



REQUEST FOR PROPOSALS

Workforce Innovation and Opportunity Act (WIOA) One-Stop Operator (OSO)

Published: February 25, 2025

RFP No. 25-10

Catalog of Federal Domestic Assistance:

FDA 17.207 - Wagner-Peyser Funded Activities, FDA 17 .225 Unemployment Insurance, CDFA 17.258 – WIOA Adult Program, CFDA 17.278 - WIOA Dislocated Worker, CFDA 17.259 - WIOA Youth Activities, CFDA 84.126- Vocational Rehabilitation, FDA 84.002 - WIOA Adult Education - Basic, FDA 93.558 Temporary Assistance to Needy Families, FDA 17 .80 I - Disabled Veterans' Outreach Program and State of Nevada funding - Employment Security Division UI and Claimant Employment Program

Proposal Submission Deadline:

March 26, 2025, at 12:00 PM PDT

Late submissions will not be accepted.

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Request for Proposal Timeline

All times noted in this RFP are Pacific Time.

Public Posting of Notice of Request for Proposal	Tuesday, February 25, 2025
Last day to submit RFP Questions prior to the Mandatory Proposers Information Meeting	Monday, March 3, 2025 @12:00pm
Deadline to register for Mandatory Proposers' Information Meeting	Tuesday, March 4, 2025 @ 12:00pm
Mandatory Proposers' Information Meeting	Wednesday, March 5, 2025 @ 12:00pm
Submit RFP Questions	Friday, March 14, 2025 @ 5:00pm
RFP Question and Answer Summary posted	Monday, March 17, 2025 @ 5:00pm
Submit RFP Questions	Friday, March 21, 2025 @ 5:00pm
RFP Question and Answer Summary posted	Monday, March 24, 2025 @ 5:00pm
DEADLINE FOR PROPOSAL SUBMISSION	Wednesday, March 26, 2025 @12:00pm
Formal Proposal Opening	Wednesday, March 26, 2025 @12:15pm
Recommendation(s) Presented to Executive Committee of Nevadaworks Board for review and approval	Friday, April 11,2025 @ 9:00am
Responders Notified on or before	Monday, May 5, 2025
Contract Commences	Tuesday, July 1, 2025

All dates are subject to change. It is the proposer's responsibility to routinely check the [Nevadaworks OSO RFP Portal](#) for any changes or updates.

SECTION 1: INTRODUCTION

Nevadaworks is releasing this competitive Request for Proposals (RFP) to identify one (1) experienced and qualified organization to act as the One-Stop Operator (OSO) to coordinate service delivery of a Workforce Innovation and Opportunity Act (WIOA) EmployNV Hub that provides workforce development services to adults, dislocated workers and employers. The OSO will operate on behalf of Nevadaworks and will deliver all WIOA-funded services in accordance with WIOA rules and regulations, guidance from U.S. Department of Labor (DOL), the State of Nevada Department of Employment, Training and Rehabilitation (DETR) and policies set forth by Nevadaworks.

Nevadaworks is the administrator for the Governor-designated Northern Nevada Local Workforce Development Area (LWDA). Nevadaworks serves businesses and individuals in Carson City and Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine counties. Nevadaworks is governed by the Nevadaworks Board, which adopts policy and sets the direction for workforce efforts throughout Northern Nevada. The Board is comprised of the Nevadaworks Council (with a membership composition meeting workforce development board requirements under WIOA) and the Nevadaworks local elected officials. Each group has its own bylaws and is legally organized independent of the other. When meeting together, the two groups form the Nevadaworks Board and operate under the Board's by-laws.

WIOA requires agencies receiving the following funding sources to provide direct or electronic access to services on-site in the One-stop service centers known as EmployNV Hub:

- Adult Program under Title I of WIOA
- Dislocated Worker under Title I of WIOA
- Youth Program under Title I of WIOA
- Adult Education and Family Literacy Act programs under Title II of WIOA
- Wagner-Peyser Employment Services programs under Title III of WIOA
- Rehabilitation Act programs under Title IV of WIOA
- Carl Perkins Career and Technical Education
- Community Services Block Grant
- Indian and Native American programs
- HUD Employment and Training programs
- Job Corps
- Local Veterans Employment Representatives and Disabled Veterans Outreach Program
- National Farmworker Jobs Program
- Senior Community Service Employment Program Title V
- Trade Adjustment Assistance programs
- Unemployment Compensation programs
- YouthBuild
- Second Chance Act Programs
- Temporary Assistance for Needy Families (TANF) program

