



WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ONE-STOP OPERATOR

PA CareerLink® Operator

Request for Proposals for the Central Region

Centre · Clinton · Columbia · Lycoming · Mifflin · Montour · Northumberland · Snyder · Union

Issue Date: November 19, 2024
Submission Deadline: January 8, 2025

Equal opportunity employer/program. Auxiliary aids and services available upon request to individuals with disabilities. Program funded with federal dollars. For more information, visit: <https://advancecentralpa.org/about-us/public-notices/>

The enclosed specifications may be modified as required per the United States Department of Labor, the Pennsylvania Department of Labor and Industry, the PA Department of Human Services, the Advance Central PA Workforce Development Board or Local Elected Officials Board without prior notice to Proposers.

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RFP Summary and Timeline

<p>Advance Central PA competitively seeks a qualified provider to coordinate one-stop partner provision of high quality, effective services that will strengthen the PA CareerLink® network ensuring it is relevant, effective, and meeting/exceeding customer demands and expectations in the local area.</p>	
RFP Issue Date	November 19, 2024
Deadline for Questions	January 3, 2025 Email to: klucas@AdvanceCentralPA.org
Answers Posted www.AdvanceCentralPA.org	On a rolling basis, within 4 business days of receipt
Notify Advance Central PA of Intent to Submit Proposal by	December 16, 2024 Email to: klucas@AdvanceCentralPA.org
Proposals Due	January 8, 2025, 4:00 p.m. EST
Proposal Submission Process	Use the templates provided and refer to the checklist including submittal of the proposal in PDF format and the Budget Sheet in Excel format. Do not submit attachments that are not requested. Email to: klucas@AdvanceCentralPA.org
RFP Website	www.AdvanceCentralPA.org
RFP Official Contact	Korrie Lucas, Advance Central PA Assistant Director
Notification on Status of Proposals	March 20, 2025
Anticipated Contract Start	July 1, 2025
Anticipated Contract Length	July 1, 2025 – June 30, 2026 with options to extend annually through June 30, 2029 (a possible total of 4 years)

Section 1: The Opportunity

1.1 Summary

Advance Central PA competitively seeks a qualified provider who is flexible, adaptive, innovative, and will collaborate to ensure the One-Stop system, PA CareerLink®, is up-to-date, responsive, comprehensive, ready to meet the needs of employers, jobs seekers, young people, and workers, and continuously improving in a dynamic economy.

Operators are required to coordinate the delivery of partner program services in the local workforce delivery system ensuring a seamless distribution of career services, training services and other employment-related services provided by required and additional partner programs offered in the local workforce development area. The overall goal is for the Operator to facilitate and oversee a collaborative system that is responsive to the current and ever-changing needs of businesses and people.

The Operator will fully comply with a 'no wrong door' philosophy. That is, PA CareerLink® services are for anyone, whether they want fully in-person services or remote services, whether they have extensive barriers to employment or do not, whether they want to advance or switch careers, etc. Likewise, services are for businesses large and small, across sectors.

Services to be provided cover the following areas in accordance with PA Dept. of Labor & Industry Workforce System Policy 121-04, PA CareerLink® System Operator:

- Administration
- Coordination
- Managerial
- Public Relations

Expected accomplishments/expected outcomes include:

- Enhanced coordination of PA CareerLink® partners and activities that are valuable and impactful
- Effective use of data to continuously improve
- Increased customer satisfaction
- Increased job seeker foot-traffic and enrollments
- Meets/exceeds Common Measure performance and locally defined metrics described herein.

1.2 Background

Advance Central PA

Central Pennsylvania Workforce Development Corporation (CPWDC), doing business as Advance Central PA, is a 501(c)3 nonprofit organization formed in 1999 and is a local Workforce Development Board (WDB) authorized under the Workforce Innovation and Opportunity Act of 2014. The Central Region Local Workforce Area includes **Centre, Clinton, Columbia, Lycoming, Montour, Mifflin, Northumberland, Snyder and Union counties** (referred to as Central Region).

