for the creation of One-Stop Centers to establish and offer programs, services, and activities for job seekers and potential employers at one location. Among the services that must be offered at the One-Stop Centers are employment opportunities, training, and information on the market and the workforce.

Through Circular Letter WIOA-02-2017, the State Labor Connection Board established the considerations, guidelines and parameters to be followed by the local boards for the selection of the operators of the One-Stop Centers. The aforementioned Circular Letter establishes, in summary, that the operators of the One-Stop Centers will be selected

through a transparent process that guarantees equal and fair participation of the interested entities.

## **II. About the San Juan Local Labor Connection Area and its Board**

The WIOA Act stipulates that in addition to the State Labor Connection Board, local boards may be established in those areas or regions that may warrant their own organizational structure in order to meet the objectives of the Act more adequately. Thus, multiple local boards have been established in Puerto Rico, which assist in offering opportunities and tools to those who aspire to join the workforce.

Pursuant to the above, the San Juan Local Labor Connection Area and its Board were established. As provided in Section 106 of the WIOA Act, in summary, local areas shall have the responsibility to establish, implement and administer those initiatives and programs that promote citizens to obtain and maintain jobs. Local boards are required, among other things, to assist in the implementation of a local plan, analyze the area's labor market, monitor the execution of initiatives as well as the use of funds allocated under the WIOA Act. Furthermore, the local boards are responsible for actively assisting in the process of establishing, administering, and maintaining the One-Stop Centers, as well as selecting their operators and service providers.

One-Stop Centers are sites where both job applicants and employers can access programs, services, and activities that are implemented or offered under the WIOA Act.<sup>1</sup> Among the services that must be available in the One-Stop Centers are the offer of jobs, training, and educational services, as well as information on the labor market in the local area.

Pursuant to the above, in compliance with the provisions of the WIOA Act, as well as with the regulations and standards adopted under this Act, the San Juan Local Labor Connection Board is hereby issuing this Request for Proposals for the selection of the One-Stop Center Operator for the San Juan Local Labor Connection Area. The purpose of this is to allow those organizations or entities interested in operating, administering, and providing services in the One-Stop Center to submit their proposals to that effect.

## **III. Purpose of the Request for Proposals for the selection of the operator of the One-Stop Center for the San Juan Local Labor Connection Area:**

This Request for Proposals is intended to establish the parameters for the proposal submission, review, and award for the selection of the operator of the One-Stop Center of the San Juan Local Labor Connection Area. As a result of this process, the San Juan

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<sup>1</sup> See 34 C.F.R § 361.305.

Local Labor Connection Board seeks to identify public, private, or third sector entities or organizations that have the capacity, experience, skills, and human capital necessary to coordinate and manage matters related to the One-Stop Center of the San Juan Local Labor Connection Area.

The entity or organization that is selected as part of the Request for Proposals process will assist and closely contribute with the San Juan Local Connection Board towards establishing, maintaining, and improving a comprehensive system that guarantees the delivery of high-quality services and the broadest offering of the necessary tools to promote the workforce in the area.

#### **IV. Overview of One-Stop Centers**

As previously stated, the One-Stop Center is the place and physical location where both job applicants and employers can access the programs, services, and activities implemented or offered under the WIOA Act.

The One-Stop Center is designed to assist, offer services, and provide tools and information to job seekers, including, those individuals who belong to sectors of the population for whom, due to a number of factors, it is more difficult to join the workforce. For this reason, through the services offered at the One-Stop Center, we seek to eliminate those barriers that may limit access to employment opportunities, education, training, and support services to succeed in the labor market and, in turn, employers can have access to skilled individuals who can compete in the global economy.

The implementation of the One-Stop Center also promotes integrated coordination among programs related to labor development, streamlining services, and increasing flexibility in governance and in the services offered to employers. The foregoing, in turn, aligns the programs and services offered in relation to the goals established for the San Juan Local Labor Connection Area, while increasing performance, oversight, and transparency.

#### **V. Eligibility**

As established in the aforementioned Circular Letter WIOA-02-2017, any public, private or non-profit entity, as well as a consortium of entities, located within the local area and possessing proven and corroborated capacity and effectiveness in offering their services, may be operators of the One-Stop Centers. Furthermore, the same Circular Letter provided that operators may manage one or more One-Stop Centers and that there may be more than one operator in the same local area.