One-stop operators may be a single entity (public, private, or nonprofit) or a consortium of entities. Nevadaworks seeks proposals for a design of how the EmployNV Hub will be operated in collaboration with the above required partners and other potential partners in Northern Nevada. We are seeking an organization or consortium that employs vision, innovation, accountability, and efficient and effective utilization of resources in workforce development programming with customers. Workforce development-minded organizations with or without previous experience as a contractor for workforce services in Nevadaworks are encouraged to submit proposals; however, only proposals from organizations that thoroughly demonstrate their ability to provide workforce development services within Nevadaworks will be considered.

Nevadaworks' mission is to provide the best workforce solutions fulfilling needs of both employers and career seekers. To achieve this, Nevadaworks will:

- Implement a local workforce development delivery system that meets employer demands for a skilled workforce and also increases the employment, retention, and earnings of Northern Nevada's workers
- Integrate WIOA programs with private sector needs through economic and community development initiatives
- Strengthen the local economy by building a skilled workforce
- Leverage and integrate resources to expand services and maximize effectiveness

1.1 Background of the RFP

The Workforce Innovation and Opportunity Act (WIOA) was signed into law by President Barack Obama on July 22, 2014, and took effect on July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

As a policy, WIOA will help job seekers and workers access employment, education, training and support services to succeed in the labor market and will match employers with the skilled workers they need to compete in the global economy. In passing WIOA, the first legislative reform of the public workforce system in more than 15 years, Congress reaffirmed the roles of the Workforce Development Boards, and the American Job Centers (AJC) system, as the cornerstones of the public workforce development system, brought together and enhanced several key employment, education and training programs.

WIOA provides the framework for a workforce preparation and employment system designed to meet the needs of jobseekers and businesses within Northern Nevada communities.

Nevadaworks is the administrator of the WIOA Title I funding and programs in thirteen Northern Nevada counties: Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine. Nevadaworks is also charged by WIOA to designate a One-Stop Operator in Northern Nevada.

The purpose of Nevadaworks is to facilitate the advancement of a skilled, productive workforce that supports and meets the needs of businesses in Northern Nevada. Nevadaworks provides funding to qualified service providers who work directly with individuals seeking training, employment, skills upgrading, or who are entering the workforce for the first time.

Important details concerning this RFP include the following:

Initial Service Period	July 1, 2025 to June 30, 2026
Type of Subaward (i.e., contract)	Cost reimbursement subaward
Maximum number of subawards	Nevadaworks Local Workforce Development Area
Option to Extend	Nevadaworks reserves the right to offer up to three one-year (twelve-month) extensions of a subaward based on its evaluation of the overall local workforce development system, the subrecipient’s achievement of performance objectives, availability of funds, and capacity of the subrecipient to meet new or revised goals, objectives, and standards established by Nevadaworks.
Estimated Total Funding Available for First Twelve (12) Months	Up to \$200,000

WIOA also requires workforce boards to procure a One-Stop Operator. OSO should provide innovative, effective solutions, reflecting the unique approach of the proposer to meet the workforce needs for Northern Nevada. Nevadaworks is soliciting proposals from qualified respondents to provide services under the WIOA One-Stop Operator. Eligible proposers include:

- Government agencies or governmental units, such as: local or county governments, school districts, State agencies, and Federal WIOA partners.
- Employment Service State agencies under the Wagner-Peyser Act, as amended by Title III of WIOA.
- Indian Tribes, tribal organizations, Alaska Native entities, Indian-controlled organizations serving Indians, or Native Hawaiian organizations (collectively referred to herein as “Indian Tribes”).
- Educational institutions, such as: institutions of higher education, nontraditional public secondary schools such as night schools, and area career and technical education

schools DETR/ESD/Workforce Innovation Support Services WIOA State Compliance Policies Section 1.4 One Stop Delivery System July 2016; Ratified October 2022 Page 10 of 31 (however, elementary and other secondary schools are not eligible to become a one-stop operator).

- Community-based organizations, nonprofit entities, or workforce intermediaries.
- Other interested organizations that are capable of carrying out the duties of the one-stop operator, such as a local chamber of commerce, other business organizations, or labor organizations.
- Private for-profit entities.

