



GREATER NEW BEDFORD WORKFORCE
INVESTMENT BOARD
DBA
MASSHIRE GREATER NEW BEDFORD
WORKFORCE BOARD
REQUEST FOR PROPOSAL
MASSHIRE CAREER CENTER
OPERATOR/SERVICE PROVIDER
RFP#: 01-2026

ISSUED: Thursday, January 8, 2026 at 9 am

PROPOSALS DUE: Wednesday, February 25, 2026 at 2 pm

CONTACT: Michael W. Santos, Executive Director
MassHire Greater New Bedford Workforce Board
25 Elm Street, Suite 203
New Bedford, MA 02740
Michael@mhgnb.com

INTRODUCTION AND RFP PURPOSE

The MassHire Greater New Bedford Workforce Board (hereinafter referred to as MGNBWB) is issuing this RFP for the purpose of selecting an organization with the appropriate capacity and expertise to design, administer and implement an innovative and compliant system of one-stop workforce development services for the benefit of the job seeker and business customers in the MGNBWB Workforce Area. These services must, at a minimum, include Workforce Innovation and Opportunity Act (WIOA) and related shared partner services and be delivered in an integrated model.

A copy of the WIOA regulations is available at <https://www.dol.gov/agencies/eta/wioa> .

Notice of this competitive solicitation will be published in major newspapers serving the Workforce Region and via email to organizations on the MassHire Workforce Board's bidders list. The RFP will be published on the MGNBWB website at <https://masshiregreaternewbedford.com/>.

Eligible bidders must submit one (1) original and seven (7) copies of the entire proposal, along with one (1) electronic copy (in pdf format via USB flash drive). Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE PRECEDING REQUIREMENTS TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

Request for Proposals (RFP) Schedule

Date	Activity
December 31, 2026	Public notice issued announcing RFP and Mandatory Bidders' Conference
Thursday, January 8, 2026 – 9:00 AM	RFP released
Tuesday, January 20, 2026 – 10:00 AM	Mandatory Bidders' Conference (25 Elm Street, Ste 203, New Bedford, MA)
Tuesday, January 20, 2026 – 5:00 PM	Deadline for written questions
Monday, January 26, 2026	Written responses to questions posted
Wednesday, February 25, 2026 – 2:00 PM	Proposal submission deadline
Wednesday, February 25, 2026 – 3:00 PM	Public opening of proposals (25 Elm Street, Ste 203, New Bedford, MA)
Thursday, February 26, 2026 – 9:00 AM	Proposals distributed to Review Committee (25 Elm Street, Ste 203, New Bedford, MA)
February 26 – March 8, 2026	Proposal review period
Monday, March 9, 2026	Evaluation Committee consensus meeting (25 Elm Street, Ste 203, New Bedford, MA)
Tuesday, March 10, 2026	Written recommendations submitted to Executive Committee
Wednesday, March 18, 2026	Executive Committee review
Wednesday, March 25, 2026	Presentation to Full Board
Thursday, March 26, 2026	Written notification of award
March – May 2026	Appeals period (if applicable)
April – June 2026	Transition period (if necessary)
July 1, 2026	Contract period begins

Table of Contents

INTRODUCTION AND RFP PURPOSE 2

Background 5

A. Resources 6

B. Purpose of Request for Proposals and Contract Period 6

C. Eligible Bidders 7

D. Submission of Proposals 8

E. Bidders’ Conference and Questions 9

F. General Procurement Statements 9

G. Availability of Funds 10

H. Incorporation of RFP into Contract 10

I. Payment Process 11

J. Subcontracting 12

K. Interview Rights to Jobs Created..... 12

L. Selection Process..... 12

Minimum standards: 12

M. Right to File a Grievance..... 14

II. Bidder Response-Proposal Content and Instructions 17

A. Format Requirements..... 17

B. Proposal Narrative Requirements 18

1. Bidder Eligibility..... 18

2. Organizational Capacity 18

3. Program Elements / Implementation Plan 20

4. Program Outcomes and Deliverables 24

5. Fiscal Accountability & Budget 26

B. References 27

Appendix 1: Cover Sheet

Appendix 2: Budget

Appendix 3: Certificate of Lobbying Activities.....

Appendix 4: State of Assurances

Background

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

Congress passed the Act by a wide bipartisan majority; it was the first legislative reform in 15 years of the public workforce system. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

One of sixteen (16) local Workforce Areas in the state of Massachusetts, the MGNBWB Area comprises the city of New Bedford and nine surrounding towns of Acushnet, Dartmouth, Fairhaven, Freetown, Lakeville, Marion, Mattapoisett, Rochester and Wareham. The Mayor of the City of New Bedford serves as the Chief Elected Official (CEO) and has been granted WIOA designation by the Governor of Massachusetts. The CEO has appointed the Greater New Bedford Workforce Investment Board to function as the MassHire Greater New Bedford Workforce Development Board (MGNBWB) for the area. Incorporated as a 501(c)(3), the MGNBWB mission is to promote and develop a workforce system that is responsive to the needs of business and job seekers resulting in increased economic prosperity in the region and in the Commonwealth. The MGNBWB, pursuant to the WIOA, has been authorized by the MassHire Department of Career Services (MDCS) to conduct and manage the procurement of the MassHire Career Center (MCC) Operator/Service Provider for the local workforce area.

The purpose of the WIOA Programs is to provide allowable workforce development activities to eligible clients that will increase employment retention and earnings of participants and increase occupational skill level attainment by participants. As a result, successful application of these activities will improve the quality of the Massachusetts workforce and enhance the productivity and competitiveness of the Commonwealth and the Nation. The WIOA of 2014 defines the required activities authorized for One-Stop Operators. Local areas may spend no more than 10% of funding on pay-for-performance contracts as stated in Section 129 (c) (1) (D) of the Act. Bidders are encouraged to read the Act to understand the scope of authorized activities. In general, these activities are:

- (i) To establish a one-stop delivery system described in section 121(e);
- (ii) to provide the career services described in Section 134(c)(2) to adults and dislocated workers, respectively, through the one-stop delivery system in accordance with such paragraph;
- (iii) to provide training services described in Section 134 (c) (3) to adults and dislocated workers, respectively, described in such paragraph;
- (iv) to establish and develop relationships and networks with large and small employers and their intermediaries; and
- (v) To develop, convene, or implement industry or sector partnerships.”

The establishment of a One-Stop delivery system is a cornerstone of the reforms contained in Title I of WIOA. The One-Stop system is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. The regulations define the system as consisting of one or more comprehensive, physical American Job Center (MCC) (s) in a local area that provides the core services specified in WIOA. Services of the One-Stop service delivery system in the local workforce area are currently carried out at the MCC located at 618 Purchase Street, New Bedford, MA 02740.

The MGNBWB, in coordination with the Chief Elected Official (Mayor Mitchell), is seeking to establish and build a partnership with an organization or entity, which can demonstrate that it can offer a range of services to both employers and job seekers based on individual need as described in this RFP. Successful application of these activities will improve the quality of the Commonwealth's workforce and enhance the productivity and competitiveness of the region and the Commonwealth of Massachusetts.

Applicants for this solicitation may apply only as an Operator/Service Provider.

- The basic role of the Operator/Service Provider is to be the primary provider of services within the MCC or provide some of the services within the center. The Operator/Service Provider must be responsible for activities related to the WIOA Title I Adult and Dislocated Worker program, and may include the WIOA Title I Youth program.

