

**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](http://www.nkcareercenter.org)

Additional questions from prospective bidders may be submitted to [operatordirectservicesrfp@nkadd.org](mailto:operatordirectservicesrfp@nkadd.org) at any time before 4:30 EST on February 25,2020.

# Introductions: Name, job title, organization

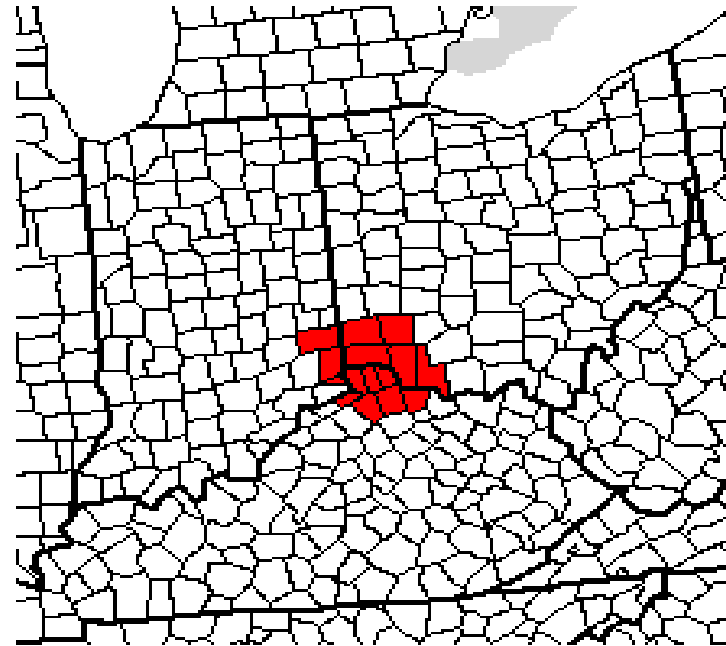
# Overview of Northern Kentucky Workforce Development Area

# 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 KY Workforce Development Area



Greater Cincinnati Metropolitan Area

# 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.

**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



# ONE-STOP OPERATOR / WIOA DIRECT SERVICES

## Key Functions

### Operator

- First impressions/ Customer Service
- Communication and Service Coordination
- Career Center Outreach
- Safety/ Security/ Wellness
- Partner Collaboration
- Performance
- Continuous Quality Improvement
- Infrastructure Funding Agreement (IFA) management
- Innovation Center

### Talent Development (A/DW/Trade)

- Career Planning and Talent Development Team, specialized in the following sectors:
  - Advanced Manufacturing
  - Construction and Trades
  - Healthcare
  - IT/ Business/ Finance
  - Transportation/ Distribution/ Logistics
- Job/ Career Coaching
- Case Management
- Labor Market Intelligence (LMI)
- Training Services requests and completion of ITAs
- Outreach

### Youth/Young Adult Services

- Career Planning and Talent Development targeting eligible individuals ages 16 - 24
- Outreach
- Labor Market Intelligence (LMI)
- Internships (paid and unpaid)
- Educational Enhancement
- Supportive Services
- Fourteen youth elements as required in WIOA
- Training

### Business Services

- Services to Employers, targeting the following sectors:
  - Advanced Manufacturing
  - Construction and Trades
  - Healthcare
  - IT/Business/ Finance
  - Transportation/ Distribution/ Logistics (incl. Supply Chain)
- CVG Airport- Career Center
- BSR Generalists (Rural Counties)
- Rapid Response services

# 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
- ▶ Continued excellence in program/WIOA performance, collaboration/ partnerships, best practices, workforce innovations, customer satisfaction, Board key performance indicators, federal and state performance, and regional economic impact.
- ▶ 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.
- **Bidder's Conference:** January 28, 2020.
- **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?

**Note:** questions/answers from today's Bidders Conference will be posted on [www.nkcareercenter.org](http://www.nkcareercenter.org)

Questions from prospective bidders may be submitted to [operatordirectservicesrfp@nkadd.org](mailto:operatordirectservicesrfp@nkadd.org) at any time before 4:30 EST on February 25, 2020.

# Thank you for attending today's Bidders Conference.

**Note:** questions/answers from today's Bidders Conference will be posted on  
[www.nkcareercenter.org](http://www.nkcareercenter.org)

Questions from prospective bidders may be submitted to  
[operatordirectservicesrfp@nkadd.org](mailto:operatordirectservicesrfp@nkadd.org) at any time before 4:30 EST on February 25, 2020.