Organizations that have not previously been awarded a WIOA OSO subaward (i.e., contract), but have managed other federal, state, or local funds to deliver a similar program design, serve similar populations, and operate under a collaborative service delivery model are encouraged to apply.

Nevadaworks encourages the participation of proposers that are certified as small businesses, veteran-owned businesses, women’s business enterprises, and minority-owned firms. Nevadaworks is committed to equal opportunity in its procurement process.

A responsive proposal is one that complies with all format and content requirements and amendments of the RFP, if any. This RFP provides information regarding eligibility and the format requirements in which proposals must be submitted.

1.2 Mandatory Proposers’ Information Meeting

Organizations that intend to submit proposals must attend, via videoconference, a mandatory Proposers Information Meeting for their proposals to be considered. Proposers must register for this videoconference session at the [Nevadaworks OSO RFP Portal](#). Videoconference access links will be emailed to those who have registered by 12:00 p.m. on March 4, 2025. The format for the session is a presentation, which will provide details on all aspects of the RFP. Proposers will not be able to ask questions during the session. However, proposers are allowed to submit questions in advance of the mandatory Proposers’ Information Meeting in accordance with information provided in section 1.3, below.

To address any technical difficulties experienced connecting to or during the Proposers’ Information Meeting, please contact Milt Stewart at mstewart@nevadaworks.com or (775) 284-1333.

The Proposer’s Information Meeting will convene online at the following date and time:

Date:	March 05, 2025
Time:	10:00 a.m. PST
Method :	Videoconference via GoToMeeting. Link to be provided to registrants.

The fundamentals of the RFP process will be explained during this mandatory Proposers' Information Meeting.

1.3 RFP Questions and Answers (Q&A) and Addenda

To ensure a fair and objective evaluation, questions related to the RFP can be addressed as follows:

Question and Answer Method	Deadline for Questions	Answers Provided
Proposers' Information Meeting	March 3, 2025 @ 5:00pm	March 5, 2025 @ 5:00pm
Q&A on www.nevadaworks.com	March 14, 2025 @ 5:00pm	March 17, 2025 @ 5:00pm
Q&A on www.nevadaworks.com	March 21, 2025 @ 5:00pm	March 24, 2025 @ 5:00pm

Questions must be submitted online through the [Nevadaworks OSO RFP Portal](#). Questions that are received after the final deadline (March 21, 2025, at 5:00pm) will not be answered. Written responses to questions received will be posted on Nevadaworks' website only. It is each proposer's responsibility to check the website on a regular basis for updated information, including addenda, and written responses to all questions submitted.

Oral questions will not be accepted. Only the responses on the website are considered clarifications to the instructions contained in this RFP. In the event that responses modify any of the terms, conditions, or provisions of this RFP, formal addenda to the RFP will be posted on the [Nevadaworks OSO RFP Portal](#).

No other source of response or clarification is considered valid.

1.4 Proposal Submission

All proposals must be submitted through the Nevadaworks RFP portal located at [Nevadaworks OSO RFP Portal](#).

Proposals WILL NOT BE ACCEPTED via any other means including, but not limited to, email, mail, fax, or hand delivery.

Each proposer, including proposers representing joint ventures, is required to prepare its proposal using "plain English," which includes wording that is easy to read and understand. Proposers must make every attempt to avoid excessive use of acronyms, repetitious content, and "flowery" or overtly hyperbolic descriptions. Each proposal should clearly demonstrate the proposer's ability to effectively provide the services requested. All required sections and document uploads must be completed in the portal before the system will allow the proposal to be submitted.

Proposers that wish to amend a previously submitted proposal must re-submit their entire

proposal through the [Nevadaworks OSO RFP Portal](#) prior to the deadline noted in this RFP.

A proposal is considered a valid submission only when all required documents have been successfully submitted.

All proposals must be submitted via the portal on or before:

Date:	March 26, 2025
Time:	12:00 p.m. PST
Location:	Nevadaworks OSO RFP Portal

The online portal will not allow submissions after the closing date and time stated above. Respondents are highly encouraged to allow adequate time for submission in case of technical or other problems.

All proposals submitted after the deadline will not be considered a valid submission.