A. Resources

The MGNBWB has developed a Local Plan that contains significant information about the co-located and non-co-located partners at the one-stop service delivery site, as well as labor market information about the area. Since the information is readily available to bidders, it will not be repeated in this RFP. The July 1, 2025 to June 30, 2029 Local Plan may be accessed directly at <https://www.mass.gov/info-details/greater-new-bedford-local-plan-package>. In addition, the Local WIOA planning figures may be obtained in electronic format upon request via an e-mail directed to:

Michael Santos, Executive Director
MassHire Greater New Bedford Workforce Board
25 Elm St Suite 203
New Bedford, MA 02740

The Commonwealth of Massachusetts WIOA and one-stop policies may be found at <https://www.mass.gov/workforce-innovation-opportunity-act-wioa>. Proposers must be knowledgeable regarding the statutes, regulations, rules and policies for the funding streams identified in the chart in section II.C. A copy of the Workforce Innovation and Opportunity Act and regulations may be found on the U.S. Department of Labor web page at <https://www.dol.gov/agencies/eta/wioa>.

B. Purpose of Request for Proposals and Contract Period

The purpose of this RFP is to solicit proposals from qualified entities for a WIOA Career Center Operator/Service Provider for the MGNBWB region. The proposal which, in the opinion of the awarding body,

best provides for operating a One-Stop delivery system in conjunction with the MGNBWB Strategic plan and serving the MGNBWB workforce area will be invited to enter into contract negotiations. Resulting contracts will be negotiated with respect to cost, scope, and content in a manner that achieves the establishment of this System in the best interest of the MGNBWB Area. The successful bidder's program will be required to serve all persons requesting assistance, including low-income individuals, Veterans, and individuals requiring academic and occupational education and training to become gainfully employed. The period of performance will be July 1, 2026 through June 30, 2029. Any contracts entered into as a result of this RFP may be extended for an additional one-year period, if agreeable to both parties.

C. Eligible Bidders

Eligible entities include [Section 121(d) (2) (B):

An entity (public, private, or nonprofit), or consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the one-stop partners described in subsection (b)(1), of demonstrated effectiveness, located in the local area, which may include--

- i. An institution of higher education;
- ii. An employment service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency;
- iii. A community-based organization, nonprofit organization, or intermediary;
- iv. A private-for-profit entity
- v. A government agency (i.e. Municipality);
- vi. Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

EXCEPTION-Elementary schools and secondary schools shall not be eligible for designation or certification as one-stop operators, except that nontraditional public secondary schools and area career and technical education schools may be eligible for such designation or certification (Section 121 (d)(3)).

The agreement between the MGNBWB and the Operator/Service Provider shall specify the operator's role. That role may include coordinating service providers within the Center, as well as being the primary provider for services within the MGNBWB area.

Any proposer with whom the MGNBWB executes a contract for the provision of the services described in this Request for Proposals (RFP) shall be a sub-recipient pursuant to applicable federal laws and regulations and shall be required to comply with 2 CFR Part 200, as well as the Workforce Innovation and Opportunity Act and all other applicable federal and state laws and regulations.

The MGNBWB has established three levels of certification for its One-Stop Career Centers: Comprehensive, Affiliate, and Access. Certification status primarily focuses on the following elements: number of co-located One-Stop partners; full time equivalencies, availability of services, physical environment of the One-Stop Career Center and completed Memorandum of Understanding(MOU). The requirements of the three levels are as follows:

COMPREHENSIVE MASSHIRE CAREER CENTER (to be designated as an American Job Center) - requires that

all available mandated partners be physically co-located and/or, providing their core services on a part-time or full-time basis, in-person or electronically. The Comprehensive site must have a fully equipped resource area. A completed Memorandum of Understanding (MOU) will be signed and include all partners at the American Job Center. MGNBWB staff will negotiate the mandated unified partner MOU.

MASSHIRE CAREER CENTER-AFFILIATE - Requires that one or more required partners are physically located at the center in addition to the employment service representative and that core services are offered on a full-time basis. Staff at an Affiliate MCC must regularly attend cross-training on all partner services, must have information or electronic access to all of the system's services, and have computers available for use by customers. MOUs will describe the specific arrangements with various partners for Affiliate Centers.

MASSHIRE CAREER CENTER-ACCESS POINT – Facility offers at least one staff knowledgeable of the WIOA partner services and who is able to successfully assist or refer clients to those services coupled with the establishment of an electronic network providing integrated core services. The Access site will be driven primarily by technology. The Access site will coordinate and collaborate with the local area comprehensive One-Stop Center.

D. Submission of Proposals

Proposers must submit one original (so marked, with original signatures) proposal, seven (7) paper copies (for a total of eight response packages) and one (1) electronic copy (in .pdf format via USB flash drive) to:

All proposals must be received in a sealed package by **2:00 p.m. local time on February 25, 2026**. Proposals received after this time and date will not be considered. Proposals must be marked on the outer packaging with information identifying the sender and the statement: **"Sealed Proposal: WIOA One-Stop Operator"**

Proposals may be mailed via regular mail, express delivery or hand delivered. Because this is a sealed bid process, faxed or emailed proposals are not acceptable.

Each respondent's USB flash drive will be inspected at the technical review to ensure that the PDF file is found on the device submitted.

The MGNBWB is not liable for any costs incurred by organizations or entities prior to awarding the contract. The copy marked "Original" shall take precedence over any other copies, should there be a discrepancy. Proposals must be submitted by the proposal due date and time. Proposals must reference the Request for Proposals and be sent to the specified address. Container(s) utilized for original documents must be clearly marked **ORIGINAL DOCUMENTS**. Please note that the address label must appear as specified on the face of each container. Regardless of the reason, proposals received late will not be accepted and will be returned to the sender unopened. If a recipient phone number is required for delivery purposes, 774-762-5081 must be used.

Data contained in the proposal and all documentation provided therein, become the property of the

MGNBWB. The data and documentation contained therein will not become public information until a contract is approved and signed.

Emphasis should be concentrated on conformance to the Request for Proposals instructions, responsiveness to requirements, completeness and clarity of content. If the bidder's proposal is presented in such a fashion that makes evaluation difficult or overly time consuming, it is likely that points will be lost in the evaluation process. Elaborate and lengthy proposals are neither necessary nor desired.

Proposals will be evaluated by members of the MGNBWB Review Committee. This committee will consist of MGNBWB members and staff with the appropriate expertise to conduct such proposal evaluations. Names of the members of the Review Committee will become public information.

Prior to award, bidders are advised that only the designated point of contact can clarify issues or render any opinion regarding this Request for Proposals. No individual member of the MGNBWB, staff, or member of the Review Committee is empowered to make binding statements regarding this Request for Proposals.

E. Bidders' Conference and Questions

A mandatory Pre-Bid conference will be on January 20, 2026, beginning at 10 A.M. at the MassHire Greater New Bedford Workforce Board 25 Elm Street Ste 203, New Bedford, MA 02740. Please contact Wil Edmond at Wil@mhgnb.com or by phone at 774-762-5073 extension 113 to inform them of your intention to attend.

