



METRO SOUTH/WEST WORKFORCE BOARD

REQUEST FOR PROPOSALS: ONE-STOP CAREER CENTER OPERATOR SERVICES

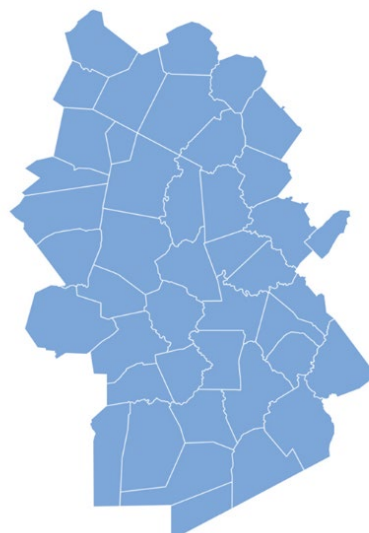
RFP#: 2021

Issued:	February 17th, 2021
Deadline for Questions:	February 24th, 2021
Proposals Due:	March 17th, 2021
Workforce Board Approval:	April 8th, 2021
Formal Award Notification:	April 12th, 2021
Target Start Date:	July 1 st , 2021

Contact: Greg Bunn, Executive Director
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gbunn@masshiremsw.com

Acton
Ashland
Bedford
Bellingham
Boxborough
Brookline
Canton
Carlisle
Concord
Dedham
Dover

Foxborough
Framingham
Franklin
Holliston
Hopkinton
Hudson
Lexington
Lincoln
Littleton
Marlborough
Maynard



Medfield
Medway
Millis
Natick
Needham
Newton
Norfolk
Norwood
Plainville
Sharon
Sherborn

Southborough
Stow
Sudbury
Walpole
Waltham
Wayland
Wellesley
Weston
Westwood
Wrentham

I. Board History and Mission Statement

The MassHire Metro South/West Workforce Board, herein referred to as the ‘The Board’, is the workforce board for the Metro South/West region of Massachusetts, certified by the Governor under the Workforce Innovation and Opportunity Act in 2014. The mission of the Board is to a) enable individuals and families to reach economic self-sufficiency through education and training for 21st Century jobs and (b) help companies develop a well-trained workforce so that they might survive and prosper.

Building on this mission, the Board carries out numerous functions including but not limited to: workforce research and regional labor market analysis, employer engagement, and coordination with education providers and convening stakeholders to support economic growth in the region. One of the primary responsibilities of the Board is to procure an operator(s) for the workforce area’s One-Stop Career Center system. The One-Stop Career Centers are the front lines for the delivery of workforce related services both to job seekers and employers, ensuring that the board is successful in carrying out its mission.

Previously known as *Partnerships for a Skilled Workforce*, the Board continues to recognize the value and importance of collaborative initiatives with other entities in the region. From educators, to community action programs, to chambers of commerce, to elected officials, the Board brings together leadership from critical stakeholders engaged in similar efforts to continually improve the opportunities for the labor force of the Metro South/West area and build a reliable talent pipeline for businesses to grow.

For the Board, diversity, inclusion, and equality are integral parts of not only carrying out our mission but are components of our culture and identity as well. These values guide the way we treat and perceive all differences. We strive to create an inclusive culture where all forms of diversity are seen as authentic value for our workforce system.

The Board is committed to securing a high-performing workforce drawn from all segments of American society. By developing a culture that encourages collaboration, flexibility, and fairness to enable individuals to contribute to their full potential, feel valued and supported, we can better deliver on the promise of economic opportunity and self-sufficiency.

This promise of a diverse and inclusive workforce enables the Board to be more responsive to the public we serve and better equipped in fulfilling the full scope of our responsibilities under WIOA. Achieving diversity and inclusion is also a collaborative effort. Together, we support a workplace that offers every individual the opportunity to attain professional goals and contribute to accomplishing the Board’s mission.

II. 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 is 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 MassHire Metro South/West Local Workforce Area comprises Acton, Ashland, Bedford, Bellingham, Boxborough, Brookline, Canton, Carlisle, Concord, Dedham, Dover, Foxborough, Framingham, Franklin, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Marlborough, Maynard, Medfield, Medway, Millis, Natick, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Sherborn, Southborough, Stow, Sudbury, Walpole, Waltham, Wayland, Wellesley, Weston, Westwood and Wrentham. The General Manager of the Town of Norwood serves as the Chief Elected Official (CEO) and has been granted WIOA designation by the Governor of Massachusetts. The CEO has appointed the MassHire Metro South/West Workforce Board to function as the Local Workforce Board for the area.