1.5 Public Proposal Opening

All proposals submitted will remain “sealed” on the portal until the public proposal opening, which will be held as follows:

Date:	March 26, 2025
Time:	12:15 p.m.
Location:	Nevadaworks 9390 Gateway Drive, Suite 105 Reno, NV 89521

1.6 Prequalification Process

All potential proposers must attend the Mandatory Proposers’ Information Meeting to be eligible to submit a proposal in response to this RFP.

1.7 Proposal Evaluation and Selection Process

Nevadaworks will utilize a fair and objective proposal review and evaluation process that adheres to all applicable local, state, and federal regulations. Proposals that pass the prequalification process will be subject to the following processes to evaluate and determine funding recommendations. This process will consist of:

Internal Technical Review

Following the public opening of proposals, Nevadaworks staff will conduct a technical review of proposals to determine if they:

- Were submitted by eligible organizations, including joint ventures partnerships of eligible organizations
- Were submitted by organizations that attended the Mandatory Proposers' Information Meeting
- Include all required content, including all required forms and attachments
- Include any content not requested, which will be removed prior to the review team review of required content
- Limit the narrative responses to ten (10) pages. All pages after page 10 of the narrative section will not be considered

Review, Rating, Ranking, and Recommendations: Proposal Narrative and Related Content (Forms and Attachments)

A team of evaluators will review, rate, and rank each proposal (except for budget-related items) submitted in response to this RFP. Evaluators will utilize a scoring rubric that has been established by Nevadaworks. The team of evaluators will consist of all legally required evaluators who are free from conflict of interest and who possess significant expertise in the field of workforce development. Following the individual review and rating of proposals by evaluators, the evaluation team will convene to rank proposals. The evaluation team will provide their recommendations to the Nevadaworks Board for their review and consideration for funding of awards in the Nevadaworks Local Workforce Development Area.

Budget Review

When a proposal package is submitted, Form E and Form F, which include budget detail, will be removed. The remaining RFP package will go to the evaluation team, who will review, rate, and rank all proposals. Form E and Form F will be separately reviewed by Nevadaworks staff, who will consider whether each cost shown in the budget forms is a) reasonable, b) necessary, c) allowable, and d) properly allocated. Proposers must explain all costs indicated, particularly "other" costs. Staff will award up to ten points to proposals based on their review of Forms D and E.

Transmittal of Recommendations to Nevadaworks

The evaluation team will transmit its recommendations to the Nevadaworks Chief Executive Officer. The transmittal will include:

- A written recommendation, signed by the evaluation team authorized point of contact
- A summary of proposals, rankings, and average ratings
- Individual scoring rubric forms, signed by each evaluator
- A written summary of the evaluation process

Presentation of Recommendations

Nevadaworks Chief Executive Officer will provide a memorandum addressed to the Executive Committee of the Nevadaworks Board that summarizes the results of the evaluation team. The Nevadaworks Executive Committee will review and discuss the recommendation of the

evaluation team and will then make its decision and vote on the awarding of one OSO contract for the Nevadaworks Local Workforce Development Area.

1.8 Appeals Process

The Nevada Revised Statutes (NRS) at 333.370 and the Nevada Administrative Code (NAC) at 333.170 govern appeals of procurement decisions made by Local Workforce Development Boards. Any appeal of a procurement decision resulting from this RFP shall be filed and handled in accordance with NRS 333.370 and NAC 333.170. The process is:

- A. A business or vendor who responds to a Request for Proposal or responds to an informal solicitation shall have the right to file a written appeal to Nevadaworks, within 10 business days of the notice of award announcement
- B. Grounds for an appeal may be filed on either the solicitation process and/or the contract award
- C. The written appeal must include the following information:
 - i. The name, address and contact information of the appellant;
 - ii. RFP and/or solicitation number;
 - iii. Reference of policy, procedure and/or regulation allegedly violated;
 - iv. Justification statement for the appeal; and,
 - iv. Supporting documentation for the validity of the appeal.
- D. Nevadaworks Board will evaluate and determine the validity of the appeal. Nevadaworks Board may choose to suspend the awarded contract pending resolution, while the appeal is undergoing evaluation.
- E. Nevadaworks Board may dismiss an appeal if concerns outside the grounds for an appeal are disclosed. Allegations must be truthful and related to the procurement process. Credible evidence and supporting documentation must be provided; failure to submit supporting evidence may result in dismissal.
- F. Nevadaworks Board will issue an appropriate resolution when it is determined the appeal is of sufficient merit. No further action is necessary if the matter is resolved. If the matter is not resolved, a formal hearing shall occur.