Designated as a WDB, Advance Central PA is the grant recipient and administrator of these and other employment and training funds received for programs operated throughout the Central Region. Advance Central PA has a federal mandate to be the lead organization for workforce development planning and to arrange for a system of service delivery that meets the workforce needs of jobseekers, youth, and business alike. Advance Central PA is responsible for developing and implementing strategies around a broad workforce development agenda. Advance Central PA's diverse partners in the workforce development system range from public agencies, to private and non-profit businesses, to education and training providers including secondary schools, to community and economic development partnerships, to job seekers using the PA CareerLink® system, and young people.

Advance Central PA is governed by a private-sector led Workforce Development Board (WDB) representing diverse sectors in business, labor, community development, and education. Further, one commissioner from each of the nine counties in the Central Region serves on the Local Elected Officials Board (LEO) with specific governance and oversight. All are dedicated to increasing the quality and accessibility of services for businesses, job seekers, and young people.

The WDB guides and directs PA CareerLink® operations and ensures high quality of services to all customers.

Advance Central PA is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

Advance Central PA's Region and Demographics

Advance Central PA's workforce development area, herein referred to as "Central PA", includes the following nine counties: Centre, Clinton, Columbia, Lycoming, Montour, Mifflin, Northumberland, Snyder, and Union. Central PA is primarily rural with several higher-density population areas throughout. Overall, the population numbering 610,750 in 2023, is declining with a labor force in the region that numbered 301,100 in July 2024, with just 9,300 of those individuals who were unemployed. Lack of quality early childhood education slots and limited daycare availability in the region has caused individuals to drop out of the labor force to care for their children at home, while transportation is also a major barrier for individuals who otherwise might search for work. Therefore, service delivery options must be tailored to individuals with easy access available in-person and remotely.

Median household incomes range from \$48,700 in Northumberland County to \$60,400 in Centre County. The Self-Sufficiency Standard¹, (i.e., the minimum income working families need based on geography and family composition) for a family with one working adult and one preschooler in these counties is \$54,152 and \$66,462, respectively.

The majority of the region is white with many families having lived in the region for generations. There are pockets of diversity, including refugees and other individuals with a first language other than English; driven by data, Advance Central PA requires that critical program documents be available in Spanish.

The Central Region has a wide variety of businesses/employers across the region. The main industry sectors driving the economy in Central PA include: Advanced Manufacturing, Education, Energy, Healthcare, and Wood/Wood Products & Publishing.

Workforce Innovation and Opportunity Act (WIOA)

The Workforce Innovation and Opportunity Act can be accessed at: www.doleta.gov/WIOA. WIOA Final Rules resources are available at: <https://www.dol.gov/agencies/eta/wioa/regulations>. WIOA, requires each local WDB to select their operators through a competitive process. WIOA supports continuous improvement through the evaluation of operator performance and the requirement of operator procurement at least every four years.

Program Locations/PA CareerLink® Locations

All services procured as a result of this RFP will be centered with the PA CareerLink® serving the nine-counties of the Central WDA. PA CareerLink® locations are as follow.

PA CareerLink® Lycoming County*, 329 Pine Street, Williamsport

PA CareerLink® Clinton County, 8 North Grove Street, Suite F, Lock Haven

PA CareerLink® Mifflin County*, 6395 SR 103 North, MCIDC Plaza, Building 58, Lewistown

¹ Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington

PA CareerLink® Centre County, 240 Match Factory Place, Bellefonte

PA CareerLink® Northumberland/Snyder/Union Counties*, 225 Market Street, Sunbury

PA CareerLink® Columbia/Montour Counties, 415 Central Road, Suite 2, Bloomsburg

The Link, mobile

PA CareerLink® locations with an asterisk are certified as comprehensive sites. The affiliate sites are listed beneath its comprehensive site. Comprehensive sites are fully staffed while affiliates have smaller physical footprints and therefore fewer staff.

Advance Central PA's mobile workforce center, **The Link**, is designed to take services and staff into communities in need. The Link is certified as a specialized site.

Problem Statement

Service Delivery Opportunities in Central PA

Advance Central PA values partner feedback and collects it regularly when monitoring the Operator. Additionally, Advance Central PA conducted a stand-alone evaluation of the overall system. While there are a number of strengths, there is room for continuous improvement. Opportunities include:

- Improved collaboration between the diverse One-Stop partners
- Stream-lined processes and tools
- Increased performance
- Consistent measurement of customer satisfaction that trends upward
- Increased foot-traffic and program enrollments
- Increased employer use, and persistent use, of the system
- Refinement and use of data to the benefit of the overall system

The successful Operator will bring strategic focus and excellence to the required scope of work.