If a consortium of entities made up of members of the One-Stop Center is chosen to be its operator, said consortium must include, at least, three (3) of the required partners as described in Section 678.400 of Title 20 of the Code of Federal Regulations.<sup>2</sup>

The following entities may be operators of One-Stop Centers:

1. Higher education institutions
2. State employment service agencies under the Wagner-Peyser Act <sup>3</sup>
3. Nonprofit, faith-based organizations, or a workforce system intermediary
4. Private for-profit entities
5. Government entities, whether state, federal, or municipal
6. A Local Board, subject to compliance with the procedure and required approvals, to do so it must compete and comply with the requirements set forth in Sections 678.605 (c) and 678.615 (a) of Title 20 of the Code of Federal Regulations <sup>4</sup>
7. Any other organization or entity interested and capable of performing the duties of a One-Stop Center operator. Some examples may be business organizations or labor organizations.

Elementary or secondary schools will not be eligible to be One-Stop Center operators, with the exception of "non-traditional" schools such as night schools, adult schools, or technical schools.

## **VI. Duties and Responsibilities of the One-Stop Center Operator**

### **A. General Duties and Responsibilities**

1. Pursuant to the provisions of Section 678.620(a) of Title 20, of the Code of Federal Regulations <sup>5</sup>, the primary role of a One-Stop Center operator is to coordinate the delivery of services of the partners required at the One-Stop Center and service providers.

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<sup>2</sup> 20 C.F.R. § 678.400.

<sup>3</sup> Public Law 73-30.

<sup>4</sup> Ibid. §§ 678.605 (c) and 678.615 (a).

<sup>5</sup> 20 C.F.R. § 678.620(a)



2. It shall be the responsibility of the One-Stop Center operators to ensure that they comply with the following in carrying out their duties:
  - a. Disclose any actual or potential conflict of interest that may arise from a relationship between them and members of the State Board or a Local Labor Connection Board, providers of training, services, goods, etc., as well as any other type of conflict of interest
  - b. Not to dissuade, refuse, or delay the provision of services to individuals belonging to sectors of the population that, due to a number of factors known as "employment barriers," find it more difficult to obtain and retain employment
  - c. Comply with federal regulations and procurement policies set forth in Part 2 of Title 2 of the Code of Federal Regulations <sup>6</sup>, as well as any other applicable state or federal regulations.

**B. Specific Duties and Responsibilities**

1. Facilitate monthly meetings, or when requested, for the coordination of services between the San Juan Local Labor Connection Board, partners, or service providers of the One-Stop Center.
2. Assist the San Juan Local Labor Connection Board in implementing, monitoring, and overseeing the services provided by mandatory or "optional" partners or providers in the One-Stop Center.
3. Prepare and submit reports, briefs, or recommendations to the San Juan Local Labor Connection Board regarding the operation, improvement, expansion, or service offerings at the One-Stop Center.
4. When required, assist in the development of policies, plans, initiatives, and programs to meet performance standards or key performance indicators in the workforce development programs implemented for the San Juan Local Labor Connection Area.
5. Facilitate and assist with the improvement, expansion, and strengthening of the services offered at the One-Stop Center.

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<sup>6</sup> 2 C.F.R., Part 200.

6. Develop and implement operating policies that will guarantee an integrated performance and communication system, characterized by the use of technology to achieve the integration and expansion of services. It will also be responsible for the integrity of the data submitted and for ensuring that personnel are adequately trained in the use of these systems. The data system known as the "*Participant Record Information System*" (PRIS) will serve as the main customer information management system. The latter should not be interpreted as a hindrance to the implementation of any other data or information system in the future.
7. Assist in the organization of the services offered in the One-Stop Center, in order to enhance and maximize results. The foregoing, always complying with the applicable legal provisions.
8. Ensure that the staff of the One-Stop Center obtain and maintain the necessary skills and knowledge to offer quality services to employers and those who are seeking employment, including people with functional diversity or special needs.
9. Ensure that the "basic career services", as well as the identification and referral of the participants who require them, are adequately provided. Also follow up to ensure that the referred participants were offered the service.
10. Ensure that determine the eligibility of those who attend the One-Stop Center to receive the services offered there.
11. Disseminate, educate, inform, promote, or advise on the services available at the One-Stop Center, including those referred to as "support services".
12. Ensure that an initial eligibility and need assessment for those coming to the One-Stop Center to receive these supportive services such as transportation, child or dependent care, housing, and other services necessary to enable an individual to participate in programs and initiatives established under WIOA.
13. Ensure that labor exchange services are offered, among which are the following:

- a. Employment assistance and placement, as well as career counseling, if needed
  - b. Referrals to other programs and services, in addition to those provided at the One-Stop Center
  - c. Keep, obtain, provide, and update information regarding the following:
    - i. Occupations and industrial sectors in demand
    - ii. "Non-traditional" occupations
    - iii. That which relates to the local, regional, state, or national workforce and labor market, including the list of available jobs, the skills required for them, wages, and advancement opportunities
    - iv. Implementation and costs of programs, services, and initiatives offered by eligible providers (training, youth, adult education, vocational and technical education, and Title I Vocational Rehabilitation)
    - v. Information in a simple format regarding the performance of the programs that make up the One-Stop Center
14. Assist in the analysis and determination of eligibility for financial assistance to participate in educational programs or training programs not covered under WIOA.
15. Ensure that it is provided information and assistance related to unemployment claims.
16. Concerning young people, should ensure that the following services are offered:
- a. Information about the services provided under the provisions of the WIOA Act or those offered by other organizations, agencies, entities, or dependencies.
  - b. Promote and guarantee access to the services offered at the One-Stop Center.
  - c. Refer eligible youth to the appropriate services, which may be received at the same time or subsequent to those provided at the One-Stop Center.



All the specific duties and responsibilities described in this guide must be evidenced in monthly reports to the Local Labor Connection Board. The presentation of these will require five (5) working days after the end of the month of service. The presentation of the report will be essential to be able to present invoices for the services provided.

## **VII. Place for the Delivery of Services**

The services of the One-Stop Center of the San Juan Local Labor Connection Area are currently being offered at #82 Calle Georgetti in Río Piedras, San Juan, PR.

## **VIII. Availability of Funds**

The operation of the One-Stop Center is primarily subsidized through federal funds. For planning and proposal development purposes for the operation of the One-Stop Center, interested parties should take into consideration that no more funds can be allocated than those allocated annually for each program.

## **IX. Proposal Contents**

To be considered, any proposal submitted under the provisions herein must meet the requirements listed below.

### **A. Content**

Proposals should include the following sections:

1. Cover
2. Executive Summary
3. Narrative
4. Proposed Budget
5. Certification and Signature
6. Required Attachments

The sections of the proposal must be included in the order established above.

## **B. Format**

1. Proposals must be typed and printed single-spaced, on letter size paper (8.5" x 11") with one (1) inch margins.
2. Pages should be numbered using the "page 1 of \_\_\_\_" format.
3. The cover will be page number 1.
4. Times New Roman or Arial font in size 12 should be used.

## **C. Contents of Each Section**

### **1. Cover**

The following information must be included on a (1) single page:

- a. Name of Proponent
- b. Mailing address and email
- c. Name of contact person
- d. Phone number
- e. Proponent's website URL, if available.

### **2. Executive Summary**

- a. Describe your organization including, mission, vision, and values (maximum three pages).
- b. Describe your organization's greatest or most significant achievements during the past three (3) years.
- c. Describe and demonstrate your knowledge and understanding of the One-Stop system and One-Stop Centers established under the WIOA Act.

- d. Briefly outline why your organization is interested in being the One-Stop Center operator of the San Juan Local Labor Connection Area.

### 3. Narrative

- a. Describe your experience and qualifications including your organizational capability.
- b. Specify your organization's experience and qualifications that would qualify you to serve as the One-Stop Center operator of the San Juan Local Labor Connection Area.
- c. Describe your experience with managing and using funds allocated under WIOA or other federal, state, or municipal funds.
- d. Describe your experience in managing and implementing programs or initiatives related to training, offering, obtaining, and retaining jobs.
- e. Describe how your organization plans to manage or administer the One-Stop Center for the San Juan Local Labor Connection Area. Include specific data that demonstrates your knowledge and ability to achieve the proposed performance.
- f. Include a flow chart that demonstrates how your organization proposes to administer or manage the One-Stop Center for the San Juan Local Labor Connection Area.
- g. Outline the customer service strategies for participants, employers, and other providers that your organization proposes to employ for the operation of the One-Stop Center for the San Juan Local Labor Connection t Area.
- h. Describe the methods or measures proposed by your organization to ensure that the services offered in the One-Stop Center of the San Juan Local Labor Connection Area will be agile, adequate, high quality, efficient, effective, and outstanding. Be able to measure the satisfaction of those who receive the services.