Attendees are encouraged to submit pertinent questions in writing by January 20, 2026 to:

Wil Edmond by email at wil@mhgnb.com. Questions posed at the bidders' conference will be answered to the extent possible and allowable at that time. Any questions not answered as well as any written questions will be answered and provided in written format to all proposers attending the conference in a document that will be released no later than January 26, 2026.

F. General Procurement Statements

- MGNBWB is an Equal Opportunity Employer and encourages competition at all levels. Any interested and qualified Proposer is encouraged to submit a bid.
- Prospective proposers should inform us if the specifications or other proposal requirements are faulty, unnecessary, or inhibit competition. If MGNBWB agrees with the proposer, an amendment will be issued.
- All prospective Proposers must adhere to the Office of Management and Budget (OMB) uniform circular requirements.
- All proposals in response to the RFP become the property of the MGNBWB. The proposals will not be available for public viewing until after a contract with the new service provider is finalized. All information not deemed **PROPRIETARY** and contained in bid responses will become open for public review once a contract is signed or all bids are rejected.
- This Request for Proposals does not commit the MGNBWB to fund any proposals submitted before execution of a contract.

- MGNBWB reserves the right to accept or reject any or all proposals received or to negotiate terms of the proposal with a qualified Proposer.
- No contracts will be awarded as a result of this RFP without approval of the MGNBWB and Chief Elected Official. Further, MGNBWB reserves the right to withdraw from negotiations at any time before a contract is executed.
- Funding availability is subject to change for subsequent program years; therefore, bidders should be aware that subsequent contract amounts, if any, are subject to change from year to year based upon fluctuations in Federal awards. If funds awarded for a contract year are not fully expended by a contractor by the end of a contract year (June 30), unexpended funds may revert back to the MGNBWB for disposition and may or may not be available for subsequent, if any, contract year expenditures.

G. Availability of Funds

Federal funding is the primary sub-grant support for the One-Stop Center. For planning purposes, the respondent to this RFP should assume no more than level funding for each program year as noted on the MGNBWB site in One-Stop Operator funds. PY2026/FY26 amounts are subject to change, based upon the actual amount secured by the MassHire Greater New Bedford Workforce Board.

Please note that, should a new career center operator be chosen, the successful bidder is encouraged to plan access to non-awarded financial resources as the successful bidder may receive a reduced amount in the first year in order that the CEO of the MGNBWB satisfy any remaining payouts for terminated staff, and/or terminating existing MGNBWB budget obligations such as rent/office space, utilities, telephones/communications, information technology support, cleaning, and printing costs, via program, administrative or partner funds. Financial terms will be negotiated with the successful bidder including whether the bidder intends to utilize existing staff, space, equipment, IT and/or other resources, supplies, etc.

It is understood that funds will fluctuate from year-to-year. The contract agreement shall be modified to increase or decrease funding as needed to reflect actual federal funds received during the contract period. The successful Contractor will be awarded a cost-reimbursement contract with a pay for performance piece for work performed pursuant to this RFP. The MGNBWB may expand the scope of the contract to include other workforce programs, funding or requirements that the Board deems necessary and appropriate.

All agreements are subject to the availability of funds from the MGNBWB Workforce Area.

H. Incorporation of RFP into Contract

All conditions contained in this Request for Proposals and completed Appendices and any statements contained in the Request for Proposals will be incorporated into any contract regarding this matter. Failure of the contracting organization to accept these obligations may result in the cancellation of the selection. The contractor shall assume responsibility for all services offered in their bid proposal whether or not they

were produced. The contractor will be responsible for all material errors and omissions in the performance of the contract.

I. Payment Process

The MGNBWB will use a cost-reimbursement contract. The selected contractor will be reimbursed for allowable actual service delivery costs on a monthly basis after submittal and approval of payment vouchers as described in the contract.

In addition to the provisions of this RFP and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by the terms and conditions will be included as an amendment to the contract.

The successful bidder will serve all persons requesting assistance, including recipients of public assistance, other low-income individuals, Veterans priority, and individuals who are basic skills-deficient. The successful bidder shall create, collect, and maintain all records relating to One-Stop operations and WIOA service provision activities that are required to be made by applicable federal or state laws or regulations, made relevant by guidance from the U.S. Department of Labor, and/or which are necessary for determining the MGNBWB Workforce Area's attainment of the local levels of performance negotiated with the Governor and the local chief elected official. Local levels of performance are described in the MGNBWB Area's Local Annual WIOA and Strategic Plans, and the successful bidder is required to provide support for WIOA service providers, co-located and non-co-located partners to meet or exceed their goals. The One-Stop Operator will be held responsible for metrics outlined in Section II.B. Program Outcomes and Deliverables.

Reimbursement for program costs will be made on a monthly basis providing that these performance standards are being met. Performance Standards will be reviewed on a quarterly basis. For examples of past and current Performance Standards see also Section III.B.3 Program Outcomes and Deliverables of this RFP.

Any revenues above costs generated by any not-for-profit organization through use of these funds, including interest income or other program generated income, must be reported as program income and reported and utilized for continued operation of the MassHire Greater New Bedford Career Center (MHGNBCC).

Proposers may not charge individuals eligible for workforce programs a fee for any basic service; however, if the proposal intends to charge fees for enhanced services to non-eligible individuals and/or businesses, the service and fee structure must be fully described in the narrative.

The operator will be responsible as applicable, to annually set aside benefits (vacation, health insurance, paid time off, etc.) for mandated state partner staff as directed by the Commonwealth and that will be retained by the Commonwealth and benefits and withholdings for non-state staff of the operator who, as applicable, will remain staff of the operator and will not become employees of the MGNBWB. The annual sub-grant/contract will be based upon a budget supplied by the operators in a form and process mandated by the Commonwealth

and/or the MGNBWB.

J. Subcontracting

The MGNBWB acknowledges the need to form viable partnerships that will help to enhance outreach and recruitment efforts to benefit the MGNBWB area and/or provide strategies to engage employers, organized labor, and/or education in the One-Stop Delivery System. Proposals utilizing specialized services to deliver such activities may include subcontractors. Any subcontracting must be clearly identified in the proposal narrative and the MGNBWB, prior to contract execution must provide approval. If the proposer currently subcontracts certain functions or activities and intends to do so as part of this proposal, the subcontractor must be identified and a certification included from the subcontractor attesting to their agreement to the terms of the proposal and any resulting contract.

K. Interview Rights to Jobs Created

State merit-based staff will be added as a required partner and the successful proposer for WIOA One-Stop Operator must agree to interview all incumbent program operations staff who apply for employment with the new provider. Incumbent staff will be granted consideration for experience in lieu of education requirements for any position for which they are otherwise qualified. In the event of a transition and a reduction of non-state staff, the MGNBWB shall carefully oversee the process to ensure that there is no loss of service or reduction of quality.

L. Selection Process

The proposal criteria provide a guideline for proposers and reviewers; however, the final decision for contract award rests solely with the MGNBWB with the agreement of the CEO. The MGNBWB is not required to approve a sub-grant/contract with the entity receiving the highest score as a result of the proposal review process. Proposals that do not meet minimum standards will be considered nonresponsive.

