

**PUBLIC NOTICE
REQUEST FOR PROPOSALS
(RFP)**

**COMPETITIVE SELECTION PROCESS FOR THE
ONE STOP OPERATOR - AMERICAN JOB CENTER**

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

PERFORMANCE PERIOD: JULY 1st, 2023 THRU JUNE 30TH, 2025

AVAILABLE FUNDING: \$300,000.00

THIS RFP IS FUNDED, A 100%, BY THE US DEPARTMENT OF LABOR - EMPLOYMENT AND TRAINING ADMINISTRATION, THRU THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA), A GRANT AWARDED TO THE GOVERNMENT OF PUERTO RICO AND ALLOCATED TO

WORKFORCE CONNECTION: SOUTHEAST LOCAL AREA

RFP CLOSING DATE: June 26, 2023

The Local Board for the Workforce Connection: Southeast Local Area calls individuals, non-for-profit organizations, as well as for-profit organizations, and community-based organizations to present proposals to provide services as the Operator for the One Stop Center - American Job Center, located on Calle Dufresne, Esq. Antonio López #104, Humacao, Puerto Rico; in compliance with the Workforce Innovation and Opportunity Act (WIOA), and its rules and regulations.

Section 107(d)(10)(A) of the Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128 of July 22nd, 2014, states that the Local Board shall designate or certify one-stop operators as described in section 121(d)(2)(A). The latest states that the operator shall be designated through a competitive process. Also, section 121(d)(2)(B) states that an operator shall be an entity (public, private, or nonprofit) or a consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the one-stop partners -of demonstrated effectiveness-, located in the local area). The chosen entity as the One Stop Operator will become a federal sub-recipient and must comply with the Uniform Administrative Requirement Cost and Principles, and Audit Requirements for Federal Awards; 2 CFR §200, et. seq.

The chosen entity will be under contract to perform as the One Stop Operator and to provide the services required in this Public Notice, and as detailed in the Request for Proposals Guidelines. At the One Stop Center, services are provided to participants, and clients, of the municipalities within the Local Area: Humacao, Juncos, Las Piedras, Maunabo, Patillas, San Lorenzo y Yabucoa.

The Local Board for the Workforce Connection: Southeast Local Area requests proposals from eligible entities to become the One Stop Operator of the One Stop Center-American Job Center (OSC-AJC) and provide the following services:

A. Basic Roles

1. Coordinate service delivery from all partners, physically and electronically, collocated within the OSC-AJC, as agreed in the Memorandum of Understanding between the Local Board and every partner, individually.
2. Encourage alliances among all partners in the OSC-AJC to promote a collaborative execution, as a multi-agency team. At the same time, the Operator must promote collective participation aimed to hold everyone accountable for the local system's execution, as well as for the individual performance of all partners, for the participant's benefit.
3. The Operator must make sure that all services provided, towards the development of the local workforce, comply with local and federal laws and regulations, as applicable, as well as with state and local policies and guidelines.

B. Specific Roles

1. To coordinate with the Local Board, a plan to implement the integration of all partners at the OSC-AJC. Also, the Operator must have an Operational Plan that must describe all partner's roles and responsibilities.
2. The Operator must implement a universal access system for all job seekers, indistinctly of the way they request or access services (in-person or virtual).
3. The Operator must provide integrated services to local employers, in collaboration with the Board's Private Sector Committee, to facilitate their access to qualified candidates.

4. Promote services to recruit clients and optional partners, thru outreach efforts.
5. Promote all available services at the OSC-AJC, including the development of marketing and outreach materials, with prior approval of the Local Board and in compliance with 2 CFR 200.421 - Advertising and Public Relations.
6. Promote the adoption of creative and innovative methods, as well as best practices regarding service provision.
7. The Operator must develop and provide technical assistance, as well as training, to its employees and the partners at the One Stop Center - American Job Center.
8. The Operator must provide basic career services, which must be made available to Adults and Dislocated Workers.
9. The Operator must register all services provided, to all participants, indistinctly of the kind of service, on the Participant Record Information System (PRIS).
10. The Operator must implement all policies and guidelines issued by the Local Board regarding hours of operations, dress code, client's service expectations, among others.
11. The Operator must make sure that all partners comply with the Infrastructure Cost Agreements (IFA's) to share the infrastructure costs of the OSC-AJC.
12. The Operator must promote all available services to enroll new eligible participants and voluntary partners. Also, the Operator must promote all services available at the OSC-AJC, including the development of outreach materials. All outreach efforts are to be implemented in collaboration with any resource that the Local Board makes available, without undermining any present or future legal agreement.
13. The Operator must increase client satisfaction thru the development of more efficient service flows, and processes, considering jobseeker's and employer's feedback (Customer Centered Design).
14. The Operator must implement a mechanism to measure client satisfaction, in regards of services provided, in order to provide the Board with statistical data that can be used for the design and development of service strategies and/or public policy.
15. The Operator must gather, and validate, statistical data that will allow the Local Board to execute multiple actions or strategies.
16. The Operator must procure, throughout the contract, that all information and service systems/platforms - available to participants at the resource center - are optimized and updated.
17. The Operator must gather, and validate, statistical data regarding services and activities provided to participants. Regular reports must be presented to the Board.
18. The Operator must track expenditures for each program, including the expenditure of the 20% of the Youth Program's budget for the Work Experience element.


On **May 30, 2023**, a pre-bidding conference will take place thru the Microsoft TEAMS platform, at 10:00 am and 2:00 p.m., for all those entities interested in participating in this competitive process.

The Technical Specifications Guidelines will be available right from the moment of this publication and must be requested by e-mail at jlsureste.joc@gmail.com. Access to the pre-bidding conferences must be requested thru this e-mail address as well. On the Subject Line please write: Competitive Process - One Stop Operator.

Not following the Technical Specifications Guidelines will be reason enough not to consider the presented proposals. All questions regarding the RFP, or the required documentation, among others, must be sent to jlsureste.joc@gmail.com. No questions will be answered by phone or in-person. Questions will only be answered for a period of fourteen (14) calendar days, starting on the date of this publication (June 8, 2023), once this period elapses, no questions will be answered.

Once the RFP closes, no questions will be answered and the proponents must wait for the Evaluating Committee to complete the evaluation process, and to issue the notifications letters.

The RFP closes on **June 26, 2023, at 11:59 pm**. All proposals must be submitted as described on the Technical Specifications Guidelines. Proponents must wait for the Evaluating Committee to complete the evaluation process and to issue the notifications letters.



Juan M. Méndez Rosa
Chair Local Board for the
Workforce Connection: Southeast Local Area