With this procurement, Advance Central PA seeks solutions from collaborative minded organizations poised to immediately make a positive impact by implementing strategies to reach the desired state, that is, PA CareerLink® being widely known and utilized as the premiere place for relevant and effective workforce services meeting business and individual needs so that businesses and families can thrive and grow in Central Pennsylvania.

Site Administrators

Each comprehensive PA CareerLink® and associated affiliate/specialized site has an assigned Site Administrator. Existing individuals in these roles will continue in their roles regardless of the outcome of this RFP. Their employers of record include an existing WIOA Title I provider and Advance Central PA. Any new hires will be employees of Advance Central PA. These staff salaries are a shared cost to partners on the PA CareerLink® Operating Budget. The Operator will have functional supervision of the Site Administrators who can carry out some of the duties of the Operator as it aligns with Advance Central PA policy. Site Administrators are not the Operator. The Operator is responsible for training new Site Administrators.

1.3 Outcome Goal Overview

The successful provider will address each of the following broad goals.

Improved Partner Collaboration

The Operator is responsible for oversight of a PA CareerLink® network that includes integrated partners who work together to meet and exceed outcomes and expectations and collectively best serve each customer. The Operator will act impartially in the best interests of the system in alignment with policies and

directives to oversee partners working collaboratively to improve workforce development outcomes for businesses and job seekers.

Improved Performance Monitoring and Collaboration

The Operator will implement a system for tracking, assessing, and reporting on key performance goal metrics determined by the Operator in consultation with Advance Central PA on no less than a quarterly basis. These indicators should be recommended by the Operator to continuously improve service delivery, enhance collaboration among partners, increase job seeker and business usage of the PA CareerLink®, and ensure WIOA compliance, at minimum. Transparent communication with Advance Central PA regarding this and all goals is critically important.

Improved Customer Satisfaction

The Operator will measure, create benchmarks then continuously improve customer satisfaction with the PA CareerLink®. This may be accomplished with surveys, facilitated focus groups, or other innovative means determined in consultation with Advance Central PA.

Increased Customer Base and Demographic Tracking

The Operator will keep in mind Advance Central PA's overall goal that PA CareerLink® is the premiere provider of workforce services for everyone- businesses large and small across industries, people anywhere on their career path from various demographics (including Veterans, those who are low income or have other barriers, people who are employed but looking for new or better opportunities, people with disabilities, opportunity young people, people who need to increase basic skills, individuals over age 55, etc.) across race/ethnicity and other demographics. Methods of data collection can include the PA Dept. of Labor & Industry's Digital Intake data as well as other data in the system of record, CWDS.

The Operator will engage best practices and innovative outreach methods that result in an increased customer base supporting all partners. This includes increased business user customers and job seeker customers targeted by all of the core program partners defined in WIOA.

Assist in Improving and Exceeding Outcomes/Common Measure Performance

Each year, Advance Central PA negotiates with the PA Dept. of Labor & Industry to define the targets for the following Common Measure performance metrics which the selected Operator must assist partners in attaining: Employment 2nd Quarter After Exit, Employment 4th Quarter After Exit, Median Earnings 2nd Quarter After Exit, Credential Attainment Rate, and Measurable Skill Gain.

Employment Outcomes in High Demand/Family Sustaining Occupations

Aligned with Common Measures, Advance Central PA expects the Operator to assist providers in collaboratively providing services that result in high-quality placements that allow for individuals to sustain and grow their families in the local area and result in businesses growing and persisting in Central Pennsylvania.

Meaningful and Impactful In-Person and Remote Service Delivery/Engagement

Advance Central PA requires services to be tailored to the customer. Provision of services must include both accessible in-person and remote options.

Outstanding Customer Service

Advance Central PA highly values customer satisfaction from start to finish. The Operator will promote and ensure that business and job seeker customers alike receive the highest standard of customer satisfaction and relevant service delivery in a seamless, collaborative PA CareerLink® network.