Minimum standards:

- The proposal and required copies (including an electronic copy (.pdf) on a USB flash drive) must be received by **2:00 PM on Thursday, February 25, 2026** via U.S. mail, express mail, or hand-delivery.
- Proposers must attend the mandatory bidder's conference at **10:00 AM on January 20, 2026**.
- Proposals must meet the proposal requirements contained in Section II.B. Proposal Narrative Requirements.
- Proposers must be eligible bidders as described in Paragraph C. Eligible Bidders above.
- The proposer's authorized signatory authority must sign the proposal and all signature forms contained therein.
- Proposers who intend to use established subcontractor(s) to provide services must include original certifications from each subcontractor attesting to their agreement to all terms of the proposal and any resulting contract.

The primary consideration in selecting agencies or organizations shall be the effectiveness of the organization or entity in delivering comparable or related services based on demonstrated performance. This determination shall be in writing and take into consideration such matters as whether the organization has:

- The ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals;
- Adequate financial resources or the ability to obtain them;
- A satisfactory record of past performance in operator-related activities;
- The ability to work with community partners and make referrals as needed;
- The ability to provide services that can lead to the achievement of competency standards for participants with identified deficiencies;
- Retention!
- A satisfactory record of integrity, business ethics, and fiscal accountability;
- The necessary organization, experience, accounting, and operation controls; and
- The technical skills to perform the work.

The Proposal Review Committee will meet to discuss the proposals and develop recommendations. The Proposal Review Committee may request additional information from any proposer prior to developing a recommendation for consideration by the MGNBWB. The top finalists may be invited to make a 20 -30 minute presentation to the Proposal Review Committee followed by an opportunity to respond to follow-up questions by Committee members.

Upon conclusion of the review process, the Proposal Review Committee will develop a recommendation for the MGNBWB Executive Committee to review and select the proposer during the Board meeting scheduled for March 25, 2026. The Board will empower the Committee to authorize the fiscal agent to assist the board in entering into contract negotiations culminating in a contract.

Limitations

1. The MGNBWB is not liable for any cost associated with responding to this RFP and will not authorize such costs as part of the contract with the selected organization.
2. The MGNBWB reserves the right to accept or reject any or all proposal received, to cancel or reissue this RFP in part, or its entirety.
3. The MGNBWB reserves the right to award a contract for any items/services solicited via this RFP in any quantity the Board determines is in its best interest.
4. The MGNBWB reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary.
5. The MGNBWB reserves the right to negotiate the final terms of any and all contracts or agreements with proposers selected and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the MassHire workforce area.
6. The MGNBWB reserves the right to contact any individual, agency, employer or grantees listed in the proposal, to contact others who may have experience and/or knowledge of the proposer's relevant

performance and/or qualifications; and to request additional information from any and all proposers.

7. The MGNBWB reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
8. The MGNBWB reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this procurement if adequate funding is not received from the U.S. Department of Labor via the Massachusetts EOLWD/MDCS or other funding sources or due to legislative changes.
9. Proposers shall not under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the MGNBWB for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
10. No employee, officer, or agent of the MGNBWB shall participate in the selection, award or administration of a contract supported by WIOA funds, if a conflict of interest, or potential conflict, would be involved.
11. Proposers shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a proposer's bid to be rejected. This does not preclude partnerships or subcontracts.
12. All proposals submitted must be an original work product of the proposers. The copying, paraphrasing or otherwise using substantial portions of the work product from other entities and submitted hereunder as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected.
13. The contents of a successful proposal may become a contractual obligation if selected for award of a contract. Failure of the proposer to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to successful proposer as a basis for release of proposed services at the stated price/cost. Any damages accruing to the MGNBWB as a result of a proposer's failure to contract may be recovered from the proposer.
14. A contract with the selected proposer may be withheld, at the MGNBWB sole discretion, if issues of contract or questions of Federal or State regulatory non-compliance, or questioned/disallowed costs exist, until such issues are satisfactorily resolved. The MGNBWB may withdraw award of a contract if the resolution is not satisfactory to the Board.

M. Right to File a Grievance

Any organization making application under this RFP has the right to file an appeal. A bidder may file an Appeal in compliance with the requirements of Mass Workforce Issuance 100.DCS 01.102 "Procurement and Contracting" Attachment C (D) 5 which mandates that the review and evaluation of a solicitation requires a description of the appeal/protest process. As such and for purposes of the Competitive Selection of the Operator/Service Provider:

If the MGNBWB has made a determination of award to the dissatisfaction of a bidder, that bidder may

appeal/protest to the Local Complaint Officer (CO) within **10 business days** of receipt of notification of non-award *Ashley Terrill, Acting State Compliant Officer (SCO), MassHire Department of Career Services, 100 Cambridge St, 5th Floor, Boston, MA 02114. Email: DCSUnifiedComplaint@mass.gov*

- The Local CO must make a written determination within **20 business days** of receipt of the appeal/protest.
 - The local CO may choose to make a determination based solely on the information included in the case file or conduct further investigation before issuing a written determination.
 - If the CO has made a written request to the appellant (or the appellant's authorized representative) for additional information, the **20 business day period** does not begin until the requested information has been received by the local CO.
 - If the CO is unable to contact the appellant for the purposes of obtaining additional information needed to resolve a complaint, a written request for information must be sent via **certified mail** or through some other form of communication where receipt can be verified. If a complainant does not respond, the CO must inform the complainant in writing that the matter is considered **resolved**.
 - The local CO may also choose to resolve the complaint by convening a local hearing. Only the designated local CO or authorized back-up may preside at a local complaint hearing. If the local CO deems that a hearing is necessary, the local CO will notify the parties (in writing) that the matter has been scheduled for a formal hearing. The notice must inform the parties of certain conditions of the hearing process that include:
 - ✓ the date, time and location of the hearing,
 - ✓ instruction that the local CO will conduct and regulate the course of the hearing to assure full consideration of all relevant issues and that actions necessary to ensure an orderly hearing are followed, and
 - ✓ Instruction that the local CO must rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.

***NOTE:** For clarity it must be stated that an administrative hearing is not the same as a Court of Law. Technical rules of evidence *do not apply*. It is up to the local CO to follow principles and procedures that are designed to assure credible evidence that can be tested through cross-examination.

- The CO must provide the complainant with a written determination. The CO must include the right to appeal within the written determination. Notification must be given that the complainant may submit a request for a State level appeal and/or hearing and that it must be made in writing **within 20 business days** of the receipt of the local determination.

APPEAL OF MASSHIRE WORKFORCE BOARD COMPETITIVE SELECTION OF ONE-STOP OPERATOR/SERVICE PROVIDER

An entity that bid and was not selected under a competitive process (as required in WIOA§107(10)(A) and 20 CFR 678.605) by the MassHire (Local) Board as MassHire (Local) One-Stop Operator/Service Provider may appeal that determination to the MGNBWB following local procurement requirements. If the ~~bid~~ determination to uphold the denial of the award does not resolve the appeal to the satisfaction of the appellant, the appellant may request a state-level appeal and/or formal appeal hearing in writing within **10 business days** of receiving

the denial.

The request for appeal and/or formal appeal hearing must be sent to:

Matt Hartman, Esq
MassHire State Workforce Board
One Ashburton Place
Boston, MA 02128

If the appellant chooses to request an appeal without specifically requesting an appeal hearing, the State Board, or its' designee Authorized State Official (ASO), may decide to either make a determination based solely on the information included in the case file or conduct further investigation and issue a written determination without scheduling a formal hearing.

