

Georgia Mountains



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## **Request for Proposal:**

**TO PROVIDE Participant Tracking / Communications System**

**Georgia Mountains Workforce Development Board  
Georgia Mountains Regional Commission  
WorkSource Georgia Mountains**

**RFP Issue Date: April 24, 2018**

**Proposal Due Date: May 24, 2018**

**Contact: Whitney Williams / [wwilliams@gmrc.ga.gov](mailto:wwilliams@gmrc.ga.gov)**

## Request for Proposal Contents

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## SECTION 1: BACKGROUND AND GENERAL INFORMATION

### A. WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) OVERVIEW

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.

This federal law was implemented to consolidate, coordinate, and improve employment, training, literacy, and vocational rehabilitation programs in the United States. WIOA provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed. The purpose of the WIOA Program 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 Georgia's workforce and enhance the productivity and competitiveness of the State and Nation.

The WIOA system is built around the following key principles:

- Increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages; and to provide employers with the skilled workers they need to succeed in a global economy
- Promote improvement in the structure and delivery of services to better address the employment and skill needs of workers, job seekers, and employers
- Increase the prosperity of workers and employers and the economic growth of communities, regions, and states, and the global competitiveness of the United States
- Provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants, and increase attainment of recognized post-secondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, and meet the skill levels required by business and industry in the WorkSource Georgia Mountains Area, for purposes of Title I.

## B. LOCAL WORKFORCE DEVELOPMENT AREA BACKGROUND

One of 19 Local Workforce Development Areas in the State of Georgia, WorkSource Georgia Mountains covers Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, and White counties. The Local Elected Official and the Chief Local Elected Official (LEO/CLEO) has appointed the Georgia Mountains Workforce Development Board (GMWDB) as the Local Workforce Development Board (WDB) for the area. The WorkSource Georgia Mountains Area 2 (WSGM) is the policy and planning body for workforce development activities in the 13 County Georgia Mountains Workforce Development Area 2. The Georgia Mountains Regional Commission acts as the Fiscal Agent for the Georgia Mountains Workforce Development system. The Georgia Mountains Workforce Development Board has oversight responsibilities that include designation of the One-Stop Operator, administration of WIOA Title I program services, certification of the One-Stop and affiliated service sites, setting local performance standards, and other duties as assigned in the federal workforce (WIOA) law. The overarching intent of the GMWDB is to help create a vibrant economy by leading and convening a workforce development system that can provide a skilled workforce that meets regional business needs.

### **GMWDB Mission Statement**

*To achieve sustainable economic growth & individual self-sufficiency by developing, sustaining and promoting employment resources & opportunities for all job-seekers & employers through community partnerships.*

## C. PURPOSE AND SCOPE OF WORK

### 1. PURPOSE

The Georgia Mountains Workforce Development Board is requesting bids from firms interested in providing a text-based, artificial intelligence participant tracking/communications system compatible with the Virtual OneStop® system by Geographic Solutions.

Access will be needed for approximately 18 staff to include 11 case managers, four intake staff members, and three staff performing follow-up functions. The 11 case managers handle integrated caseloads consisting of Workforce Innovation and Opportunity Act (WIOA) Adults, WIOA Dislocated Workers, and WIOA Youth. Caseloads change to meet demands. Currently, the breakdown of active cases is:

- 38.5% WIOA Adults (293)
- 8% WIOA Dislocated Workers (61)
- 53.5% WIOA Youth (31 In-School and 376 Out-of-School)

The tracking system should include all of these participant groups. We anticipate the numbers to be fairly consistent moving into the next years, with the exception of a shift to a higher percentage of Out-of-School Youth vs. In-School Youth, due to new WIOA directives.

## 2. SCOPE OF WORK

For purposes of this RFP, Georgia Mountains Workforce Development Board (GMWD) is seeking the services of an experienced firm to provide:

- A two-way text and email-based interactive platform which will track and document activities of customers. Activities include
  - job search
  - classroom training
  - on-the-job training
  - work experience
  - employment
  - job retention follow-up
- The system of the successful bidder must initiate, monitor and document participant progress
- Alert case managers of issues as they arise, allowing time for intervention
- The system must have the capacity to interface with our current state case management system, Virtual OneStop®, provided by Geographic Solutions

## 3. AVAILABILITY OF FUNDS

It is understood that federal funds may 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. All agreements are subject to the availability of funds to WorkSource Georgia Mountains.