1.4 Award Terms

Number of Contracts

Advance Central PA competitively seeks one qualified provider to serve as the One-Stop Operator for the following counties: Centre, Clinton, Columbia, Lycoming, Mifflin, Montour, Northumberland, Snyder, and Union.

Availability of Funds

A cost-reimbursement contract will be finalized during contract negotiations with the successful respondent.

The following funding budget is an estimate provided for planning purposes; the actual allocation for the contract period will be negotiated with the selected provider and will be contingent on funding.

\$ 30,000

Advance Central PA reserves the option to modify contracts on a year-to-year basis. Funding for subsequent years of the contract will be determined on an annual basis and may increase or decrease based on annual funding allocations.

All activities, services, facilities and/or equipment, including leased items, which will be subcontracted by the proposer, must be competitively procured following applicable regulations.

Advance Central PA has final approval of all contract costs before budget funds are made available and dispersed.

Leveraging Resources

Proposers are strongly encouraged to leverage both financial and programmatic resources, including to partner with other organizations to maximize funding. Proposers are also strongly encouraged to prove they will match awarded funding with cash and in-kind contributions. Examples include other grants and staff assigned to this project who are funded in whole or part through a non-WIOA Title I source.

Contracting Period

Funds released through this RFP will be contracted to provide services in the Central Region from July 1, 2025 - June 30, 2026, with an option to extend funding annually for up to three years through June 30, 2029 based on successful performance outcomes, fiscal integrity, compliance, and available funding.

Adherence to Federal, State, and Local Policy

By submitting a proposal, an organization agrees that they must adhere to any and all Federal, State, and Advance Central PA policy changes.

Section 2: Scope of Work

Advance Central PA expects services to adhere to the goals and performance metrics outlined in this RFP. The following scope of work is aligned with Common Measures and additional local performance measures and goals which ultimately are tied to the overarching goal of connecting individuals to long-term employment with family-sustaining wages with local businesses who thrive and grow.

Firewall

A firewall is a type of internal control set within an organization to prevent conflict-of-interest situations while allowing for clear separation of duties between involved parties. Such firewall(s) serve as an ethical barrier between involved parties to prevent an exchange of information or communication that can lead to a conflict of interest or the perception thereof. The Operator must have internal controls to prevent conflict of interest

and/or perception of conflict of interest, including via clear separation of duties at all times through the entire scope of work without exception. The Operator must expressly follow all federal, state, and local policies, including in regard to carrying out all duties and responsibilities objectively with effective firewalls in place.

2.1 Services to be Provided

At a minimum, per §678.620 **the one-stop operator must coordinate the service delivery of required one-stop partners and service providers ensuring a seamless distribution of career services, training services and other employment-related services provided by required and additional partner programs offered in the local area.**

The PA CareerLink® Operator will be carried out under the oversight and governing authority of Advance Central PA. The following non-exhaustive list outlines the role of the Operator in alignment with PA Dept. of Labor & Industry policy.

Administrative

The Operator is responsible and upheld to the following non-exhaustive administrative duties and expectations in alignment with PA Dept. of Labor & Industry policy:

- Is fully cognizant of WIOA and its regulations, state and LWDB imposed policies or directives, and other applicable laws, regulations, rules or contracts to guide administrative requirements and efforts
- Is fully cognizant of and implements the negotiated MOU
- Develops procedures for one-stop service location operations in partnership with stakeholders
- Negotiates with partners and service providers regarding their one-stop service location roles, responsibilities, services and activities, staff complement and other operational particulars
- In concert with the WDB and/or assigned local area staff, negotiates with partners and service providers regarding expenses related to space, occupancy, shared costs and other costs associated with the operator and one-stop delivery system
- Recommends, maintains and retires one-stop service locations' technologic tools and services
- Provides WDB with programmatic and fiscal reports and other relevant operational information

Coordination

Coordination of partners and activities under a unified PA CareerLink® is critical to the role of Operator explicitly outlined in WIOA. Duties and responsibilities can be summarized to include the following.