Incorporated as a 501(c)(3), the Board's 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 Board, pursuant to the WIOA, has been authorized by the Massachusetts Department of Career Services to conduct and manage the procurement of a One-Stop Operator for the local workforce area.

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(s) in a local area that provide 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 MassHire Framingham and MassHire Norwood Career Centers.

III. Purpose

One of the primary goals of WIOA is to enhance the level of services available through the One-Stop Career Center system by working to align resources in workforce, education, and economic development with regional, in-demand occupations. WIOA language emphasizes the necessity to coordinate these resources on a local level to better meet the needs of stakeholders. A key component of this goal is strengthening strategic partnerships that aid both job seekers and business in accessing high quality workforce, education, training, and supportive services. To accomplish this under WIOA, the One-Stop Career Centers are required to partner with a range of federally funded employment and training programs to promote the coordination of services on behalf of job seekers and businesses.

The One-Stop Operator will be integral in supporting the system and coordinating these services in alignment with both WIOA and the Commonwealth of Massachusetts State Plan. The mandated partners include:

MassHire Department of Career Services , including Title I Adult and Dislocated Workers, Wagner-Peyser, Trade Adjustment Assistance, and Jobs for Veterans State Grants
The WIOA Youth Program
WIOA Title III/TAA/Unemployment Assistance
The Massachusetts Department of Unemployment Assistance
Adult Learning and Literacy Programs
<ul style="list-style-type: none"> • Framingham Adult ESL Plus • Hudson-Maynard Adult Learning Center • Blue Hills Regional Adult Basic Education Center • Middlesex Community College Adult Learning Center
Massachusetts Rehabilitation Commission, Framingham Area Office
Massachusetts Commission for the Blind, Metro West Regional Office
Department of Transitional Assistance, Transitional Assistance Office, Framingham , including Temporary Assistance for Needy Families Regional Office and the Supplemental Nutrition Assistance Program
Job Corps, Shriver Job Corps Center
Senior Community Service Employment Program, Operation A.B.L.E. and Executive Office of Elder Affairs
Massachusetts Department of Correction

The Board is issuing this RFP to evaluate the qualifications of entities submitting proposals and to select an organization to serve as the region’s One-Stop Career Center Operator.

A. Role of the One-Stop Operator:

The One-Stop Operator (“the Operator”), in a consultant role, will play a critical role in improving the local workforce system’s efforts to coordinate its diverse partners to achieve the shared customer service delivery vision laid out in the WIOA State Plan and reach its ‘to be defined’ performance goals. Specifically, the Operator will:

- Convene up to four meetings per year of mandated partners to support the Memorandum of Understanding (MOU)¹ implementation. The Operator will develop meeting agendas, (in conjunction with MassHire Metro S/W Workforce Board staff), meeting activities, facilitate meetings, and provide meeting notes.
- The Operator, in conjunction with staff from the Board will develop an appropriate

¹ Under WIOA, each mandated partner is required to enter into a Memorandum of Understanding that outlines the service delivery and financial relationship for co-located partners, and service delivery coordination and “cost sharing” for non-co-located partners. MOUs are required to be in place by July 1, 2021.

- mechanism to semi-annually report on the progress and performance of the partnerships across the system to the Board.
- Support the Board in developing benchmarks to measure a baseline of “system performance”, e.g., customer service, system flow, etc. In future years, the expectation is that the Operator will make recommendations for continuous improvement based on this data.

IV. Funding

The Board intends to obligate no more than \$5,000 annually for this reimbursement-based contact. At its discretion, the Board may amend contracts based on performance and funding availability, and/or renew contracts for up to three consecutive contract periods (July 1 through June 30). Proposers must include the proportion of the rate that is staff time, versus other expenses, i.e., fringe, travel, indirect etc.

All agreements are subject to the availability of funds from the Metro South/West Local Workforce Area.

