



CHEMUNG, SCHUYLER, STEUBEN WORKFORCE NY ONE STOP OPERATOR REQUEST FOR PROPOSAL (RFP)

Bidders Conference
May 10, 2024
1:30 pm – 3:00 pm

Covering the Period of July 1, 2024, through June 30, 2027

americanjobcenter

Creating pathways to better careers and economic growth

Equal Opportunity Program
Auxiliary aids and services available upon request to individuals with disabilities

BACKGROUND

Chemung Schuyler Steuben Workforce Development Board (CSS WDB) is a policy making board comprised of representatives from local businesses, labor organizations, educational providers, public agencies and other entities interested in workforce development issues.

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Chemung Schuyler Steuben Workforce New York (CSS WFNY), as fiscal agent, administers all Workforce Innovation & Opportunity Act (WIOA) funds, develops and implements policies regarding the allocation and spending of the region's WIOA funds for adults & dislocated workers, businesses, and youth.

BACKGROUND CON'T

- ▶ CSS WDB also places a priority on serving the business community by ensuring that there is a trained and ready workforce to meet the needs of the businesses in the region.
- ▶ Some key industry sectors identified as facing the greatest challenge are Agriculture, Business Support Services, Health Care, Information Technology, Manufacturing, Transportation, and Travel/Tourism. Strategic skills prioritized for development within our workforce include Basic Literacy (Math & Reading), Computer Skills, Customer Service, Entrepreneurial, and Work Ethic.

PY24 RFP TIMELINE

- ▶ 05/02/2024 Complete and release RFP, legal notices posted
- ▶ 05/08/2024 Bidders' Conference Invitation request to be received by 4:00 pm
- ▶ 05/10/2024 Bidders' Conference – 1:30 pm – 3:00 pm
- ▶ 05/17/2024 Question and Answer period ends at 12:00 pm
 - ▶ Final questions posted to the website by 4:00 pm
- ▶ 05/30/2024 Proposals due by 4:00 pm
- ▶ 06/27/2024 CSS Workforce Board Approval
- ▶ 06/27/2024 Final Award Notification, Contract Execution
- ▶ 07/01/2024 Program Begins

PY24 BUDGET

CSS WDB offers the following estimated contract award amounts for the respective periods:

- ▶ PY24 (07/01/2024 through 06/30/2025) estimate, negotiated, not to exceed \$365,000.
- ▶ PY25 (07/01/2025 through 06/30/2026) estimate, negotiated, not to exceed \$370,000.
- ▶ PY26 (07/01/2026 through 06/30/2027) estimate, negotiated, not to exceed \$375,000.

Actual contract amount will be based upon proposed budgets and available funds for the federal programs – reimbursement on a cost basis.

STAFFING

- ▶ 160 hours of staff time per week for a minimum of four full-time employees to be available to deliver services throughout the CSS WFNY Area, Chemung, Schuyler and Steuben counties.
- ▶ Staff will be available in Bath, Elmira, Hornell and Elmira NY Career Centers, and provide services remotely as needed.
- ▶ One full time system manager

SCOPE OF WORK – SYSTEM MANAGER

- Coordinate the service delivery of required One-Stop Partners and service providers in accordance with the established System MOU.
- Regularly communicate customer updates, issues, and opportunities with CSS WDB.
- Regularly communicate customer count and other data reports with CSS WDB.
- Document and report how the Partners identify, implement, and demonstrate continuous improvement of functional alignment / integrated service delivery initiatives.
- CSS WFNY Executive Director is the assigned Staff support.

SCOPE OF WORK FOR SERVICES

- CSS WDB is seeking a strategic, proactive operational partner to effectively provide services focusing on customer service and accountability, as well as innovatively responding to changing customer needs and fast-changing State and Federal regulations and guidance.
- Expected to establish a site management team at each Career Center.
- Develop and execute an operational plan to positively engage a diverse customer base and respond to challenging business climate changes.
- Working with customers to retain their employment through follow-up services.
- Design a service delivery system that actively seeks out alternate venues in search of innovative, effective, and efficient service delivery methods.

SCOPE OF WORK FOR SERVICES CON'T

- Meet State and Federal Performance Indicators.
- Establish the site management teams for each Career Center
- Work with site management team to design, implement, continuously improve the operational plan for each Career Center
- Demonstrate continuous improvement of work processes
- Regularly communicate with System Operator
- Ensure all system staff are trained on products and services of the System
- Work with CSS WFNY Business Services team in increasing awareness and utilization of the CSS WFNY Business Services
- CSS WFNY Deputy Director is the assigned Staff support.

SCOPE OF WORK CON'T

- Data and Performance Management
- The Operator is responsible for leading the site management teams to ensure quality control, accuracy, completeness, and timely input of customer information into the OSOS (One Stop Operating System) data system including all required fields and comment sections.
- The OSOS data is used by the State to monitor the federally defined performance indicators.
- The State reports are based on the OSOS system and thus the CSS WDB's monitoring and evaluation will be based on OSOS data.

INDICATORS OF PERFORMANCE

- Primary Indicator goals have not been determined and issued as of the date of this RFP issuance.
- CSS WDB expects that the System/Career Center Operator will successfully meet all issued Primary Indicator goals for the contract period.
- It is also expected that NYSDOL will determine and issue updated Customer Service Indicators and Goals.
- CSS WDB will negotiate these Measures with NYSDOL.

INDICATORS OF PERFORMANCE

Performance Measure	Program Group	WIOA
Entry into Unsubsidized Employment	Adults & Dislocated Workers	Measured in Q2 After Exit
Retention in Unsubsidized Employment	Adults & Dislocated Workers	Measured in Q4 After Exit
Earnings Change After Entry into Unsubsidized Employment (Average Earnings)	Adults & Dislocated Workers	Measured as Median Earnings in Q2 After Exit Only.
Credential Rate	Adults & Dislocated Workers	% of Participants who Obtain a Recognized Post-Secondary Credential or Diploma During Participation or within 1 Year After Program Exit
In Program Skills Gain	Adults & Dislocated Workers	% of Participants in Education leading to a Credential or Employment During Program Year, Achieving Measurable Gains. Measured in Real Time
Indicators of Effectiveness in Serving Employers	Employers	One or More Employer Measures to be Implemented Before Commencement of Year 2

CSS WFNY SUPPORT

- CSS WFNY will provide ongoing staff support and training in an effort to make the contactor successful.
- CSS WFNY will be securing additional support for targeted recruitments, match and refer, Job Fair events, through intern support in the administrative office.
- CSS WFNY will seek out additional partners with similar missions to increase the breadth of the Team working on meeting the needs of the Workforce Development Area.
- CSS WFNY will be supporting the outreach efforts through social media, as well as traditional media as funds allow.