In either case, the State Board/ASO must submit a written determination to the appellant within **30 days** of receipt of the original appeal request or **30 days** after having received additional information from further investigation or **30 days** after a formal hearing **request**.

If the State Board/ASO has made a written request for information to the appellant or the appellant's authorized representative, and they do not respond within the given time frame the appeal is considered **resolved**.

If the State Board/ASO deems that a formal hearing is necessary or if the appellant specifically requests such a hearing, the State Board/ASO will notify the parties (in writing) that the matter has been scheduled for a formal hearing. The notice must inform the parties of the following conditions of the hearing process:

Formal Hearing Process

The notice must inform the parties of the following conditions of the hearing process:

- The date, time and location of the hearing.
- Instruction that the State Board/ASO will conduct and regulate the course of the hearing to assure full consideration of all relevant issues and that actions necessary to ensure an orderly hearing are followed.
- Instruction that the State Board/ASO must rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.

* For clarity it must be noted that an administrative hearing is not the same as a Court of Law. Technical rules of evidence *do not apply*. It is up to the State Board/ASO to follow principles and procedures that are designed to assure credible evidence that can be tested through cross-examination.

In conjunction with the hearing process the State Board/ASO:

- May decide to make a determination based on the information included in the case file or investigate further prior to the formal hearing.
- May decide to conduct a hearing on more than one appellant if the issues are related.

- May permit (at his/her discretion) the participation of interested parties (amicus curae) with respect to specific legal or factual issues relevant to the complaint/appeal.
- May choose to conduct the hearing at a single location convenient to all parties (preferred) or, if that would represent a hardship for one or more parties, the State Hearing Official may elect to conduct the hearing by a telephone conference call.
- Must conduct the hearing *and* issue a written determination to the appellant, the respondent and any other participating interested parties within **30 days** from the date the hearing was requested. The State Board/s/ASO's written determination must include:
 - ✓ the results of the State level investigation;
 - ✓ conclusions reached on the appeal;
 - ✓ an explanation as to why the decision was upheld or not upheld.

A decision under this state appeal process is final and **may not** be appealed to the U.S. Secretary of Labor.

II. Bidder Response-Proposal Content and Instructions

A. Format Requirements

1. **Pages:** Proposals must be typed, may be single spaced, and must be submitted on 8 ½ by 11-inch plain white paper in 12-point font with 1-inch margins. The use of recycled paper is encouraged. Double-sided submissions are acceptable, as long as each page is clearly legible. Each page of the proposal, with the exception of the cover sheet should be numbered as "page __ of __", with the name of the bidder on each page. Use the same topic headings, in the same order, as described in Proposal Narrative Requirements section below.
2. **Page Limit:** Avoid extraneous narrative and data. While this RFP does not limit the number of pages and attachments, the successful Proposer will demonstrate its ability to communicate relevant information to the MGNBWB for objective decision-making in a clear and concise manner. Clear and concise answers are better than a flowery, rambling narrative. Do not repeat statements or ideas within the text of the proposal. Referring the reviewer to another section of the proposal for information is preferred to repeating the information.
3. **Number of copies: One complete original**, (marked as original) with executed certificates (original signatures of the authorized signatory), plus **seven (7)** exact copies must be submitted for a total of **eight (8) complete proposals**, along with one (1) electronic copy (in pdf format via a USB flash drive). Each respondent's USB flash drive will be inspected at the technical review to ensure PDF file is found on the device submitted. Any proposal lacking sufficient copies may be considered non-responsive. Completeness of all copies is the sole responsibility of the proposer. Each original and copy should be separately bound, in an appropriate binder. Do not bind professionally.
4. **Authorized Signatory Authority:** the proposer's authorized signatory authority must sign all signature documents in the proposal. This individual should typically be the director, president or chief executive officer of the organization or any individual who has the authority to negotiate and enter into and sign contracts on behalf of the proposer's organization.
5. **Responsiveness:** Proposers that fail to follow the requirements set forth in this document regarding minimum requirements, number of copies and format may be considered non-responsive. The

MGNBWB reserves the right to reject any or all proposals at their sole discretion.

6. **Contact Information:** Proposers will be required to provide contact information for the individual(s) who can respond to questions regarding the proposal. The contact person should be the individual(s) who are knowledgeable of the proposal and who are authorized to provide information on behalf of the proposer.
7. **Proposal Narrative:** All information required to develop the proposal narrative is contained in Section III.B. of this RFP.
8. **Order of Submission:** The proposal must be submitted in the order outlined below:
 - a) **Proposal Cover Sheet** – [Attachment 1: Cover Sheet](#)
 - b) **Table of Contents**, indicating the beginning page for each section and major subsection of the Response, including each attachment.
 - c) **Executive Summary**
 - d) **Proposal Narrative** – Follow the order in the Proposal Narrative Requirements describe in Section [B. Proposal Narrative Requirements](#) below, using the same titles for section headings.
 - e) **Budget and Budget Narrative**
 - f) **Assurances and Certifications** – Follow the order in the Appendices.
 - g) **Attachments** – May be attached at the bidder's discretion, but bear in mind the MGNBWB desire to limit extraneous narrative and data. Elaborate or expensive bindings, videos, colored displays, and promotional materials are neither necessary nor desired.

B. Proposal Narrative Requirements

The following requirements apply:

1. Bidder Eligibility

Demonstrate your organization's eligibility to participate as a WIOA One-Stop Operator as described in Section I.C. Eligible Bidders. Please include your organization's incorporation status and where incorporated, along with that of any partners or subcontractors included in your proposal.

2. Organizational Capacity

- a. **Alignment with WIOA Program Goals.** Briefly describe your organization's mission and/or vision. How does it align with this funding opportunity and its goals? Why is your organization in the best position to deliver an innovative One-Stop delivery system? How does the proposed program of work align with the economy and workforce needs of the MGNBWB Workforce Development Area?
- b. **Experience.** Provide examples of types of relevant contracts the bidder has previously entered into, including type of contracting entity, location of the work, and general types of services provided. Include a description of the bidder's past experience with the One-Stop service delivery model under WIOA or similar programs. Describe any major workforce development achievements the organization has experienced outside of WIOA federal performance standards.

If the organization has previously delivered WIOA services, or has overseen delivery of WIOA service contracts, please provide performance data for the most recent two program years available and most recent program monitoring report in an attachment. Cite the page number for the attachment in this portion of the narrative.

- c. **Data and Performance Management.** The successful applicant will be responsible for tracking services and outcomes in the state case management Massachusetts One-Stop Employment System (MOSES) as well as the local data metrics currently under development. Staff of the One-Stop Operator will be required to complete MOSES training within three months of the award announcement for the MassHire Workforce One-Stop Operator contract.

The provider will be accountable for the integrity of the data presented and responsible for ensuring that staff is appropriately trained in the use of these systems. Explain how accountability and integrity will be assured throughout the system for this automation. It is intended that the MOSES data system will serve as the primary information management system for the One-Stop Center, without external supplementation. However, if it is your intent to supplement this with any other information management system(s), please explain. Explain your understanding of automated management systems and their connection to performance standards.