V. Resources

The Board 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 2018 to 2021 Local Strategic plan may be accessed directly at: <https://www.mass.gov/service-details/metro-south-west-local-plan-package>

In addition, the Local WIOA planning figures may be obtained in electronic format upon request via an e-mail directed to Greg Bunn at gbunn@masshiremsw.com

The Commonwealth of Massachusetts WIOA and One-Stop policies may be found at <http://www.mass.gov/massworkforce>. 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.doleta.gov/WIOA/>.

A copy of the WIOA regulations is available at:

<HTTPS://www.doleta.gov/WIOA/>

A Copy of the STATE Plan is available at:

<https://www.mass.gov/service-details/wioa-combined-state-plan-for-fy2017-fy2020>

VI. 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 three 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; and
- 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 Board and the One-Stop Operator shall specify the operator's role.

Any proposer with whom the Local Workforce Board executes a contract for the provision of the services described in this Request for Proposals shall be a subrecipient 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.

VII. Submission of Proposals

A. **Deadline**

Proposers must submit one solitary PDF document via e-mail (ccedrone@masshiremsw.com) or conventional mail to: MassHire Metro South/West Workforce Board, 420 Lakeside Ave, Suite 301 Marlborough MA 01752 Attention: Cindy Cedrone

All proposals must be received by 12:00 p.m. (Noon) by, MARCH 17th, 2021. Proposals received after this time and date will not be considered. Regardless of the reason, proposals received late will not be accepted and will be returned to the sender unopened.

The Board is not liable for any costs incurred by organizations prior to awarding the contract.

Data contained in the proposal and all documentation provided therein, become the property of the MassHire Metro South/West Workforce Board. The data and documentation contained therein will not become public information until a contract is approved and signed.

Proposers are encouraged to submit pertinent questions in writing by Feb 24th, 2021, to Cindy Cedrone by email at ccedrone@masshiremsw.com. Answers to any submitted questions will be answered and provided in written format to potential bidders on the Board's website www.masshiremsw.com no later than March 1st, 2021.

B. General Procurement Statements

- The MassHire Metro South/West Workforce Board 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 Cindy Cedrone by email at ccedrone@masshiremsw.com if the specifications or other proposal requirements are faulty, unnecessary, or inhibit competition. If the executive director of the Board 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 MassHire Metro South/West Workforce Board. The proposals will not be available for public viewing until after a contract with the Operator 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 MassHire Metro South/West Workforce Board to fund any proposals submitted before execution of a contract.
- MassHire Metro South/West Workforce Board 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 MassHire Metro South/West Workforce Board and Chief Elected Official. Further, MassHire Metro South/West Workforce Board reserves the right to withdraw from negotiations at any time before a contract is executed.

VIII. 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.

IX. Evaluation Criteria and Selection Process

The proposal criteria provide a guideline for proposers and reviewers; however, the final decision for contract award rests solely with the MassHire Metro South/West Workforce Board with the agreement of the CEO. The MassHire Metro South/West Workforce Board 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 will be reviewed by members of the Workforce Board Review Committee. This committee will consist of three Workforce Board members and two representatives of WIOA mandated partners with the appropriate expertise to conduct such proposal evaluations. Names of the members of the Review Committee will become public information.

The committee will look for demonstrated experience, capability, and description of proposed approach of each proposal. Responses will be evaluated using the following rating definitions:

Exemplary: All responses in the section are comprehensive and in a detailed manner that responds to the question in the RFP in support of a high performing career center operator.

Good: Responses in the section are in general terms that address the features of a high performing career center operator.

Weak: Responses in the section are in a limited manner with some gaps to what was asked and features of a high performing career center model.

Unacceptable: Questions in the RFP are not adequately addressed.

The rating scale (Maximum of 100 points) is as follows.

- Bidder eligibility (20)
- Understanding of the local workforce system and WIOA (5)
- Convening and facilitating diverse partners to an outcome (20)
- Shared customer engagement approach (15)
- Meeting development (10)
- Development of performance reports and outcomes for “partnerships” (15)
- Understanding of continuous improvement (5)
- Proposed hourly rate (10)

The top finalists will be invited to partake in a 30-60 minute interview with the Workforce Board Review Committee and given an opportunity to respond to follow-up questions by Committee members.