## SECTION 2: INSTRUCTIONS FOR PROPOSAL

- A. Proposal Deadline: The response to this request is due no later than 5:00 p.m. EST, on May 24, 2018, and must arrive at the below address as noted:

### **RFP for Participant Tracking / Communications System**

WorkSource Georgia Mountains  
P.O. Box 2278  
Gainesville, GA 30503

All respondents are required to submit (3) paper copies and (1) flash drive copy of its response to this RFP no later than 5:00 p.m. EDT on May 24, 2018. The delivery of the response is solely and strictly the responsibility of the respondent. Proposals received after the scheduled deadline will not be accepted. In addition, faxed or emailed proposals will not be accepted. All responses must be manually and duly signed by an authorized corporate officer, principal, or partner (as applicable).

All proposals shall become the property of WorkSource Georgia Mountains and will not be returned. WorkSource Georgia Mountains is not responsible for any cost incurred by the respondent in proposal preparation, presentations given, or benchmarks performed.

- B. Schedule and Timeline: The following is the schedule for this solicitation:

<b>Solicitation Action</b>	
Issue RFP	April 24, 2018
Questions Due	May 8, 2018
Response to RFP Due	May 24, 2018
Evaluation and Responses	Begins May 25, 2018 until completion
Negotiation with Most Qualified Contractor Responding	After Review and Approval by the Boards and/or Committees
Contract Begins	On or about June 1, 2018

**Please note: *The actual schedule is subject to change after the submittal due date. All respondents will be notified via email of any schedule changes.***

- C. Disclaimers: WorkSource Georgia Mountains reserves the right to withdraw this RFP at any time for any reason, and to issue clarifications, modifications, and/or addenda, as it may deem appropriate. No portion of the work to be awarded under this contract shall be sublet, assigned, or otherwise disposed of, except with the written consent of WorkSource Georgia Mountains. Consent to sublet, assign or

otherwise dispose of any portion of the work awarded under this contract shall not be construed to relieve the Contractor of any responsibility for the fulfillment of any contractual agreements. A subcontractor shall not subcontract any portion of its work under this contract. The GMRC, Fiscal Agent is an equal opportunity employer. E Verify # 66218

D. Rejection of Proposals: WorkSource Georgia Mountains reserves the right to accept or reject in part or in whole, any or all proposals.

E. Project Contact Information:

Technical issues regarding response to this request shall only be addressed by WorkSource Georgia Mountains when directed to the following email address of the project contact at [wwilliams@gmrc.ga.gov](mailto:wwilliams@gmrc.ga.gov)

All questions must be received by 5:00 p.m. EST on May 8, 2018, and all answers will be posted on GMRC's website by May 16, 2018.

F. Additional Information

Once the contract has been awarded, the WSGM reserves the right to modify the delivery design, including infusing funds from alternate sources, at any time in order to meet the needs of the workforce system. The WSGM also reserves the right to de-obligate funds from contractors who fail to meet performance and/or expenditure requirements or in the event of a rescission of federal funds.

The successful bidder will be required to agree to the General Terms and Conditions, have all controls securely in place, and agree to comply with any policies created by the WSGM and any applicable federal or state policies, regulations, or laws. Successful respondents to this RFP will be expected to participate in contract negotiations to establish the exact services to be provided and the costs of those services. The funding award will not be final until the Georgia Mountains Workforce Development Board (GMWDB) and the prospective grantee have executed a contract agreement. The final negotiated proposal narrative and budget schedule will constitute the Statement of Work for the contract.

The content of the accepted proposals will become the basis for the negotiation of a final contract agreement. Applicants are advised that most documents in the possession of WSGM are considered public records and subject to disclosure under the State Public Records Law.

This RFP does not commit the GMWDB to award a contract or pay any costs incurred in the preparation of a proposal to this request. The GMWDB reserves the right to request additional data, discussion, or presentation in support of written proposals; to reject any or all proposals received; to negotiate with all designated representatives; or to cancel in whole or in part this RFP if it is in the best interest of the GMWDB to do so. If the GMWDB does not receive responses that adequately address the services and outcomes requested, it is possible that no award will be made, that the RFP would be modified and re-

released, or that the WSGM staff would deliver services as authorized in state policy.

A particular bidder may not be recommended for funding regardless of the merits of the proposal submitted if it has a history of contract non-compliance or debarment with the WSGM or any other funding source. Subcontracting is not permitted without written authorization from the WSGM.

