WIOA One-Stop Operator and Direct Service Provider BIDDERS CONFERENCE

January 28, 2020
Agenda

- Welcome
- Introductions
- Brief overview of Northern Kentucky WIB / WDA
- Procurement timeline and submission instructions
- Overview of Services requested by RFP
- Questions and wrap-up

Note: questions/answers from today’s Bidders Conference will be posted on www.nkcareercenter.org

Additional questions from prospective bidders may be submitted to operatordirectservicesrfp@nkadd.org at any time before 4:30 EST on February 25, 2020.
Introductions:
Name, job title, organization
Overview of Northern Kentucky Workforce Development Area
About Northern Kentucky...

- Local Workforce Development Area (LWDA) serves the eight northern counties of KY
- Over **420,000** residents in the NKY workforce development area
- Also part of the Greater Cincinnati Metropolitan Area, with over **2.1 million residents**
Northern Kentucky’s Workforce Development Area

- Kentucky Career Centers (Northern KY)
  - Covington (Comprehensive Center)
  - Florence (Affiliate Center)
  - CVG International Airport
  - Carrollton (serving Carroll and Gallatin counties)
  - Williamstown (serving Grant, Owen, and Pendleton counties)

- Over 23,140 visitors at one or more of the above locations during FY2019

- 13 partnering organizations in the local MOU; seven onsite partners at the KCC employing approximately 65 team members

- The first High-Impact Workforce Investment Board in KY

- Digital/online/automated services available via local, state, and national websites and user interfaces

- Widely recognized for best practices and innovation (local, state, and Nat'l levels)

- FY 2019 Key Performance Indicators (KPIs) were included in the RFP
**NKWIB FISCAL AGENT / BOARD SUPPORT STAFF**

**Local Elected Officials (LEOs) - WIOA Grant recipient**

**Subgrant Recipient/Workforce Investment Board/Board Support Staff**

**WIB Director Tara Johnson-Noem**
Leadership and support of WIB, supervision of Board support staff, community leadership/representation, oversight of procurement, oversight of contract providers, WIOA Directors representation, Lead Staff for WIB Executive, Membership and Board Operating Committees.

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**Data Specialist**
Compile, analyze and share relevant, useful, and informative Key Performance Indicators with WIB and community partners - tracks and compares performance regularly for presentation and review, oversees technical aspect of meetings—compiles data for various community partners for grant preparation.

**Outreach and Development Specialist**
Generate new funding sources, support KCC Investment Campaign, meets with potential donors—develops and implements comprehensive resource development Plan/s, participates in outreach committee and activities, generate 3 non-WIOA funding sources annually, Acts as lead media staff.

**Fiscal Specialist**
Fiscal compliance and contract monitoring of direct service provider/s, invoices, billing, compliance tracking, budget preparation, and reporting—provides information and technical assistance for audits, and processes contract amendments.

**Program Director**
Provide monitoring, training, and guidance of to the One-Stop Operator and WIOA Direct Services Provider (A/DW/Trade/Business Services), Lead staff for WIB’s Business Services Committee and Regional Business Services Team, Manage local MOU, Review/approve WIOA training services (A/DW/Trade), Master Lease agreements, convene regional workforce partners, sector strategies.

**Project Manager**
KEE-Suite Office Manager creates/plans/implements programming, regulation and contract oversight and monitoring, Program/Youth Committee and Youth Response Team lead staff—Youth eligibility and training approval—develops/updates Youth Policy and Procedure Manual—provides technical assistance/training to subcontractor staff—development of program tools and components—track youth expenditures.
Overview of Services Requested under the RFP

One-Stop Operator

Direct Services Provider
### Key Functions

<table>
<thead>
<tr>
<th>Operator</th>
<th>Talent Development (A/DW/Trade)</th>
<th>Youth/Young Adult Services</th>
<th>Business Services</th>
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<tbody>
<tr>
<td>• First impressions/ Customer Service</td>
<td>• Career Planning and Talent Development Team, specialized in the following sectors:</td>
<td>• Career Planning and Talent Development targeting eligible individuals ages 16 - 24</td>
<td>• Services to Employers, targeting the following sectors:</td>
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<tr>
<td>• Communication and Service Coordination</td>
<td>• Advanced Manufacturing</td>
<td>• Outreach</td>
<td>• Advanced Manufacturing</td>
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<td>• Career Center Outreach</td>
<td>• Construction and Trades</td>
<td>• Labor Market Intelligence (LMI)</td>
<td>• Construction and Trades</td>
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<td>• Safety/ Security/ Wellness</td>
<td>• Healthcare</td>
<td>• Internships (paid and unpaid)</td>
<td>• Healthcare</td>
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<td>• Partner Collaboration</td>
<td>• IT/ Business/ Finance</td>
<td>• Educational Enhancement</td>
<td>• IT/Business/ Finance</td>
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<td>• Performance</td>
<td>• Transportation/ Distribution/ Logistics</td>
<td>• Supportive Services</td>
<td>• Transportation/ Distribution/ Logistics (incl. Supply Chain)</td>
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<td>• Continuous Quality Improvement</td>
<td>• Job/ Career Coaching</td>
<td>• Fourteen youth elements as required in WIOA</td>
<td>• CVG Airport- Career Center</td>
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<td>• Infrastructure Funding Agreement (IFA) management</td>
<td>• Case Management</td>
<td>• Training</td>
<td>• BSR Generalists (Rural Counties)</td>
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<tr>
<td>• Innovation Center</td>
<td>• Labor Market Intelligence (LMI)</td>
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<td>• Rapid Response services</td>
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RFP Service Delivery Locations

- **Kentucky Career Centers (Required Physical Sites):**
  - Covington (Kenton County)* (Certified Comprehensive Center; also serving Campbell County)
  - Florence (Boone County)* (Certified Affiliate Center)
  - Cincinnati/ Northern KY International Airport*

- **Additional service areas:**
  - Rural counties** (serving Carroll, Gallatin, Grant, Owen, and Pendleton counties)
  - Public Libraries**
  - Virtual centers/ services

*Must* have full-time onsite presence at this location for Operator/ Direct Services staff; lease/sub-lease agreements will be required. Square footage costs listed in RFP.

**May** have full-time, part-time, or by-appointment services
The NKWIB expects the following from the RFP process:

- A relationship with ONE vendor who is responsible for overseeing the One-Stop Operator and Direct Services functions
  - Structure does not preclude sub-contracts. However, the Bidder will ultimately be responsible for meeting the RFP deliverables as well as WIOA performance measures and/or other performance criteria outlined by the NKWIB.
- NKWIB (NKADD) Board Support Staff to conduct a technical/ quantitative/ compliance review of proposals
- Compliance with all relevant state and federal guidelines
- Fiscal integrity and responsible utilization of resources
RFP timeline

- **RFP Release**: January 21, 2020 - Nationally, regionally, and locally.
- **Proposals Due**: February 26, 2020.
- **Staff Compliance Review of Proposals**: February 27 — March 6, 2020.
- **NKWIB Program & Youth Committee receives compliance-reviewed RFP packets**: March 31, 2020
- **NKWIB Program & Youth Committee Funding Recommendations**: April 14, 2020.
- **WIB Approval of Contract***: May 12, 2020.
- **Contract Implementation**: July 1, 2020.

* Subject to Board review and approval along with approval of the Local Elected Officials (LEOs)
Questions?

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