Upon conclusion of the review process, the Workforce Board Review Committee will develop a recommendation for the Board to review and select the Proposer during the Full Board meeting scheduled for April 8th, 2021. Upon approval, the Board will empower the Executive Committee to authorize the fiscal agent to assist the Board in entering into contract negotiations with the selected bidder, culminating in a contract.

A. Format of Proposal

- A single optimized PDF document
- Arranged in proper order
- Not to exceed ten (10) pages of narrative
- Formatted to 8.5 x 11 paper size using 12-point, Times New Roman font, 1” margins
- Text lines may be single-spaced
- All pages of narrative section must be numbered and contain the applicant name as the footer
- Quantify hours of service, and other crucial components of service delivery
- Any proposed collaboration must be supported by detail
- Be concise and avoid extraneous references and unnecessary detail

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.

Responsiveness: Proposers that fail to follow the requirements set forth in this document regarding minimum requirements and format may be considered non-responsive. The Board reserves the right to reject any or all proposals at their sole discretion.

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.

B. Order of Submission: The proposal must be submitted in the order outlined below:

- a. Proposal Cover Sheet – Attachment 1
- b. Proposal Narrative – Follow the order in the Narrative Requirements described in Part C. of this section.
- c. Hourly rate, and expenses included within the hourly rate calculation.
- d. Resumes of key staff who will be assigned to this project and their roles on the project.
- e. Three 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.
- f. One copy of the applicant's certificate to show they are in "good standing" with the Commonwealth of Massachusetts, or in the state currently operating in, to ensure that all tax liabilities have been met. The fastest and easiest way to obtain a MA Certificate is online through MassTax Connect at <https://mtc.dor.state.ma.us/mtc/>
- g. One Copy of the applicant's Certificate of Compliance with the Department of Unemployment Assistance. Instructions to obtain a certificate can be found at: <https://www.mass.gov/doc/request-a-certificate-of-compliance-in-ui-online/download>
- h. Statement of Assurances – Attachment 2

C. Narrative Requirements

Organizations with interest in providing the requested services should submit a proposal narrative of not more than ten pages that outlines the following information:

- Demonstrate your organization's eligibility to participate as a WIOA One-Stop Operator, as described in Section VI. Eligible Bidders. Please include your organization's incorporation status and where incorporated, along with that of any partners or subcontractors included in your proposal.
- The organization or entity's understanding and experience in workforce development, including the local system, and/or of WIOA.
- Overview of the organization or entity's previous experience facilitating large, diverse stakeholder groups to a common goal or outcome is expected. Specific examples are strongly encouraged. What is your approach in navigating and resolving challenging partnerships?
- Description of the organization or entity's expected approach to shared customer engagement and coordinating seamless delivery of services from multiple partners to the

same individual. This includes frequency and methods of communication; expected approach in case management, development, planning, and execution, etc.

- Overview of your organization or entity's experience in coordination and facilitation of effective meetings. Be sure to include development of associated documents and your understanding of relevant Open Meeting Law requirements.
- Demonstrate your organization's knowledge and understanding of performance measurement and accountability for public resources.
- Discuss your organization's approach and strategies in implementing Continuous Improvement.
- Other information or experience you deem relevant to this proposal.

Please note: Required attachments will not count against the narrative page total.

Questions on the RFP

Questions relating to the RFP are to be sent to Cindy Cedrone at ccedrone@masshiremsw.com with the subject line: "Question Relating to Metro S/W RFP" by Feb 24th, 2021. A consolidated electronic response to the questions will be posted and made publicly available at www.masshiremsw.com on March 1st, 2021.

Limitations

1. The Board 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 Board 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.
3. The Board reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary.
4. The Board, in conjunction with its fiscal agent, 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 workforce area.
5. The Board 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.
6. The Board 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.

7. The Board 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/Department of Career Services or other funding sources or due to legislative changes.
8. 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 Board for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
9. No employee, officer, member or agent of the Board 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.
10. 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.
11. 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.
12. 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 Board as a result of a proposer's failure to contract may be recovered from the proposer.
13. A contract with the selected proposer may be withheld, at the Board's 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 Board may withdraw award of a contract if the resolution is not satisfactory to the Board.

Attachment 1 -- Application Cover Sheet

Please note all proposals become the property of MassHire Metro South/West Workforce Board

Part A

Name of Lead Applicant Organization	
Federal Employer ID	
Address	
In the space provided, please describe your organization's mission	

Part B

Name	Title	Email Address	Phone number(s)
Primary Contact Person			
Authorized Signatory			
Fiscal Contact			

If this is a joint application with collaborating partners, please complete Part C. Please add additional rows if needed.

