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# REQUEST FOR PROPOSAL: WIOA Integrated Data Systems Report

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National Association of State Workforce Agencies

National Association of Workforce Boards

**Circulation Date**

December 18, 2017

**Proposal Submission Date**

January 10th, 2018; 5:00 PM EDT

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## **I. PURPOSE**

The National Association of State Workforce Agencies (NASWA) and the National Association of Workforce Boards (NAWB) is releasing this RFP to acquire services related to the Workforce Innovation and Opportunity Act.

The United States Department of Labor's (USDOL) Employment and Training Administration (ETA) entered into a Cooperative Agreement with the NASWA's Center for Employment Security Education and Research (CESER) to provide technical assistance from Intergovernmental Organizations (IGOs) regarding the implementation of the Workforce Innovation and Opportunity Act (WIOA).

WIOA requires state and local boards to align technology and data systems across all core programs. The technology changes and upgrades envisioned by WIOA are challenging due to a variety of factors. Chief among them are constrained budgets, the high costs of IT projects, and the fast implementation timetable. NASWA and NAWB initially conducted a nation-wide survey to learn about the workforce information technology systems at the state and local level. Following this national survey, and based on key findings from it, NASWA and NAWB developed an approach for researching and better understanding how technology was deployed within state agencies, workforce boards, and American Job Centers and conducted five site visits over the last year to learn more about such systems.

The selected vendor would produce a final publication that would use WIOA as the framework to distill the main points from the 5 site visit case studies. The selected vendor will synthesize the survey, survey report and the 5 state-specific case studies into a comprehensive nationally-oriented report that we would jointly publish (NASWA/NAWB).

## **II. BACKGROUND**

Under the new Workforce Innovation and Opportunity Act (WIOA), Workforce Boards, State Agencies, and their representatives – including the National Association of State Workforce Agencies (NASWA) and the National Association of Workforce Boards (NAWB) – have undertaken a project to study and explore how emerging data driven information technologies can help align workforce program processes within the parameters of WIOA mandated reforms. Geared towards assessing the current state of workforce data systems and processes, the project's overall goals are to:

- Analyze the data innovation challenges and successes workforce agencies and boards are experiencing while trying to meet WIOA mandates;
- Identify workforce agencies and boards sharing similar successes and challenges;
- Facilitate sharing and collaboration between NASWA and NAWB members on best innovation practices; and
- Develop a body of knowledge and resources to which state and local entities can turn if they need extra help.

During Phase 1-3 of the project we collected and analyzed baseline data on all 50 state and local workforce data systems, gaining initial insight into the overarching trends that effect the ability of workforce agencies and boards to implement WIOA mandated reforms. We are now in Phase 4 of the project. In this phase, we are collecting additional in-depth information on board capacities, data strategies and policies, and workforce data system components and tools to determine the best courses of action for support of WIOA implementation. To that end, we have visited state agency and local board partners in multiple states to conduct deep dives into workforce issues affecting the implementation of WIOA. The final visits have recently been completed and we are finalizing the state and local reports.

### III. SCOPE OF WORK

The following scope describes that work that will be completed by the selected vendor:

- Evaluate documented survey, survey report, and (5) case studies.
- Conduct executive level interviews with key NASWA and NAWB staff, as appropriate.
- Synthesize survey, survey report, and (5) case studies.
- Produce written report and executive summary that summarizes survey, survey report, and (5) case studies in the context of WIOA implementation efforts nationwide.
- Produce infographics that summarize key capacities, data strategies, policies, and workforce system components and tools.
- Provide written recommendations based on findings from the survey, survey report, and (5) case studies.
- Deliver presentation level slide-deck for NASWA/NAWB teams to deliver to policy makers, NASWA/NAWB members, and other key stakeholders.

### IV. PROPOSAL FORMAT AND TIMELINE

#### A. Format

Proposals shall be received on or before the proposal deadline of January 10, 2018, at 5:00 PM Eastern. **Late proposals will not be accepted.** It is the responsibility of Bidder to ensure that its proposal is received by NASWA/NAWB, on or before this deadline.

All proposals must also be submitted electronically to [cterrell@naswa.org](mailto:cterrell@naswa.org)

## B. Timeline

The following RFP Schedule of Events represents NASWA's best estimate for this RFP.

<b>EVENT</b>	<b>TIME (EST)</b>	<b>DATE</b> (all dates are state business days)
1. RFP Issued	5:00 p.m.	12/18/2017
2. Written "Questions & Comments" Deadline	5:00 p.m.	12/20/2017
3. Response to Written "Questions & Comments"		12/22/2017
4. Proposal Deadline	5:00 p.m.	1/10/2018
5. Vendor Oral Presentations (optional)		Week of 1/15/2018
6. Completion of RFP Evaluations		1/17/2018
7. Contractor Contract Signature Deadline		01/20/2018
8. Final Report Due		3/23/2018

NASWA/NAWB reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary.