- Coordinates the provision of one-stop partners services and activities as reflected in the MOU
- Establishes and maintains relationships with one-stop partners and service providers to effect high degrees of partner collaboration and program integration
- Serves as an unbiased intermediary or liaison for all the one-stop partners and service providers
- Encourages one-stop partner and service provider engagement
- Organizes and leads periodic one-stop partner and service provider meetings
- Attends individual one-stop partner and service provider meetings
- Knows and understands the programmatic parameters of every partner and service provider
- Knows and understands one-stop partners' and service providers' performance measurement goals
- Ensures that an effective customer referral mechanism is in place and monitors usage
- Provides avenues of communication so that one-stop partners and services providers are informed of WDB and other workforce development stakeholders' communiques or activities
- Communicates one-stop partners and service providers services and activities to the community

- Communicates local area stakeholder workforce development related community events

Managerial

The Operator is responsible for ensuring that on-going and daily one-stop service location operations are accomplished. While the Operator is charged with the following duties and responsibilities, many of the day-to day requirements may be carried out by the Site Administrators under the Operator's functional supervision.

- Onboards new Site Administrators, and provides continuous training to all Site Administrators, including in relation to functional supervision in the PA CareerLink® and duties delegated to them by the Operator in alignment with Advance Central PA policy and federal and state regulations
- Provides operational management supervision across the PA CareerLink® service delivery system
- Plans, directs, reviews and provides functional supervision of PA CareerLink® staff
- Ensures compliance with federal and state issued policy and guidance, WDB policies and local area operational manual(s) as may exist
- Reviews and enacts the WDB's WIOA Regional and Local Plan, policies and directives
- Reviews and helps ensure compliance with PA CareerLink® Certification policy and guidance.
- Reviews and enacts the L&I's Non-Discrimination Plan, or NDP
- Plans and directs service delivery system and staff capacity building
- Implements customer satisfaction measurement and feedback mechanisms
- Seeks and remediates duplicated employment and training services and activities
- Monitors identified performance indicators and provides required performance reports

Public Relations

The Operator will work diligently to represent the PA CareerLink® with the goals of this RFP in mind, that is effectively serving businesses and people. Pro-active public relations outreach as well as responsive public relations activity will be compliant with local expectations. The Operator is responsible for the following so that the public is well-informed: innovative outreach, collection of success stories, etc., promoting the PA CareerLink® as being the premiere resource to anyone who wants to increase their skills and find employment. This includes, but is not limited to: Veterans, individuals who are low income or face other barriers, individuals who need to increase basic skills such as in reading and math, unemployed, long-term unemployed, and the underemployed. The Operator shall also be sure the internal partners are well informed about happenings in the community and promote integration and collaboration. Duties can be summarized as follow.

- Represents the local workforce development one-stop service delivery system to the community
- Communicates with education, economic development and community-based stakeholders
- Gauges current employment and training service provision and interacts with the local area's business community, employer base and job seeking populations to help define future demand

Expert Data Management

The Commonwealth Workforce Development System (CWDS) is the internet-based system of record for all WIOA funded programs in Pennsylvania. The successful provider will be required to learn how to use CWDS and collect data necessary to the essential role and function of the Operator. Confidentiality policies must be strictly adhered to.

Performance

Meeting and exceeding performance is expected. See Section 2.2 for more information.

2.2 Performance Metrics and Contract Management

WIOA Common Measures

The selected provider agrees to meet all required measures and will begin to immediately incorporate service delivery that would result in positive outcomes for each of the WIOA Common Measures. Negotiated Rates for each measure in PY25 are included in the chart below.

Metric	Definition	Adult Target	DW Target	Youth Target
Employment - Second Quarter after Exit	Percent of participants in unsubsidized employment during the second quarter after exit	78%	81%	70%
Employment - Fourth Quarter after Exit	Percent of participants in unsubsidized employment during the fourth quarter after exit	78%	81%	70%
Median Earnings – Second Quarter after Exit	Median earnings of participants who are in unsubsidized employment during the second quarter after exit	\$8,000	\$9,250	\$4,000
Credential Attainment Rate	Percent of participants enrolled in education/training program who obtain a recognized postsecondary credential, or a secondary school diploma/ equivalent during participation or within one year after exit.	60%	67%	56%
Measurable Skills Gain	Percent of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.	60%	60%	68.5%

Additional Local Performance Measures and Goals

In addition to the WIOA Common Measures, the selected applicant must meet or exceed locally valued performance measures and goals as shown below. Final metrics will be negotiated with the successful respondent prior to contract execution.