- i. Include a list of the performance standards or key performance indicators that your organization proposes to use for the operation of the One-Stop Center of the San Juan Local Labor Connection Area.
- j. Describe how you would coordinate adequately with partners or service providers in the One-Stop Center of the San Juan Local Labor Connection Area.
- k. Describe how your organization proposes to train staff to learn about the services that are offered at the One-Stop Center of the San Juan Local Labor Connection Area (cross-training).
- l. Describe the strategies that your organization proposes to use to achieve the proper use of funds and savings in terms of the costs associated with the operation of the One-Stop Center of the San Juan Local Labor Connection Area.
- m. Describe the services that can be offered to employers under the provisions of WIOA and its regulations. The latter in order to maximize the number of employers accessing services, bearing in mind that employers are vital in the process of placing system participants in unsubsidized employment.
- n. Describe how your organization proposes to support employers in overcoming the challenges of recruiting, retaining, and developing workforce talent for the benefit of the regional economy.
- o. Describe how your organization would implement a system for identifying, following up, and monitoring customers of the One-Stop Center of the San Juan Local Labor Connection Area, in order to meet the goals and achieve the proposed outcomes.

#### **D. Proposed Budget**

Break down and detail the budget that your organization proposes to use for the operation of the One-Stop Center for the San Juan Local Labor Connection Area. This budget should reflect and demonstrate an understanding of partnership development, as well as skills, knowledge, and experience in advising boards and implementing initiatives.

The proponent party must submit a budget and a budget narrative, which includes, but is not limited to, the following:

1. Salaries and other fringe benefits for the personnel who will offer the services.
2. Cost for the use of the facilities.
3. Payment of utilities such as telephone service, internet, water, and electricity.
4. Cost for the procurement of materials.
5. Any other cost that is deemed pertinent and justifiable.

#### **E. Certification and Signature**

The proposal must be undersigned by the person authorized by the entity to submit the proposal.

Likewise, a certification stating the following must be included immediately prior to the signature:

*"I hereby certify that the information and documentation provided herein is true, and that our entity has complied with the criteria for contracting with the federal, state or municipal government."*

#### **F. Required Attachments**

In addition to the foregoing, the following documents must be included as attachments to the proposal:

1. A recently reviewed and audited financial statement.
2. An organizational chart.
3. Proof of having a Unique Entity ID Number obtained through the System for Award Management.

## **X. Proposal Presentation**

1. Proposals must be submitted in a sealed envelope, which should only be identified with the phrase "Proposal - One-Stop Center Operator of the San Juan Local Labor Connection Area". The sealed envelope must not contain the name, logo, or identification of the proponent anywhere. Failure to comply with the above will be sufficient reason to disqualify a proponent.
2. The original and a copy of the proposal, as well as a copy in PDF format on a USB device, must be included in the sealed envelope and shall be delivered to the offices of the San Juan Local Labor Connection Area located at #82 Calle Georgetti, 2<sup>nd</sup> floor, Rio Piedras, PR 00925.
3. Proposals will be received from Monday to Friday, between 9:00 AM and 4:00 PM during the next thirty (30) calendars days from the publications of the request for proposal .
4. Additionally, proposals may be sent via registered mail to the following address:

PO Box 361306, San Juan, Puerto Rico 00936-1306.

The postmark date and time on the proposal submission must match the previously indicated date and time parameters.

Proposals sent via registered mail must be in a sealed envelope as specified above and placed inside the envelope used for mailing.

## **XI. Evaluation and Assessment Criteria**

<b>Criterion</b>	<b>Assigned Value</b>
Experience in the implementation of programs aimed at providing education, training and services geared towards obtaining and retaining employment.	15 pts.
Experience in the management and use of funds allocated under the WIOA Act or other federal funds.	15 pts.
Experience managing other public funds, whether state or municipal.	5 pts.
Customer service strategies for participants, employers, and service providers.	15 pts.
Proposed resource and human capital.	10 pts.
Technical resources, organizational structure, and proposed infrastructure.	10 pts.
Successful programmatic execution, if applicable.	10 pts.
Financial capability.	10 pts.
Proposed budget.	10 pts.
<b>TOTAL SCORE</b>	<b>100 PTS.</b>



## **XII. Evaluation Committee**

Proposals will be reviewed and scored by an Evaluation Committee appointed by the President of the San Juan Local Labor Connection Board according to the criteria set forth above. Committee members will prepare a summary of the proponent's qualifications, scope of work, and proposed budget for each submitted proposal.