1.9 Award Process

Proposers will be notified in writing of Nevadaworks' decision concerning their proposal by May 5, 2025. Formal notification of subawards and the actual execution of a contract are subject to, but not limited to, the following conditions:

- Approval by the Nevadaworks Board;
- Receipt of funding from federal and state administering agencies; and
- Continued availability of funding.

Nevadaworks will require the successful proposer(s) to participate in negotiations and, as appropriate, modify their proposals based on the outcome of those negotiations. Nevadaworks may decide not to fund part or all of a proposal. Successful proposers must submit their final negotiated budget and scopes by a due date established by Nevadaworks. If subaward agreements are not executed within two weeks of the due date established by Nevadaworks, it may determine that negotiations have failed and decide not to enter into an agreement. These provisions also apply to any potential contract extensions.

Per 2 CFR 200.332 (b), Nevadaworks will conduct a pre-award risk assessment during the contract negotiation phase to evaluate each potential subrecipient's risk of noncompliance with federal statutes, regulations, and the terms and conditions of the subaward. Nevadaworks will review the organization's history of performance and current conditions of the organization. Based on the results of the pre-award risk assessment, Nevadaworks reserves the right to add specific conditions as described in 2 CFR 200.208. If the results of any negotiation indicate that the proposed sub-recipient may not be able to fulfill sub-award expectations, Nevadaworks reserves the right not to enter into a sub-award agreement with the organization.

SECTION 2: PROGRAM DESCRIPTION

2.1 Program Requirements and Services Sought

This RFP seeks proposals from organizations able to demonstrate expertise and capacity to provide One-Stop Operator services in the Nevadaworks Local Workforce Development Area.

2.2 Scope of Work

In the interest of establishing a seamless delivery of services for all prospective customers in keeping with both the spirit of the WIOA legislation and all mandatory partner agencies and programs, it is essential that all partners operate in the most effective and integrated manner possible. The primary purpose of the OSO is to ensure that services provided through EmployNV Hubs meet the needs of customers (businesses and career seekers) in an efficient and effective manner.

Furthermore, it is the responsibility of the OSO to ensure non-discrimination and equal opportunity in all programs and services administered in EmployNV Hubs. No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment based on race, color, religion, sex, national origin, disability, age, political affiliation, marital status, sexual orientation or identity, medical condition or military/veteran status, and each customer shall have such rights as are available under any applicable Federal, State, or local law prohibiting discrimination.

2.3 Northern Nevada One-Stop System (Nevadaworks / EmployNV Hubs)

The One-Stop system, not to be confused with the OSO, comprises all parties committed to the implementation of the Workforce Innovation and Opportunity Act and includes government entities, education institutions, community-based organizations and others. One-Stop System services are delivered through the EmployNV Hub network throughout northern Nevada.

2.4 Duties of the One-Stop Operator

It is the duty of the OSO to coordinate service delivery of required EmployNV partners and service providers. The OSO must work closely with the Nevadaworks staff on partner management. The OSO is expected to be familiar with and comply with all WIOA grant requirements and restrictions.

The selected OSO must be on-site and travel between the EmployNV Hub locations, affiliate, and partner sites as necessary to execute the responsibilities of the OSO, and to ensure the standards set for the system are maintained.

One-Stop Operator will assist the EmployNV Hub partners by:

- A. Coordinating the service delivery of required EmployNV Hubs partners that have entered into Partner Memorandum of Understanding (MOU) and resource sharing agreements in accordance with WIOA.
- B. Ensuring the implementation of partner responsibilities and contributions agreed upon in the EmployNV Hub Partner MOU and EmployNV Hub Strategic Plan.
- C. Convening and facilitating partner meetings to ensure effective communication in the delivery of services such as partner collaboration and process improvement.
- D. Developing strategies to improve cross-partner performance such as coordinating partner staff training.
- E. Increasing customer satisfaction by developing flows and processes that are driven by feedback from both businesses and job-seeker customers.
- F. Identifying needs for partner-coordinated activities such as equipment, resources, and aesthetics.
- G. Recognizing and complying with applicable labor agreements affecting represented employees wherever they are located.
- H. Adhering to all applicable local, federal, and state rules, regulations, and guidance.