Metric	Data Source	Frequency of Review	Entity Responsible for Data Progress Reporting
Enrollments and Program Registrations <i>Number of new individuals receiving welcome services and number of new individuals registered for program services; including a break down by demographics such as: low-income, middle-income, Veterans, age, and gender</i>	Ad-Hoc Reports, CWDS	Monthly	Provider

<p>Business Engagement</p> <p><i>Number of businesses receiving value-added services; including a break down by industry, size, etc. and their consistent use of the system</i></p>	CWDS, ad-hoc reports	Quarterly	Advance Central PA and Provider
<p>Improved Coordination of Partners and Activities</p> <p><i>Clear and robust coordination across partners at the direction of the Operator including but not limited to outcomes as follow: communication of statewide and local policy, effective implementation of site-wide events with clear partner involvement, number of referrals, use of data in planning and execution of events</i></p>	Various	Quarterly	Provider
<p>Customer Service/Satisfaction</p> <p><i>Advance Central PA expects to collaborate with the selected provider on a simple, 3-minute survey taken after defined touchpoints to collect this qualitative data measuring customer satisfaction</i></p> <p><i>Additionally, quantitative information such as number of customers referred will be reviewed</i></p>	Surveys, site visits, dialogue with provider	Monthly	Advance Central PA and Provider
<p>Staff Satisfaction</p> <p><i>Partner staff will understand the role of the Operator and express satisfaction in key performance indicator's such as: Operator engagement with staff, understanding of partner programs, collaborative approach, and professional development and safety trainings</i></p>	Monitoring, including surveys of partner staff	Annually	Advance Central PA
<p>Effective Use of Data</p> <p><i>Evidence of use of data to continuously improve and refine the overall system</i></p>	Data compilation from provider, surveys	Monthly, then Quarterly	Provider
<p>Effective Functional Supervision</p> <p><i>Site Administrator satisfaction with Operator support and timely response to needs; Advance Central PA management staff satisfaction with Operator direct functional oversight of the full network and ownership of goal attainment, etc.</i></p>	Surveys, qualitative information from provider	Quarterly	Provider and Advance Central PA
<p>Streamlined Processes</p> <p><i>Analysis of current state of processes and implementation of streamlined processes and tools</i></p>	Data compilation from provider and consultation with Advance Central PA	Quarterly	Provider

Other Local Indicators of Success

Other indicators of success that Advance Central PA expects the selected provider to maintain include the following, non-exhaustive list.

- Evidenced accountability for overall role as Operator
- Evidence of full integration and partnership within the PA CareerLink® network
- Ready access to high quality, responsive, relevant provider services for all business and job seeker customers
- Responsiveness to customer needs
- Strategies to employ standard operating procedures
- Ready access to and seamless movement between high quality services
- Friendly, customer service-oriented staffing
- A customer-centered approach so individuals know what's in it for them and know the PA CareerLink® is the premiere place for workforce services
- An outcome driven approach focused on doing what's right for the customers
- Effective use of data to make and support recommendations to Advance Central PA regarding overall operations
- Intelligent delegation to Site Administrators versus implementation by the Operator
- Innovation and adaptability as evidenced by intentional collaborative strategies which result in solid Common Measure Rates
- Effective communication with Advance Central PA management

Contract Performance Monitoring

Advance Central PA is committed to working closely with the selected provider to ensure successful implementation of both WIOA and locally defined goals. This will be achieved through consistent communication, progress tracking, and proactive collaboration to address challenges and course correct as needed. Reliable and relevant data is necessary to drive service improvements, facilitate compliance, inform trends to be monitored, and evaluate results and performance.

Intentional communication is critical to success. Following are specific reporting and communication expectations with additional information to be determined. Advance Central PA is committed to providing technical assistance on an as-needed basis. Scheduled formal reporting as listed below does not replace necessary real time touch points.

Collaborative Grant Management Meetings

Advance Central PA staff will hold a formal grant management meeting each month to review an agenda that includes performance data, challenges, successes, customer service, and other pertinent information to service delivery and the contract. The provider will collaboratively and actively participate with enthusiasm for continuous improvement.