The One-Stop Operator will be responsible for developing, implementing and overseeing processes to collect, manage and utilize information about the system. How do you measure success for the One-Stop delivery system? How would you track the performance measures as described in Section II.B.3 Program Outcomes and Deliverables of this RFP? Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved; describe the methods to be used to measure and track success in addressing the primary objectives outlined in Section II Program Outcomes and Deliverables. Describe how monthly reports will be submitted. Describe your approach to identifying points in performance that would be “triggers” to take action to avoid performance failure, and how information will be used to make decisions that will improve efficiency and effectiveness. How will you ensure that providers input timely data entry on program participants and validate program eligibility? Give examples of midcourse corrections made in order to ensure successful outcomes.

The successful applicant must identify assessment instruments to be used and must demonstrate how assessment data will be tracked. Assessment instruments identified should address primary objectives by assisting the service provider in identifying skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs and should lend themselves to pre- and post-assessment opportunities to ensure aggregate data can be tracked.

Provide an assurance that data will be tracked and reported in accordance with all applicable requirements utilizing the MOSES or applicable reporting system(s).

- d. **Organizational Structure & Proposed Staff.** The operator will be required to either name an individual to act as the full-time One-Stop System Manager or describe the desired qualifications of a new hire. Describe how the System Manager will function in a supervisory capacity at the MCC, in particular when dealing with functional supervision of state, merit-based staff that, in many cases, would not be direct reports.

If the individual has already been identified, provide a resume. If the individual will be a new hire, list the qualifications, process for selection, and timetable you will use to identify and hire an appropriate person. Describe any other staff that the bidder believes would be necessary to the success of the

operator function. The proposal must include job descriptions for all positions in the organization affiliated with the One-Stop delivery system. Additionally, resumes are required for all organization personnel affiliated with the One-Stop delivery system. For any positions for which no staff have been identified, describe the qualifications sought and the process by which individuals will be selected. Address how you will comply with the right to interview requirements of Section K. Interview Rights to Jobs Created of this RFP.

Provide an organizational chart that shows how the staff will fit into the bidder's overall organization.

Describe what precautions are taken to determine whether personnel are suitable to work with vulnerable populations. To the extent possible, explain how you will ensure adequate availability of these skills.

How will you manage staff communications, staff satisfaction and retention? How will you manage the process for addressing center grievances (internal and external)? Provide an overview of how you will address staff-turnover and training. How will staff development plans be created and managed?

If the entity has a board, identification of board members (this may be expressed as a link to a website that identifies board members).

3. Program Elements / Implementation Plan

The MGNBWB has established a One-Stop Delivery system that serves as a community resource for both job seekers and employers to increase the efficiency with which the right person is matched with the right job, and to offer an abundance of career exploration and job readiness resources in a user-friendly, customer-focused, results-driven environment. This system is based on the following WIOA principles:

- Streamlining services
- Empowering individuals
- Universal access
- Increased accountability
- Strong leadership, oversight and management roles for MGNBWB and the private sector
- Local flexibility

In addition, the MGNBWB has established the following tenets that must be followed by the successful bidder for one-stop operator in the MGNBWB workforce region:

1. The one-stop is in a visible location, meets all accessibility standards and presents a professional, well-maintained environment.
2. The one-stop will provide quality service to all job seekers regardless of age and to all companies regardless of size or industry type, using data as well as customer input to drive both improvement and quality service.
3. The one-stop will be run efficiently using Lean and/or other system approaches ensuring efficient and effective investment of public funds and resulting in the attainment of WIOA and other grant goals.

4. The one-stop must partner with the MGNBWB to bring in other resources beyond WIOA and must implement services provided through these resources in a seamless fashion to both companies and job seekers.
5. The one-stop must fully incorporate WIOA-mandated and other community partners in career center operations through integrated staff management and must also provide services at both the center and in the community, and
6. The one-stop will be fully aligned with the MassHire Greater New Bedford WORKFORCE BOARD strategic plan, providing consistent focus on the critical and emerging industries in the region.

To this end, the MGNBWB will consider proposals representing the supportive elements of information management, marketing and public relations, service integration and coordination, and facility coordination.

a. Population Served. Describe the population to be served (target population and eligibility). Discuss the proposed philosophy, approach and implementation plan for outreach and recruitment of diverse target groups. Address how the Center will serve people with:

- disabilities,
- Limited English Proficiency, and
- prioritized populations (i.e., recipients of public assistance, other low-income individuals, Veterans, and individuals who are basic skills-deficient).
- Discuss how you would manage your assessment and referral process.
- How would your agency supervise this function to ensure accuracy?
- How will you determine appropriateness to minimize the risk of public investment?
- Not all customers will be determined eligible or appropriate, but the program should still address their workforce needs. Describe the process for ensuring these individuals do not “fall through the cracks.”
- Discuss varying orientation techniques for the MCC and the system as a whole.
- How will you ensure that people who come to the Career Center will know about the services and programs available?
- Discuss how these sessions may be coordinated with other partners in the One-Stop.
- Propose the content of customer orientation.
- Include where and how services will be delivered to meet the needs of the target population.

b. Required Elements. The Operator/Service Provider will be responsible for development and on-going functioning of the MGNBWB One-Stop service delivery system and center(s). The One-Stop system shall include but not be limited to:

- Provision of career services;

- Access to training services;
- Access to employment and training activities;
- Access to programs and activities carried out by all WIOA one-stop partners;
- Access to data, information, and analysis for the local labor market;
- Provision of job search, placement, recruitment, and employment activities.

Bidders are encouraged to read the WIOA to understand the scope of authorized activities.

Describe how required activities will be provided. Describe creative or innovative ideas you have for one-stop system services and how you would implement those ideas (demonstrate knowledge of best practices or evidence-based practices).

- For Information Management, describe your experience in working with a transactional customer database such as the Massachusetts One-Stop Employment System (MOSES) or another. This may also include on-line tools that jobseekers and one-stop staff could utilize in their job search such as Transferrable Occupation Relationship Quotient (TORQ) or similar.
- For Marketing and Public Relations, describe how you will develop an overall marketing plan. Include your ideas for marketing the One-Stop delivery system and describe marketing techniques you have used in the past. How will you evaluate the effectiveness of marketing strategies? How will you assist the staff in developing a public image for the center(s) and improve public relations? Describe any abilities of the bidder's firm to develop/manage a One-Stop website.
- For Service Integration and Coordination, it is the MGNBWB expectation that the center staff of all programs will be organized by function, not by program and with a successful outcome in mind for both the employer and the job seeker. How will you develop and implement a functional approach to multi-partner office operations? Describe your experience with supervision within a multi-partner environment similar to a One-Stop. Describe the process by which operational procedures will be developed.

In addition, the State WIOA Performance Committees have established the attached matrix of goals and metrics. Operator/Service Provider Bidder responses must fully describe how their program design will support these goals so that metrics for WIOA Operator/Service Providers, co-located and non-co-located partners will be met.

- For Workshops and Events, the Operator/Service Provider will be expected to coordinate with the Operator/Service Provider representatives under the WIOA program and other co-located partners, as well as fulfill business service responsibilities that include developing and providing employer and job-seeker workshops, hiring events, job fairs, and other related services. Describe your related experiences in these areas. Workshops may be topical (financial literacy, parenting, etc.) or career-related (job search workshops, mock interviews, etc.). Describe the process to ensure that workshops will be relevant and beneficial to clients, as well as the process for determining frequency and timeliness of workshops/events/special programs.
- For Facility Responsibilities, How will you provide management of facilities, property, and inventory for the MCC? Describe how you will ensure facility compliance with the Americans with Disabilities Act that meets the intent, not just the letter of the law.