One-Stop Operator will assist the Workforce Development Board by:

- A. Providing functional coordination of all EmployNV Hub required services, including services provided by entities that have entered a Partner MOU in accordance with WIOA, including, but not limited to, facility coordination, resolving disputes, and addressing grievances.
- B. Coordinating all EmployNV Hub activities with Nevadaworks staff.

- C. Being the single point of contact for the EmployNV Hub partners in their dealings with Nevadaworks and its administrative staff.
- D. Reporting to Nevadaworks on operations, performance, and continuous improvement recommendations.
- E. Developing and enhancing the workforce development system of Nevadaworks by focusing on a fully coordinated and integrated service delivery model that is market-driven and offers value-added services to career seekers.
- F. Assuring the delivery of services to individuals at the EmployNV Hubs with limited English proficiency, disabilities, or other significant barriers.
- G. Promoting the adoption of creative innovative methods and best practices in the delivery of the required services such as a shared referral system.
- H. Developing and maintaining written policies and broad operational guidelines (such as hours of operation, etc.) that will outline the responsibilities and objectives of each of the EmployNV Partners while providing excellent customer service.
- I. Ensuring that all applicable federal, state, and local policies and procedures are effectively communicated and conducted at all sites.
- J. Ensuring that the look and feel of the EmployNV Hubs sites are welcoming and accessible to all.
- K. Be the first-level point of contact for customer complaints. (The local customer complaint policy will guide the complaint and grievance process.)
- L. Enforcing Nevadaworks' procedural, conduct, and appearance policies governing the EmployNV Hub.
- M. Following current and future administrative directives, especially those that concern fiscal responsibilities of the day-to-day operation of the EmployNV Hubs, Equal Employment Opportunities, the Americans with Disabilities Act, and priority of service.
- N. Support Nevadaworks' other initiatives by coordinating with Nevadaworks to direct customers to career pathways in identified sectors.
- O. Collecting and reporting to Nevadaworks all needed data that illustrate the progress of the collective system partners in providing career services such as partner activity, customer traffic due to partner referrals, co-enrollments, success stories, referrals, and outcomes.
- P. Evaluating the system to ensure compliance and Continuous Quality Improvement (CQI); develop and oversee corrective action plans as appropriate.
- Q. Developing, implementing, and overseeing safety protocols at EmployNV Hubs.
- R. Being the first-line reviewer/approver of the use of Nevadaworks brand by following brand and social media standards developed by Nevadaworks and system partners. The Nevadaworks staff will provide final approval for all requested use of the brand.
- S. Conducting EmployNV Hubs certification for the comprehensive center and affiliate sites.
- T. Implementing policies established by Nevadaworks.
- U. Ability to take on other duties as they become necessary due to the evolution of WIOA and the employment system/network.

Additional Requirements of the OSO include:

- A. Work with Nevadaworks to provide staff support to the EmployNV Hub staff and partners and meet at least quarterly to discuss and design system integration initiatives identified in the MOU.
- B. Ensure the EmployNV Hub center partners are delivering services that comply with WIOA regulations and Nevadaworks policy and are designed to exceed customer expectations.
- C. Ensure the current electronic customer satisfaction data collection system is fully implemented and utilized.
- D. Utilize technology to its fullest extent to enhance the customer's experience and to ensure efficient operations.
- E. Work with Nevadaworks to ensure that the EmployNV Hub partners are connected to all system-wide technology solutions and those in development.
- F. Implement system to track co-enrollment with WIOA and partners.

2.5 EmployNV Hub OSO Tasks Defined

Task I – Partnerships

The effective operation of EmployNV Hubs relies on coordinated service delivery among multiple partners, as mandated by WIOA. Proposal narratives should clearly define the OSO role and resources, detailing how they will implement partner responsibilities outlined in the MOU and align with Nevadaworks' mission. The proposal should also specify how various partners' roles and resources will be leveraged to enhance service delivery at EmployNV Hubs, benefiting each agency and supporting their missions.