Performance Analysis

Each quarter, the selected provider will review the Common Measure denominator report provided by Advance Central PA. The provider is responsible for understanding the measures and determining how they can assist partners in continuous improvement.

Self-Monitoring

On a quarterly schedule, the provider will submit a formal self-monitoring report to Advance Central PA outlining the following:

- Progress in meeting established goals including outputs and outcomes via a template to be developed in partnership with the selected provider.
- A summary of the services provided in the reporting period, progress in achieving performance goals, challenges encountered and plans to overcome them, requests for technical assistance.
- Monitoring activity that took place to ensure compliance and quality along with a brief on findings and corrective actions taken.
- Other information collected and of importance to formally share from the provider's perspective.

Section 3: RFP Process and Submittal Instructions

3.1 Eligible Applicants

Proposals will be accepted from any public, private, or nonprofit entity or a consortium of entities that can demonstrate the experience and/or capacity to deliver the full scope of work required. Page 4 of the PA Dept. of Labor & Industry [PA CareerLink® System Operator Policy](#) describes the types of entities that may be an Operator.

If a consortium of One-Stop partners applies, it must at a minimum, include three (3) or more of the required partners described in WIOA § 678.400. Any proposal from a consortium will be equal members of the Operator, that is, if awarded, all entities must sign the contract for services with Advance Central PA in accordance with PA Dept. of Labor & Industry PA CareerLink® policy cited above. If applying as a consortium, a lead agency must be selected as the fiscal agent of the award who will receive the funds and is responsible for paying the other consortium members as appropriate. Subcontracts are allowed.

3.2 Timeline

Please see **RFP Summary and Timeline** on page 3. Proposals are due no later than 4:00 p.m. EST on January 8, 2025.

3.3 Technical Assistance

Technical Assistance will be provided through a written question and answer format. Applicants will be given an opportunity to identify specific questions and submit them in writing to Advance Central PA via email only. Questions must be emailed to:

Korrie Lucas, Assistant Director: klucas@AdvanceCentralPA.org

Answers to submitted questions will be posted on www.AdvanceCentralPA.org within 4 business days of receipt. Consistent with strict procurement policies, Advance Central PA will provide no technical or program assistance to individual proposers.

See **RFP Summary and Timeline** on page 3 for more information.

3.4 Proposal Content

Responses must be submitted using the provided templates. Do not submit attachments that are not specifically requested. Do not include links to external information. Definitions that must be used for completing the requested budget narrative and Excel sheet is included in the **RFP Appendix- Budget Definitions**.

Checklist

A checklist is provided within the template. Complete it to be sure you are submitting all required materials.

Do not submit materials or attachments that are not requested.

3.5 Submission Instructions

Proposals **saved as a PDF** (not scanned) or Microsoft Word document along with the **Budget Template** in the Excel format provided (do not save as PDF) must be submitted electronically to: klucas@AdvanceCentralPA.org with the following subject line: **RE: Operator Proposal**.

Late submissions will not be considered.

Section 4: Selection and Award Process

Advance Central PA procurement processes are compliant with all federal and state regulations.

4.1 Review Process

The review process includes the following steps.

Stage 1: Advance Central PA staff will initially evaluate each proposal for acceptability, with emphasis placed on completeness and responsiveness to requisite program criteria.

Stage 2: Proposals that have met the minimum criteria will then be reviewed and ranked by an Evaluation Committee comprised of members who have no fiduciary interest in competing for the contract being procured.

Stage 3: The recommendations of the Evaluation Committee will be presented to the Advance Central PA Workforce Development Board for approval.

Contracts will be issued directly to the selected provider by Advance Central PA. It is anticipated that a cost reimbursement contract will be awarded as a result of this RFP solicitation; provider will be reimbursed actual, allowable and allocable costs not to exceed the maximums stated in the contract.