How will you develop a plan for assessing the best flow of traffic design (Provide an example of a customer flow chart that you have operated under in a one-stop environment and the principles behind the selected customer flow)?

Describe how facility needs and requirements will be identified. How will facilities be used to maximum potential (include usage of community rooms).

Describe the rationale, facilities, and any experience you have had with an office move.

- For access to Virtual Services: Describe how the use of modern tools and technology will be utilized to support access and delivery of virtual services to job seekers and business customers.

Prepare a time line for full operation of services, assuming full operation of a contract by July 1, 2026. At a minimum, include:

- Hiring of staff;
- Training of staff;
- Preparation of space: electronic access for all staff available, e-mail accounts assigned, movingtime and readiness to begin functions; and
- Full operation in place; all services functional, all agreements in place.

- c. **Involvement of Local Employers, Business and Community Resources.** If the proposal is from two or more organizations, whether partners or subcontractors, explain how those organizations achieved the coordination necessary to submit the proposal and how that collaborative effort will be maintained throughout service delivery. Describe how services will be coordinated if the organization applying is partnering with another entity or entities (via subcontract) to provide the required elements.

The Operator/Service Provider will be responsible for working with all partners to create a One-Stop Business Plan. Describe your experience in creating one-stop business plans and how partner staff was involved. Attach an example and cite the page number of the attachment.

The MHGNBWB has requested that all partners support an integrated model of service delivery as much as possible to be able to provide seamless services to any person entering the MassHire Career Center. Describe how you might integrate services and workflow in the Career Center(s) that will result in seamless service delivery. What is your vision of how seamless service delivery will be accomplished in a collaborative atmosphere?

Include letters from key partners you plan to collaborate with. Bidders should only include key partners such as community-based organizations or partner programs. Do not include supportive service vendors.

Describe your experience in working with industry partnerships and/or sector initiatives. How do you plan to emphasize this in your business plan?

4. Program Outcomes and Deliverables

a. Performance Measures

MGNBWB is required to establish local performance measures in order to evaluate program effectiveness and achieve continuous improvement in the delivery of Workforce Innovation and Opportunity Act programs.

The following chart is a FY25 Performance Summary of **Adult & Dislocated Workers** MHGNBCC metrics.

Table 1: Title I Adult Program			
Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	73.5%	68.8%	93.7%
Employment Rate Q4	75.0%	70.2%	93.6%
Median Earnings Q2	\$7,900	\$8,180	103.5%
Credential Attainment	68.0%	60.1%	88.4%
Measurable Skill Gain	41.5%	60.1%	144.7%

Table 2: Title I Dislocated Worker Program			
Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	78.0%	76.2%	97.7%
Employment Rate Q4	81.0%	76.0%	93.8%
Median Earnings Q2	\$12,000	\$13,538	112.8%
Credential Attainment	70.0%	65.4%	93.4%
Measurable Skill Gain	45.0%	70.7%	157.0%

Provide an evaluation plan including benchmarks, data collection points, proposed analyses, and persons/positions accountable for the Performance Measures you propose to implement for your Operator/Service Provider proposal.

In addition to Operator/Service Provider Performance Measures proposed, the MGNBWB may negotiate quarterly benchmarks with the provider by which contract performance of the provider will be measured. The Operator/Service Provider will report performance measures to the MGNBWB on a monthly basis.

Achievement of measurable Performance Outcomes is a critical expectation of the WIOA Adult, Dislocated Worker, and Youth Work Development Service Providers, who are accountable for the 15 WIOA measures listed below (an employer measure will be determined and added by the second program year).

Adult	Dislocated Worker
<ul style="list-style-type: none"> • Employment Rate (2nd quarter after exit) • Employment Rate (4th quarter after exit) • Median Earnings (2nd quarter after exit) • Credential Rate (within 1 year after exit) • Measurable Skills Gain (real time measure) 	<ul style="list-style-type: none"> • Employment Rate (2nd quarter after exit) • Employment Rate (4th quarter after exit) • Median Earnings (2nd quarter after exit) • Credential Rate (within 1 year after exit) • Measurable Skills Gain (real time measure)

Provide a description of how the Operator/Service Provider will support WIOA service providers and all co-located partners in attaining their Performance Outcome goals. What metrics will allow you to evaluate your support of these goals?

Describe your approach to continuous improvement, including how you will develop additional means for “listening to the customer” beyond written surveys. These could include tools such as Customer Centered Design. How will you ensure all feedback is evaluated? How will you work with the partners to address concerns and service gaps?

- a. **Managing Performance Outcomes.** Discuss your organization’s approach to managing performance outcomes, including any additional indicators of performance you have experience managing and believe to be relevant to this RFP.

Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved. Describe the methods to be used to measure and track success in addressing primary objectives. Describe how monthly reports will be submitted.

5. *Fiscal Accountability & Budget*

a. Financial Capacity. Provide a description of the administrative and financial management capabilities of the organization.

- How will contracted funds be kept separate from other funds?
- How will financial information be made available for monitoring and auditing purposes?
- What are the qualifications of the organization's key program management and financial staff, and
- to what extent will they be involved with this project?
- Describe your organization's previous experience administering federal grants and previous funding received from a Massachusetts Workforce area.
 - If you are proposing a subcontracting model, do you have experience in managing subcontracts for services including monitoring of subcontractors?
 - How do you ensure proper fiscal oversight and accountability of subcontractors?
- Describe your experience with cost reimbursement contracts.
- How will you provide and fund the start-up costs of the program?
- Describe how the Bidder's organization will financially support the costs of doing business until an invoice can be submitted and paid by the Board's fiscal agent.

Provide a copy of the two most recent audit reports for the bidding entity as an attachment and cite the page number of the attachment in this section of the narrative.

- Describe any work you are doing or may be proposing to do in addition to this contract.
- Estimate what percentage of your overall organization's work would be represented by this contract.
- Include the organization's major funding sources.
- If the proposal is from two or more organizations, whether partners or subcontractors, you must provide the major funding sources for each.

A Certificate of Insurance should be furnished with the proposal. In the event that a certificate of insurance cannot be furnished with the proposal, a letter from the bidder's insurance broker/company indicating that in the event the bidder is successful in obtaining this contract that the required insurance would be available for certification before the contract becomes effective.

Certification of Insurance Coverage should include:

- Statutory workers compensation and employer's liability insurance;
- Comprehensive, all risks general liability coverage for personal injury and property damage;
- Liability of not less than \$1 million for each occurrence and \$2 million annual aggregate;
- Comprehensive automobile bodily injury and property damage coverage liability of not less than \$1 million combined single unit;
- Professional Liability Insurance in the amount of \$1 million each wrongful act/\$2 million aggregate.

- b. **Budget.** A budget must be inserted here using the on-line budget forms listed in *Appendix 2*. Costs included in the proposed budget cannot already be paid by another source; they must be actual cost incurred in delivering the proposed services, and these funds cannot supplant funds already received by the proposing organization. Please note that while an “other” category is included, costs should be categorized as “other” judiciously. All costs should be accounted for in the budget line items supported by a strong narrative justifying why the funds are needed/critical to the program.

