



AWARD RECOMMENDATION

Date: June 13, 2017
RFP #17016 One Stop Operator for Lake County
Buyer: Susan Brines

Company Address: Job Center of Lake County Workforce Development
1 North Genesee Street, Waukegan, IL 60085

Contact: Jennifer Serino
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Department: Workforce Development
Department Contact: Jennifer Serino

DESCRIPTION OF PURCHASE: One Stop Operator for Lake County

BOARD APPROVAL	Yes, 6/13/2017			
ISSUE AWARD WITH A ONE-TIME PURCHASE ORDER	YES		NO	X
SEND AN AWARD LETTER	YES	X	NO	
INSURANCE CERTIFICATE RECEIVED	YES		NO	X

Bid's RECEIVED:

27 Registered Vendors (14 local; 13 non-local)
1 Responses Received (1 local; 0 non-local)
0 Submitted a 'no response'
26 Did not respond

INTENT:

Lake County requests proposals for a high-quality one-stop operator that are business-driven, customer-centered, integrated and tailored to meet the needs as established in the federal regulations drafted by the U.S. Department of Labor as it relates to the One-Stop Delivery System. The One-Stop Operator of the Lake County Job Center will coordinate and integrate services and referrals among program partners.

SCOPE OF WORK:

The One-Stop Operator, with assistance from the required program partners, will:

- Coordinate activities, programs and services at the Lake County Job Center between all One-Stop Partners and Services Providers.
- Coordinate and track partner agency referrals.
- Develop a reporting system(s) for the ongoing tracking of performance and referrals, with periodic reporting to the local LCWDB.

- Coordinate to maintain a Lake County Job Center website/web-page content, and integrity of partner information and linkages.
- Regularly convene the Lake County Job Center Partners to:
 - Work with partners to assess customer needs as part of the continuous improvement process for the One-Stop Center
 - Collect customer feedback and work with partners to address issues as part of the continuous improvement process for the One-Stop Center
 - Periodically review one-stop program(s) and center accessibility
 - Assure one-stop center materials are up-to-date and available for resource room staff and customers and maintain adequate inventories
 - Report and coordinate maintenance needs with center staff and property owner/manager
 - Assist partners responding to economic needs of the local area as specified in the local and regional plans, as well as report outcome to the local LCWDB
 - Assist partners in identifying to recruit and match businesses with the skilled workers
- Report activities and outcomes to the local LCWDB

The One-Stop Operator will be responsible for the on-going coordination of the Local One-Stop System and related center(s). The OSO will be responsible for the on-going development of the Lake County delivery system and center(s).

The One-Stop system shall include, but not limited to:

- Providing access to initial and basic career services
- Training services
- Employment and training activities
- Programs and activities carried out by all WIOA one-stop partners
- Data, information, and analysis for the local labor market
- Initial, basic job search, placement, recruitment and employment activities

The One-Stop Operator must provide the services described in this scope of work to the following customers, as appropriate and within funding/eligibility guidelines:

- Employers seeking labor market information, labor exchange services (i.e., posting of job orders, receiving qualified referrals, etc.), specialized training arrangements for current or prospective workers, etc.;
- The general public seeking Job Search Services;
- Individuals who meet the requirements for WIOA registration and are included in the priority of service categories, who are enrolled in and provided Individualized Career Services and, in some cases, provided Training Services;
- Individuals seeking specialized services such as veterans, ex-offenders, substance abusers, non-high school/GED graduates, individuals with multiple barriers to employment (including older individuals, people with limited English-speaking ability and people with disabilities), individuals impacted by foreign trade who may be eligible for Trade Readjustment Assistance (TRA), NAFTA, etc.;
- Former WIOA enrollees to whom follow-up services are to be provided;
- Individuals receiving TANF that are subject to work requirements that have been referred by partner agencies;
- Non-custodial parents of the children supported by public assistance.

An OSO may **not** perform the following functions:

- Convene system stakeholders to assist in the development of the local plan;
- Prepare and submit local plans;
- Be responsible for oversight of itself;
- Manage or significantly participate in the competitive selection process for one-stop operators;
- Select or terminate one-stop operators, career services, and youth providers;
- Negotiate local performance accountability measures; and
- Develop and submit budget for activities of the LCWDB in the local area.

DEPARTMENT RECOMMENDATION:

Thomas P. Miller and Associates (TPMA) was contracted by Lake County, Local Workforce Development Area 1 (LWA 1), located in northeast Illinois, to lead the procurement process for selecting a One-Stop Operator in LWA 1. TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 27 years of experience in workforce development activities including providing assistance to workforce boards in strategic planning exercises. As the contracted entity to lead this procurement process, TPMA served as a separate and independent outside entity to conduct the competition for the One-Stop Operator. TPMA review and evaluated the submitted proposal and determined that the proposal submitted by the Job Center of Lake County Workforce Development met all the evaluation criteria and was a valid response to the RFP. Based on its evaluation, TPMA submitted a selection recommendation to award the One Stop Operator contract to the Job Center of Lake County Workforce Development.