Bidders who have submitted a proposal may protest the award of the contract. The process for protesting the award is as follows:

- Protests must be filed in writing and be received by the WorkSource Georgia Mountains by May 30, 2018. All protests are public information after the protest period ends.
- All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a state or federal contracting law, rule, or regulation applicable to the contracting process.
- The GMWDB staff will review protests that meet the above conditions.
- During any part of the review or consideration, the protester may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by the WSGM. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this RFP.
- The GMWD Director, in consultation with the GMWDB, will review the protest and will issue a written response that is intended as a complete and final answer to the protest. A response will be issued no later than June 15, 2018.
- All questions in regards to this RFP document must be submitted via e-mail to [williams@gmrc.ga.gov](mailto:williams@gmrc.ga.gov) and received by WorkSource Georgia Mountains by the due date shown under "RFP Time Line"; see contact information for questions on the front page of this RFP. WorkSource Georgia Mountains will make a good-faith effort to prepare a written response to each question or request for clarification as soon as possible after the deadline. Any resultant interpretation or clarification response, if issued, will be added to the WorkSource Georgia Mountains website. ([www.gmrc.ga.gov/workforcedevelopment.htm](http://www.gmrc.ga.gov/workforcedevelopment.htm))

## SECTION 3: PROPOSAL CONTENT

1. Cover Letter - That includes a statement that the firm understands the scope of the services sought and a statement guaranteeing the price for the term of the contract. This cover letter must be signed by an individual with the authority to bind the firm to the response presented.

2. Table of Contents

3. Software Specifications and Capabilities - In this section, respondent should explain its proposed approach to providing a participant tracking and communications system to meet our current needs.

4. Appendix A – Cost Sheet

Include a one-page cost sheet with the proposed costs for implementation, transfer of information to the state’s management information systems, training, licensing, ongoing support, etc.

5. Appendix B - Narrative

The response should include a short narrative (maximum five pages) outlining your qualifications, experience, approach, the timeline for implementation and training, and a description of the system/product. The description should include server requirements and any additional requirements necessary for implementation.

6. Appendix C - References

7. Please include any additional information not already requested that your firm considers essential to your response. If there is no additional information to include, state, “There is no additional information our firm wishes to present.”

### CONFLICT OF INTEREST

In connection with this RFP, each respondent shall ensure that no improper, unethical, or illegal relationships or conflicts of interest exist between or among the respondent, WorkSource Georgia Mountains, and any other party(ies) to this RFP. The respondent is responsible for disclosing at the point of response submission any such relationships. WorkSource Georgia Mountains reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not and to decide whether or not a respondent disqualification and/or cancellation of the contract shall result. Such disqualification and/or cancellation shall be at no fault or liability whatsoever to WorkSource Georgia Mountains or Georgia Mountains Regional Commission, GMWDB or Chief Elected Officials.

#### SECTION 4: EVALUATION AND SELECTION CRITERIA

The evaluation of each response to this RFP will be based on the respondent's overall expertise and track record in delivering the services in this RFP and proposed price. See a breakdown of selection criteria below.

The selection committee will review and score each proposal deemed responsible, place the responses in rank order, and present the results along with a recommendation to the appropriate committee of Georgia Mountains Workforce Development Board for review. A final decision will be made by the GMWDB or a designated committee of the GMWDB contingent on successful negotiations. Should GMWD be unable to negotiate a satisfactory contract with the most qualified bidder at a price GMWDB determines is fair, competitive and reasonable with respondent, negotiations will be formally canceled. GMWDB will undertake negotiations with the next most qualified respondent.

**CRITERIA FOR SELECTION:** The following criteria will be used to evaluate proposals. This is not intended to be a comprehensive list, nor is the arrangement of the criteria meant to imply an order of importance in the selection process.

<b>CRITERIA</b>	<b>WEIGHT FACTOR</b>
<b>Requirements</b> a) The response was received by the due date and time. b) The response was presented in the required format, all questions in the RFP answered, an original and the correct number of copies provided and a flash drive provided on which the response was saved. c) The response explains capability to interface with current software system	MANDATORY
<b>Cost Reasonableness-</b> The contractor's budget information reflects reasonable costs for the services as detailed in the Scope of Service.	40 Points
<b>Programs/Experience</b> a) Respondent describes qualifications and experience b) Respondent provides timeline for implementation and training c) Respondent provides description of system / product d) Respondent submitted record of past success with WIOA (or similar program)	60 Points
<b>Total Score</b>	100 Points

Contracts will be awarded as a result of this RFP only with the approval of the Georgia Mountains Workforce Development Board. Furthermore, WorkSource Georgia Mountains reserves the right to withdraw from negotiations at any time before a contract is executed