Those proponents who become finalists may be interviewed by the members of the Evaluation Committee.

Once the evaluation process is completed, the Evaluation Committee will forward its recommendations for analysis and award to the San Juan Local Labor Connection Board.

## **XIII. General Contracting Terms**

As part of the contract or agreement to be executed with the One-Stop Center operator, it shall establish, among other things, the referral methods between the operator and the core or optional partners of the One-Stop Center.

The contract or agreement to be awarded with the chosen One-Stop Center operator will have an initial term of one (1) year, counted from the date of its award.

The contract or agreement may be extended for up to three (3) additional years based on performance, availability of funds and at the discretion of the San Juan Local Labor Connection Board.

Payments for the services offered by the chosen One-Stop Center operator will be made through reimbursement upon evaluation and approval of the invoices submitted.

The contract or agreement to be granted may be amended in its terms and conditions subject to changes in applicable federal or state legislation, regulations, or policies. The San Juan Local Labor Connection Board reserves the right to modify the scope of the services to be provided as part of the contract or agreement granted. Said modification may be for the purpose of adding or eliminating any service to be offered by the One-Stop Center operator, as well as any other modification that may be necessary.

#### XIV. Other Considerations

Section 678.625 of Title 20 of the Code of Federal Regulations<sup>7</sup> establishes that a One-Stop Center operator may itself be a service provider, provided that it establishes the appropriate and necessary safeguards to guarantee competition and subsequent supervision, oversight, monitoring, and evaluation of the service provider's performance. The One-Stop Center operator cannot develop the competitive process for a service in which it intends to compete.

Proposals submitted in accordance with the provisions herein shall be considered under evaluation beginning on the date and time of expiration of the term for their submission, until the date on which the contract with the chosen One-Stop Center operator is awarded. During said period, no member of the San Juan Local Labor Connection Board, of the Evaluation Committee or official of the San Juan Local Labor Connection Area may provide any proponent with information related to the evaluation process, except in those instances in which the members of the Evaluation Committee determine to interview proponents who are finalists.

Moreover, to ensure fairness in the evaluation and award process, proponents or potential proponents may not discuss their proposal or the contents of this Request for Proposals with any member of the San Juan Local Labor Connection Board, the Evaluation Committee or any official of the San Juan Local Labor Connection Area.

This Request for Proposals shall not be construed as a commitment or obligation on the part of the San Juan Local Labor Connection Board to award any contract, nor does it grant any right to seek reimbursement for costs incurred in the preparation and submission of proposals.

The San Juan Local Labor Connection Board reserves the right to accept or reject any proposal submitted as a result of this Request for Proposals, as well as to cancel in whole or in part the proposal evaluation and award process.

It shall be the duty of each proponent, prior to submitting their proposal, to ensure that it complies with all criteria and requirements for contracting with the Government.

Proponents must not be disqualified, suspended, ineligible, or otherwise excluded from participation in a program or activity funded in whole or in part with federal funds.

The information provided by the proponents, as well as that which is relevant to the proposal evaluation process in general, will be considered confidential, in order to avoid

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<sup>7</sup> 20 C.F.R. § 678.625.

the improper use of such information or the use of such information to provide an undue advantage to any party involved in the process.

Any organization that has intervened or could intervene in the drafting or development of specifications and requirements or that could participate in the evaluation of the submitted proposals may not participate in the Request for Proposals process established herein.

#### **XV. Reconsideration Request**

Those proponents who are not selected or whose proposals were not evaluated for any reason, will be sent a negative notice, which will include a summary of the process and the criteria based on which they were not selected. Said notice shall also inform of the possibility of filing a reconsideration request with the San Juan Local Labor Connection Board within a period of fifteen (15) days.

The reconsideration request must include, at a minimum, the following:

1. Name and address of the person or entity requesting the reconsideration.
2. A detailed description of your arguments and the reasons that support your request.
3. The signature of the person requesting reconsideration or their authorized representative.