Give details of the organization's cost allocation method if one is used; e.g., prorating the cost of supplies based on the number of staff, or the cost of salaries based on percentage of time spent on this contract. Please also include details of the organization's indirect cost rate, along with how it was determined, if one is used.

Include what contingency plans are in place to repay in the event that there are any disallowed costs resulting from an audit or monitoring review.

B. References

Provide 3 references. Include: Name of organization, name of contact person, address, phone number, e-mail address, how this contact is familiar with your work, the nature of the work performed, and the start/end dates of the work delivered.

Appendix 1: Cover Sheet**Applicant**

Name:

Address:

Proposal Contact Person:

Proposal Contact Title:

Telephone/Cell Phone:

E-mail:

Website:

Total Funding Requested: \$ _____

Total Number of Participants to be served: _____

I hereby certify that the information provided in this submission is accurate.

(Print Name / Title) Signature

I hereby certify that I am duly authorized to sign contracts on behalf of this organization.

(Print Name / Title) Signature

Appendix 2: Budget

BUDGET SUMMARY FORM 1A

Greater New Bedford Career Center Operator

Cost Category	Amount
Wages	
Fringe Benefits	
Travel	
Equipment	
Insurance	
Communications	
Outreach/Advertising/Job Fairs	
Supplies and Materials	
Professional Services	
Software	
Other	
Indirect	
Management Fee	
Total	

Personnel Form 2

Title	Annual Wage	FTE	Total Wages

Total

NON-PERSONNEL FORM 3

Cost Category	Amount
Travel	
Equipment	
Insurance	
Communications	
Outreach/Advertising/Job Fairs	
Supplies/Materials	
Professional Services	
Software	
Other	
Indirect	
Management Fee	
Total	

Budget Narrative: WIOA Operator/Service Provider

- Include staff positions, percentage of time dedicated to each position, proposed wage/salary and justification for including each position in this proposal.
- Indicate the number of hours or days of vacation and sick leave that the staff are permitted.
- Justify each proposed expense included on the budget attachment in terms of it being necessary, allowable and reasonable. Show the method of computation (i.e., insurance = salary x 2.35%).
- Describe any anticipated professional development opportunities and how you estimated the costs.
- Identify any in-kind resources/support for the one-stop work beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding.
- Explain how you arrived at your estimate for dues, membership, and publications, and what memberships and subscriptions are anticipated.

Appendix 3: Certificate of Lobbying Activities

Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) – Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal entity. Such disclosures are forwarded from tier to tier up to the grantee or sub-grantee/non-Federal entity.

Complete and attach the Certificate of Lobbying Activities (SF-LLL):

<https://www.state.gov/wp-content/uploads/2019/01/Certification-Regarding-Lobbying.pdf>

Appendix 4: Statement of Assurances

MGNBWB follow these assurances and would expect that the Operator will do the same and carry-out all assurances to the fullest.

<https://www.mass.gov/doc/dcs-policy-04-108e-assurances/download>

The undersigned party acknowledges and assures that (Operator/Service Provider Name) _____ and all of its employees responsible for providing the services for which it has applied will abide and comply fully with all state, federal, and local, laws, ordinances, rules, regulations and/or executive orders, including but not limited to provisions of the laws listed below:

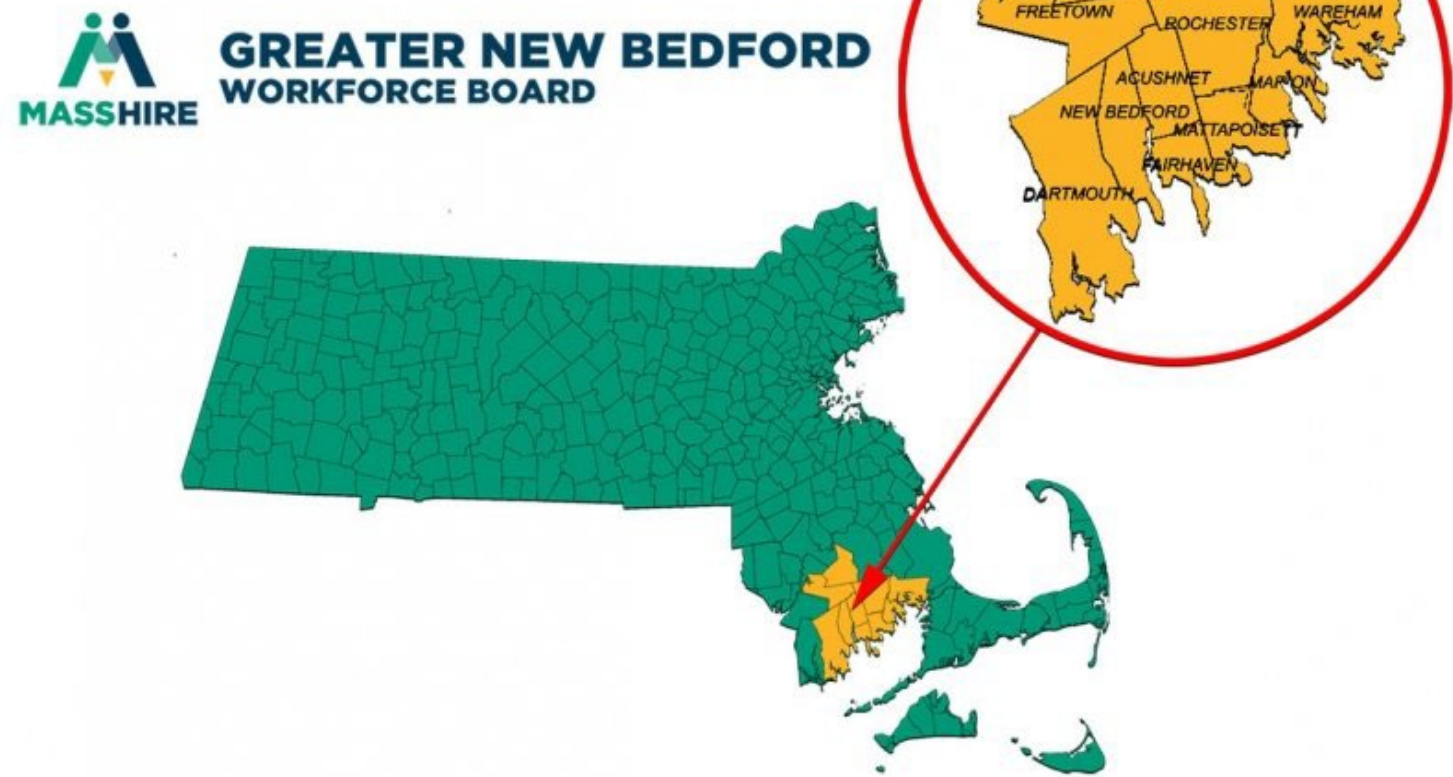
- WIOA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity;
- Title VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Americans with Disabilities Act (ADA) of 1990 which prohibits discrimination against qualified people with disabilities based on disability;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;
- Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR § 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.52.¹
- 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIOA Title I-financially assisted program or activity, and to all agreements the contractor makes to carry out the WIOA Title I-financially assisted program or activity. The undersigned understands that the United States has the right to seek judicial enforcement of this assurance.

Name and Title of Authorized Representative

Signature

Date

Area Map of Towns Included in our Service Delivery Area (SDA)



Organizational Hierarchy