Part C

Name of Partner Organization	Address of Partner Organization	Primary Contact at Partner Organization	Primary Contact email and phone

Part D

Please provide three (3) business references.

Name and Title	Business Name	Business Address	Phone number

Attachment 2: Statement of Assurances

The undersigned party acknowledges and assures that (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:

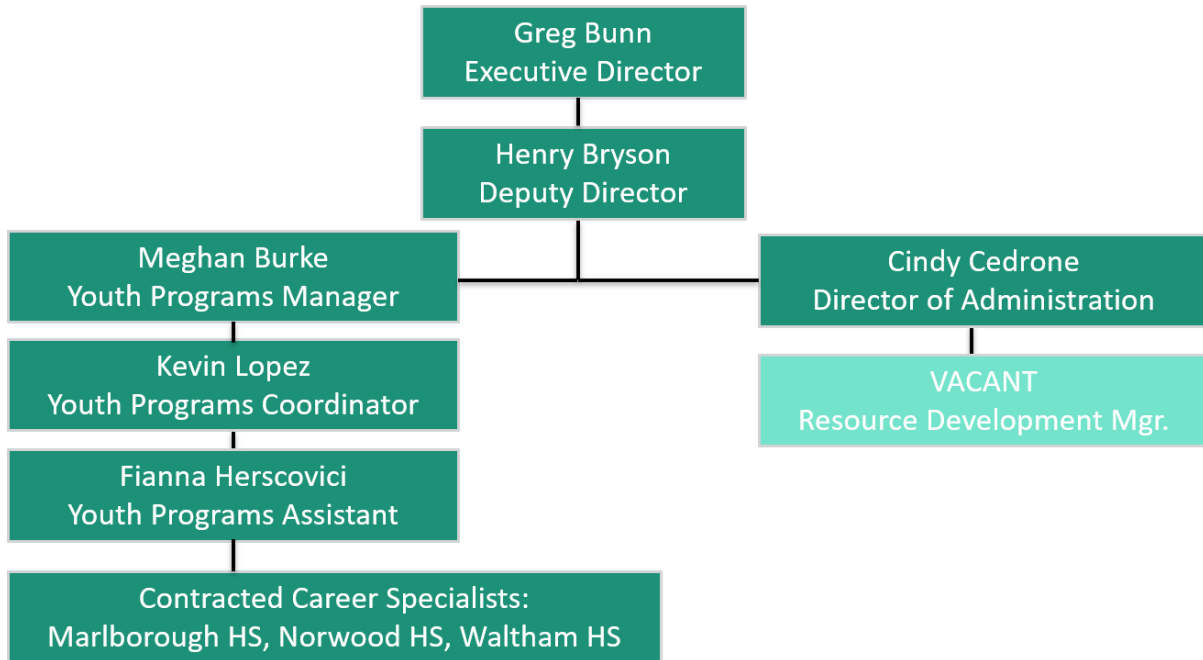
- WIOA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant 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