4.2 Evaluation Criteria

Evaluation Criterion	Points	The Highest Scoring Proposals will Reflect the Following
Organizational Qualifications and Relevant Experience	5 Points	<ul style="list-style-type: none">• Demonstrated qualifications, experience, and success in delivering the scope of work or similar relevant work.• References are those who can attest to work and deliverables similar in scope to this RFP.
Staffing Plan	5 Points	<ul style="list-style-type: none">• The culture of the organization(s) is sufficiently described as supporting enhanced collaboration, new techniques and efficiencies, improved performance, and overall high-quality service delivery in Central PA.• The proposed staffing is adequate with key qualifications aligned with the scope of work; there is adequate time planned to be in the Central WDA; bios support the strength of the team in being successful in the work.
Scope of Work	20 Points	<ul style="list-style-type: none">• The approach to deliverables is adequate and the delegation of duties to Site Administrators is reasonable and understandable.• Partnership strategy is adequate.• Strategies and plans related to implementation of all four main roles of the Operator (Administrative, Coordination, Managerial, Public Relations) are clear and sufficient in

		<p>meeting required deliverables and responding to the full questions in a way that meets expectations in the RFP.</p> <ul style="list-style-type: none"> • There is a plan to use data and three examples provided align with the scope of work and the overall goal of a collaborative, continuously improving PA CareerLink® network.
Project Management and Performance	20 Points	<ul style="list-style-type: none"> • The proposed approach to program management demonstrates alignment with the goals in the RFP, and a philosophy that embraces and is intentionally focused on customer service, collaboration, and continuous improvement. • There is a clear and adequate outline of strategies that would be implemented to ensure positive Common Measure outcomes. • There is an adequately described plan to directly impact performance as evidenced by the examples provided for each of the items outlined, a-g.
Budget	20 points	<ul style="list-style-type: none"> • Proposed budget and narrative includes allowable costs that support the stated objectives and activities and is reasonable and compliant with the maximum amount available per the RFP for services in all counties.
Total Points Possible	70 points	

Section 5: Disclaimer

Advance Central PA reserves the right to cancel or modify this request for proposal or the scope or funding of an approved program to any extent necessary to ensure compliance with state and/or federal guidelines or if available funding is impacted due to the federal and/or state budget appropriations. All successful proposers must demonstrate the capability to modify the program design in order to comply with new regulations and/or changes to available funds, and by submitting a proposal, agree to do so.

Advance Central PA may, at its discretion, request presentations by, or meetings with, any or all respondents, to clarify or negotiate modifications to the respondent's proposal. However, Advance Central PA reserves the right to make an award without further discussion of the proposals submitted.

Advance Central PA may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of Advance Central PA, the services proposed are not needed, or the costs are higher than Advance Central PA finds reasonable in relation to the overall funds available, or if past management concerns lead Advance Central PA to believe that the respondent has undertaken more services than it can reasonably provide.

Advance Central PA reserves the right to reject any or all proposals, in whole or in part, received as a result of this request or to negotiate separately with respondents. A contract for the accepted proposal will be based upon the factors described in this RFP.

Advance Central PA has the right to fund a lower ranked proposal over a high ranked proposal because of valid policy considerations, including but not limited to, organizational experience, geographical considerations, leveraging of outside resources and target populations.

Providers will allow local, state and federal representatives access to all program records, program materials, staff and participants. In addition, providers are required to maintain all program records for three years after Advance Central PA submits the final expenditure report to the US Department of Labor.

Advance Central PA reserves the right to determine both the number and funding levels of contracts financially awarded. Such determination will depend upon overall fund availability and other factors arising during the review process.

Advance Central PA is not responsible for any costs incurred by respondents prior to the selection. The cost to develop and submit a proposal in response to this RFP is not reimbursable.

This RFP is being solicited based on available funds.

Materials submitted with the proposal, and the proposal itself, become the property of the Advance Central PA and will not be returned.

Advance Central PA must comply with Pennsylvania's Right-To-Know Law, Act 3 of 2008, effective January 1, 2009, and may be requested and required to release information from proposals received in response to this RFP.

All proposals submitted will receive a response as to the action taken by the Advance Central PA. Respondents may request a briefing on the action taken on the proposal.

The submission of a proposal to the Advance Central PA does not assure or imply an award of a contract to the firm submitting the proposal. Advance Central PA reserves the right to accept or reject any or all proposals, in whole or in part, to negotiate any offer made, and/or to cancel or amend any part of this application package for whatever reason.