Task II – Records To Be Maintained

The OSO shall maintain all records that are pertinent to the activities to be funded under this Agreement. Records for non-expendable property acquired with funds under this Agreement shall be retained for four (4) years after the final disposition of such property. Records for any displaced person must be kept for four (4) years after he/she/they has received final payment. Notwithstanding the foregoing, the organization shall retain all books, records, accounts, documentation, and all other materials relevant to the Agreement for four (4) years from the date of termination of the Agreement, or four (4) years from the conclusion or resolution of any and all audits or litigation relevant to the Agreement and any amendments, whichever is later.

Task III – Reporting & Performance

The OSO shall be responsible for submitting accurate management information reports and forms on time and in the manner prescribed by the State and/or Nevadaworks and will coordinate with Nevadaworks prior to submission.

2.6 Reporting Requirements

The OSO will report to Nevadaworks monthly on the following measures:

- A. Partner activity, specifically referrals or on-site related activities
- B. EmployNV Hub traffic, specifically overall usage, and service-specific information
- C. Co-enrollment between partner programs
- D. Success stories
- E. Referrals to partner agencies and outcomes
- F. Customer satisfaction
- G. EmployNV Hub certification process and CQI activities

2.7 Performance

OSO is responsible for understanding the WIOA performance measures and ensuring the most recent quarterly performance is publicly available to EmployNV Hub customers and the general public.

Contractor performance may include any or all of the following:

- A. Document at least 5 hours of learning partner programs per quarter.
- B. Conduct EmployNV Hub On-site Partner/Manager Team Meetings monthly.
- C. Coordinate and facilitate at least one required One-Stop Core Partner Meeting per quarter.
- D. Create and disseminate a monthly newsletter and contact list to partners.
- E. Develop and maintain policies and procedures, including an Operations Manual, for the partnership.
- F. Distribute customer satisfaction surveys and partner customer data and provide results to Nevadaworks staff and EmployNV Hub partners.
- G. Coordinate a minimum of two cross-training activities each quarter.
- H. Ensure compliance and CQI. Develop and oversee corrective action plans as appropriate.
- I. Conduct a One-Stop Certification process and develop and implement a Continuous Improvement Plan.
- J. Submit monthly reports to Nevadaworks as detailed on the Attached Monthly Report. Should the reporting requirements change, the selected contractor will be advised as soon as possible and will be provided with a new form.
- K. Attend and/or present at committee and board meetings as designated by Nevadaworks.
- L. Meet with Nevadaworks staff no less than twice per month.

Task IV – Audits & Inspections

The OSO shall allow Nevadaworks to monitor and audit performance for conformity with local, state, and/or federal obligations. Nevadaworks has the right to monitor all activities related to the contractual agreement developed as a result of this RFP, including the right to review and monitor the organization's records, programs or procedures, at any time, as well as the overall operation of the organization's EmployNV Hub service delivery in order to ensure compliance.

2.8 Branding Requirements

To ensure clear and consistent branding throughout the Nevadaworks Local Workforce Development Area, the successful proposer will follow established Nevadaworks Branding Guidelines. The local workforce development system's American Job Centers operate under the common identifier (branding) "EmployNV Hub." The successful proposer will be required to provide WIOA OSO services under the designated brand. Staff will only represent themselves with EmployNV branding and not that of the proposer organization. No OSO Contract funding may be used for an organization to promote its brand in any way.

SECTION 3: AVAILABLE FUNDING AND BUDGETS

3.1 Funding and Budget Overview

The Total Project Expenses of each line-item budget must be less than or equal to the estimated total funding available for this RFP for the initial funding period:

An estimated amount of \$200,000 is available under this RFP. Annual awards may be adjusted based on availability of funding.

Nevadaworks will pay the rent, utilities, copy machine leases, and other shared partner expenses. Do not include these expenditures in the budget submission.

SECTION 4: REQUIRED PROPOSAL CONTENT

The proposal shall clearly demonstrate the respondent's ability to provide the requested services. A responsive proposal is one that complies with the format and content requirements of the RFP.

A valid proposal package will consist of the following components:

Primary Proposal Forms (Submitted by Proposer)

The following forms are to be submitted by the proposer to Nevadaworks through the RFP portal:

Form A: Cover/Signature Page

Form B: Proposal Narrative

Form C: Proposer Assurance (requires a signature)

Cost Proposal Forms:

The following forms are to be submitted by the proposer to Nevadaworks through the RFP portal:

Form D: Budget

Form E: Budget Detail Narrative

Exhibits to Primary Proposal Forms (Submitted by Proposer)

The following exhibits are to be submitted by the proposer to Nevadaworks through the RFP portal:

Exhibit A: Organizational chart for the proposed program

Exhibit B: Job descriptions or resumes for budgeted and other key personnel.