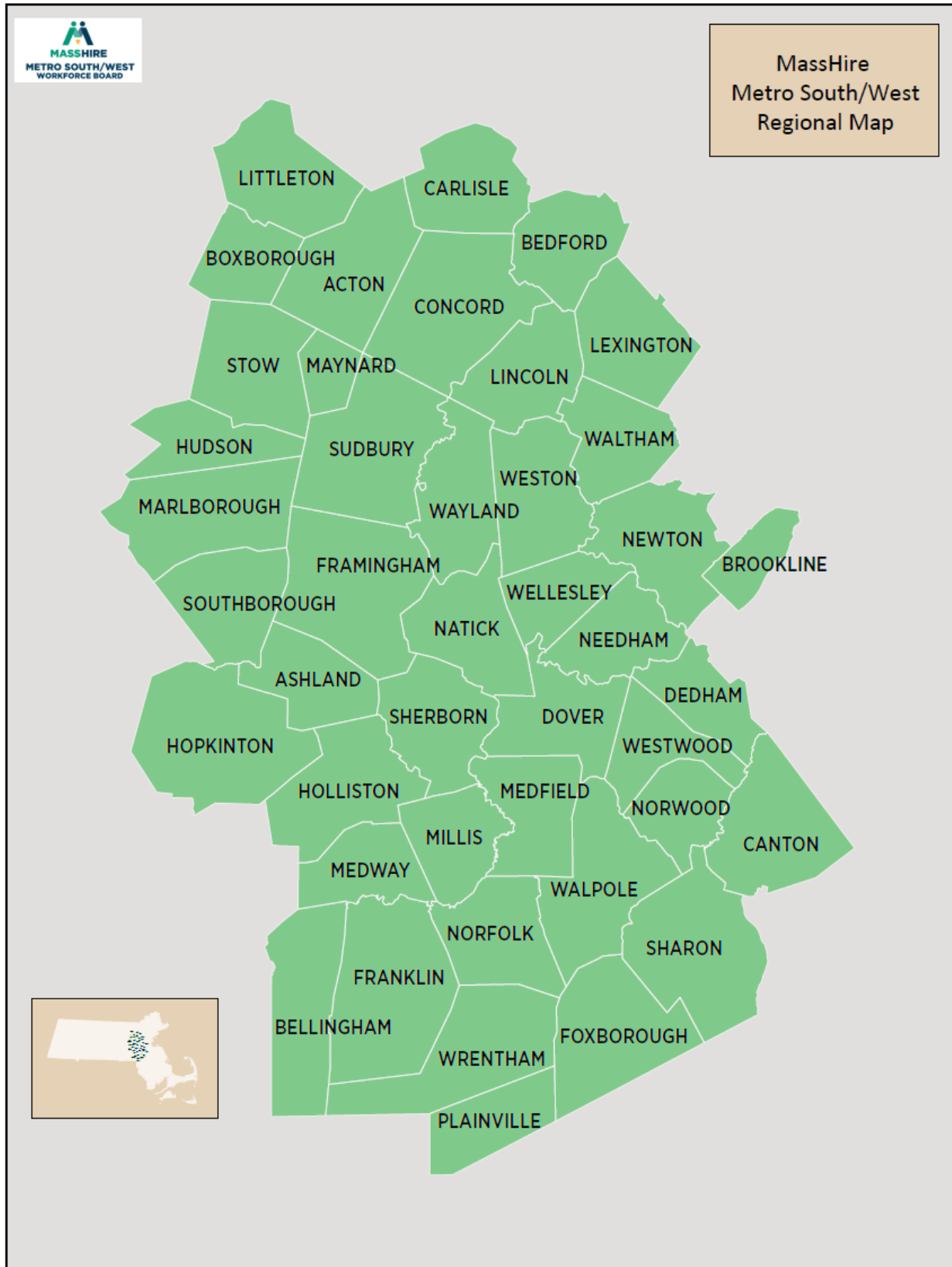
Signature

Date

Appendix 1: Metro South/West Workforce Board Organizational Chart



Appendix 2: Metro South/West Workforce Region Map



Appendix 3: 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 Career Center Operator/Service Provider:

- If the Local Board has made a determination of award to the dissatisfaction of a bidder, that bidder may appeal/protest to the Local Complaint Officer (LCO) within 10 business days of receipt of notification of non-award (provide name and address – if a Local Board staff is named as the LCO than an alternative non- Board member LCO must be named).
- The LCO must make a written determination within 20 business days of receipt of the appeal/protest.
- The LCO 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 LCO 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 LCO.
- If the LCO 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 LCO must inform the complainant in writing that the matter is considered resolved.
- The LCO may also choose to resolve the complaint by convening a local hearing. Only the designated local LCO or authorized back-up may preside at a local complaint hearing. If the LCO deems that a hearing is necessary the LCO 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 LCO 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 LCO 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 LCO to follow principles and

procedures that are designed to assure credible evidence that can be tested through cross-examination.

- The LCO must provide the complainant with a written determination. The LCO 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 LOCAL WORKFORCE BOARD COMPETITIVE SELECTION OF LOCAL 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 Local Board as Local One-Stop Operator/Service Provider may appeal that determination to the Local Board following local procurement requirements. If the local 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 of

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

**Director
Massachusetts Workforce Development Board
Charles F. Hurley Building
19 Staniford Street, 4th Floor
Boston, MA 02114**

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.