## C. Guidelines for Questions and Comments

All questions pertaining to this RFP must be submitted in writing via e-mail to [cterrell@naswa.org](mailto:cterrell@naswa.org) by 5:00 PM EST on December 20, 2017. Questions submitted after this date and time will not be considered. The consolidated questions and answers will be posted at [www.naswa.org](http://www.naswa.org). Only answers transmitted in this manner will be considered official and valid.

## V. PROPOSAL AND CONTRACTUAL REQUIREMENTS

This section outlines specific information required in your response and will be used by NASWA and NAWB as a basis for Contractor selection, and form part of the contractual requirements with the Contractor. Please provide proof where applicable. A bidder's failure to clearly trace RFP requirements to bid responses could adversely affect their scoring.

## **A. Vendor Information**

Proposals must have a cover page that includes:

Name of Prospective Vendor  
Project Title  
Contact Person  
Address  
Telephone, Fax Number, and E-Mail Address

## **B. References**

Provide at least three (3) references that match the scope of work outlined in this solicitation for projects that were completed successfully. NASWA/NAWB also reserves the right to call references as needed.

## **C. Financials**

Be able to provide a copy of the last certified, audited financial statements for your company. NASWA/NAWB reserves the right to request and review financials as needed.

## **D. Project Roles and Responsibilities**

### **Contractor**

- Contractor may acquire specialized expertise through the use of subcontract agreements.
- Subcontracts should be identified in the proposal where possible. NASWA/NAWB must approve, in writing, any additional subcontractors added during the Agreement term that were not included in the original proposal.
- Contractor staff and subcontractors shall be available and work during hours compatible with NASWA/NAWB normal business hours, which are typically 8:00 AM to 5:00 PM EST time, Monday through Friday, with the exception of Federally approved holidays.

## **E. Key Personnel**

Please provide NASWA/NAWB with a listing and Bios of personnel that you intend to support this project. NASWA/NAWB reserve the right to determine if any conflicts exist.

## **F. Project Management**

### **1. Project Manager**

Contractor will assign a Project Manager who will fulfill the normal responsibilities of a project manager. Contractor Project Manager will also:

- Serve as the Contractor's single point of contact to NASWA/NAWB for the project.
- Be engaged throughout the duration of the project.
- Not be a subcontractor but must be an employee of the primary contractor.
- Be asked to make presentations or assist NASWA/NAWB in the creation and delivery of presentations.
- Present the project overview to select NASWA/NAWB approved committees.

NASWA/NAWB shall each assign a Project Manager who shall fulfill the normal responsibilities of a project manager. NASWA/NAWB project manager shall also serve as a single point of contact to the Contractor. NASWA/NAWB project manager shall be engaged throughout the duration of the project.

## **2. Project Management Plan (PMP)**

Contractor shall develop a Project Management Plan to be approved by NASWA/NAWB that provides a project work breakdown, work assignments, and work schedule. Contractor shall update the Project Management Plan as necessary and deliver it to NASWA/NAWB for approval at least monthly throughout the duration of the project.

The PM shall ensure that adequate planning and resource allocation occurs to support to this project. The Contractor must work with the NASWA/NAWB Project Manager to develop and finalize a detailed, comprehensive project management plan.

The PM shall include plans for project meetings, communications, issue and risk management, reporting and billing. The PM shall also include a detailed project schedule identifying key tasks and sub-tasks, associated milestones and deliverables. All resources, including any sub-contractors.

## **3. Project Status Reporting**

Contractor shall hold weekly project status meetings with NASWA/NAWB throughout the duration of the project, unless another frequency is mutually agreed upon by both parties. The Contractor's project manager shall deliver a meeting agenda to the all stakeholders at least one business day prior to the status meeting. The Contractor's project manager shall deliver a meeting recap to the all stakeholders no more than one business day after the status meeting. Required attendees include the NASWA/NAWB Project Manager, NASWA/NAWB Technical Lead, Contractor Project Manager, and Contractor Technical Lead. Other team members, from Contractor or NASWA/NAWB may be requested to attend as needed.

The Contractor's Project Manager may be asked to create and make presentations on specific issues at these meetings.