Optional Forms: (No points are associated with this form.)

Form F: Proposer Past Performance Summary Form

SECTION 5: PROPOSAL NARRATIVE AND SCORING VALUES

The proposal narrative is the principal element of a proposer's response to this RFP. An organization or joint venture partnership may choose to submit proposals for the Metro and Balance of LWDA subregional areas of the Nevadaworks Local Workforce Development Area. In such cases, two separate proposals, containing two distinct proposal narratives, must be submitted.

5.1 Proposal Narrative Content

The proposal narrative must address, but is not limited to, the following:

Narrative Part 1: Describe the OSO model that you are proposing.

- a. How do you intend to provide the OSO responsibilities, outlined in Section 3.1 (Duties of the One-Stop Operator) above? How is this design optimal for the Nevadaworks Local Workforce Development Area?
- b. Describe your plan for being on-site at the EmployNV Hub sites throughout the Nevadaworks Local Workforce Development Area on a daily/regular basis.
- c. How will you ensure physical and programmatic accessibility for individuals with disabilities, as per Section 188 of WIOA and the Americans with Disability Act?
- d. How will you ensure non-discrimination and equal opportunity in all programs and services offered by the EmployNV Hub?

- e. How will you ensure access to services for individuals with barriers to employment, including limited or non-English speakers, individuals with low literacy or numeracy levels, veterans, ex-offenders, youth, and the homeless?
- f. How will you address issues of conflict or miscommunication between individuals or agencies? What is your proposed process for responding to customer complaints?
- g. How will you build and sustain an effective working relationship among the partner agencies at the EmployNV Hub locations?

Narrative Part 2: History:

- a. What is your organization's experience providing workforce services? What is your organization's experience providing services under the Workforce Innovation and Opportunity Act?
- b. What is your organization's history of collaboration?
- c. What is your organization's experience working as a contractor for another agency, or as a grant recipient?
- d. How have you been successful delivering workforce programs in the past with the required partners under WIOA?
- e. Do you have prior experience collaborating successfully with Nevadaworks or other Workforce Development Boards? If so, please provide details. If not, please outline how you would work with WDB to ensure success in the OSO role.

Narrative Part 3: Performance Standards & Data Collection

- a. Describe your organization's experience working with proprietary case management systems (add name of databases).
- b. Describe your organization's experience designing, collecting and evaluating customer satisfaction information.
- c. Describe your organization's experience accessing, utilizing and communicating labor market information.
- d. Describe your organization's experience producing written and/or oral reports to a Board of Directors regarding performance information.

Narrative Part 4: Continuous Quality Improvement (CQI) & Partnership Development

- a. Describe how your organization will ensure customer (business and job seeker) satisfaction that can be measured via surveys, secret shoppers, or other means.
- b. Describe your organization's approach to partnership development including strategies to ensure partners' collaboration at the EmployNV Hub locations.
- c. Describe your organization's approach to ensuring the EmployNV Hub locations meet the American Job Center Certification requirements.
- d. Describe your organization's approach to keeping partners engaged.

- e. Describe your organization's process for keeping partners informed about the opportunities for their customers to participate in services at the EmployNV Hub.
- f. Describe your organization's training plan for EmployNV Hub partners.

5.2 Proposal Narrative Scoring Values

During the third-party proposal evaluation process, each section of the proposal narrative will be rated and scored, with the following maximum point values:

Scoring Values for evaluation of Proposal Narrative		
Part 1	Describe the OSO model that you are proposing	40 points maximum
Part 2	History	15 points maximum
Part 3	Performance Standards & Data Collection	15 points maximum
Part 4	Continuous Quality Improvement (CQI) & Partner Development	20 points maximum
Part 5	Financial Management and Internal Controls	10 points maximum
Total Possible Points to be Earned		100 points

Please note that, as detailed in section 1.7 of this RFP, during the budget review and evaluation process, staff will award up to ten (10) points based upon a review of Forms D and E to ensure that all costs are clearly described and are reasonable, necessary, allowable, and properly allocated.