The Contractor's Project Manager is required to provide weekly status reports to all NASWA/NAWB project stakeholders. This report can be combined with the weekly project status meeting recap and shall include but is not limited to:

- Current reporting period accomplishments
- Next reporting period planned activities
- Project's actual cost-to-date versus budgeted cost-to-date

- Project’s current schedule versus baseline schedule
- Project action items closed, open, and new
- Project impediments closed, open, and new
- Project issues closed, open, and new

**4. Communication Plan**

Contractor shall develop a Communication Plan to be approved by NASWA/NAWB that provides, at minimum, the plan’s purpose, communication goals and objectives, communications roles, communication tools and methods, high level project communication messages, escalation procedures, and an action plan that dictates who is informed of what and when. Contractor shall update the Communication Plan as necessary and deliver it to NASWA/NAWB for approval within one business day after making changes to the plan.

**5. Lessons Learned**

The Contractor will conduct at least one session with the NASWA/NAWB project team to review what was learned during the project.

The purpose of this session is to review and document all new and unexpected findings relating to the business processes, database issues, technical design, application development, and implementation activities. Everyone will freely discuss the good and bad aspects of the project so that good practices are repeated and bad practices are eliminated.

**VII. PROPOSAL SCORING AND SELECTION**

**A. Proposal Rating Criteria & Evaluation**

Proposals will be evaluated as described in this section. Proposals that do not meet the minimum eligibility criteria will be automatically disqualified and will not be scored. The criteria and the level of importance associated with each is listed below:

Scoring Criteria
<b>Solution</b>
<b>Key Staff: Maximum 10 points/100 points</b>
<b>Past Experience and References: Maximum 20 points/100 points</b>
<b>Proposed Tools and Products: Maximum 60 points/ 100 points</b>

<b>Timeline to phase completions: Maximum 5 points/ 100 points</b>
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<b>Overall Cost: Maximum 5 points/ 100 points</b>
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## **B. Proposal Evaluation**

An Evaluation Committee will judge the merit of proposals timely received in accordance with established evaluation criteria set and process.

## **C. Evaluation Process**

NASWA/NAWB will undertake an intensive, thorough, complete and fair evaluation process. All Bidders shall be afforded fair and equal treatment throughout the evaluation process.

### **1. Basis for Award**

The purpose of this RFP is to solicit proposals for the goods/services specified herein. The requirements stated within this RFP represent the minimum performance requirements necessary for response as well as desired elements of performance.

### **2. Clarifications/Discussions**

NASWA/NAWB may conduct discussions with selected Bidders for the purpose of promoting understanding of NASWA/NAWB requirements and Bidder's proposal, clarifying requirements, and making adjustments in services to be performed and in prices and or rates. Bidders engaged in such discussions may be sent a list of questions and will be given a specified number of days in which to formulate and submit written responses to the questions and provide any related revisions to their initial proposals.

The nature of the questions will be, generally, clarifying in nature and will permit related revisions to proposals.

### **3. Best and Final Offers ("BAFO")**

Adjustments may also be allowed in conjunction with clarifications, discussions, presentations and or demonstrations, but only to the extent such revisions are consistent with the proposal requirements.

These revisions will be considered as best and final offers. Such adjustments shall be submitted in writing.

### **4. Final Evaluations**

After completion of clarifications, presentations, and BAFOs, as may be required, the Evaluation Committee will re-consider the initial proposal ratings and may make any adjustments they believe to be warranted as a result of the additional information obtained.



## **5. Adequacy and Completeness of Response**

In general, all aspects of a proposal will be evaluated based on its adequacy and completeness with regard to the information requested in the RFP and its appendices; i.e., compliance with terms, conditions and other provisions contained in the RFP, as well as Bidder's ability to read and follow instructions. Failure of Bidder to provide the information required in this RFP in the format requested may result in disqualification of the proposal.

This responsibility belongs to Bidders.

## **6. Contract Review**

NASWA/NAWB will review the proposal to ensure Bidder has not taken any exceptions which may be deemed unacceptable or exceptions to stated requirements which may be deemed unacceptable in meeting the RFP requirements. Any exceptions taken could result in elimination of Bidder's proposal from further consideration, or result in delay or failure to execute a contract, whereby NASWA/NAWB could terminate the award and commence negotiations with another Bidder.

## **7. Award and Notification**

### **1. Award Recommendation**

Upon completion of the evaluation process, the Evaluation Committee will formulate a recommendation as to which proposal(s) is/are determined to be most advantageous to the NASWA/NAWB teams within available resources.

### **2. Notice of Intent to Award**

The awarded Bidder(s) will be contacted by NASWA/NAWB to complete post-award requirements.

## **Appendix:**

WIOA Workforce Technology Data Systems Report:

<http://naswa.org/assets/utilities/serve.cfm?gid=A019FB02-0C93-4244-BFAC-ADFFA34FC23C>