

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS
Request for Information 2023-08
NH Works System One Stop Operator**

I. General Information

A. Overview

The Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) on behalf of the State Workforce Innovation Board (SWIB) is issuing this Request for Information (RFI) inviting vendors to submit their capabilities, vision and interests in the NH Works System One Stop Operator. These submissions will be referred to in this document as Vendor Information Packages.

The SWIB is mandated through the Workforce Innovation and Opportunity Act (WIOA) of 2014. The SWIB evaluates the state workforce system. The SWIB is appointed by the Governor and is comprised of representatives from state businesses, state and local agencies, organized labor, and educational institutions. The SWIB works to identify the changing needs among employers and workers in the State of New Hampshire and develops a strategic consensus among community leaders to align training programs to meet the needs of local employers in a manner that keeps New Hampshire at the forefront of industry and technology.

The SWIB recognizes that the future of New Hampshire’s workforce relies on coordinated planning among all of our state’s decision-makers. Accordingly, we strive to strengthen our partnerships to increase both our efficiency and the prosperity of our state’s current and future workers. No one expert or organization can solve the complex workforce and economic issues facing our region. However, by working together, partners in our state are making meaningful progress. Effective partnerships will play an increasingly important role in the state’s success, because New Hampshire’s most valuable assets are its dynamic workforce.

The SWIB has appointed the NH Works Consortium as the operator of the NH Works American Job Centers also known as the NH Works Centers.

B. Schedule

The following table provides a Schedule of Events for this RFI through submission. The Agency reserves the right to amend this Schedule at its sole discretion and at any time through a published Addendum.

EVENT	DATE	LOCAL TIME
RFI Issued	January 3, 2023	9:00 AM
RFI Inquiry Period Ends	January 15, 2023	4:00 PM
Final Agency Responses to RFI Inquiries	January 22, 2022	4:00 PM
Submission of Vendor Information Packages	February 9, 2023	4:00 PM

C. Objective

The purpose of this RFI is to solicit information about vendors capabilities and perspective on the NH One Stop Operator whose responsibility is to coordinate the One-Stop partner programs. The programs at the NH Works Offices are delivered by subrecipient(s) or state agencies.

A variety of programs and funding streams are co-located delivering services through the twelve NH Works Offices located throughout the state. These include:

- WIOA Title I Adult, Dislocated Worker and Youth programs
- Wagner-Peyser Employment Services ~ National Labor Exchange
- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- Welfare Programs

WIOA also includes the following workforce programs as One-Stop Partners which may or may not be co-located at the NH Works Offices:

- Family Literacy and Adult Education Act
- Vocational Rehabilitation
- Career and Technical Education (Perkins Act)
- Community Services Block Grant
- Second Chance Act programs (reintegration of ex-offenders)
- Senior Community Service Employment Program

WIOA requires that each local workforce area procure a "One-Stop Operator" whose responsibility is to coordinate among the One-Stop partner program, but the detailed definition of the One-Stop Operator's role is left to each local workforce board. WIOA requires that if the provider of WIOA Title I Career Services for Adults and Dislocated Workers is the One-Stop Operator, there must be a distinct "firewall" established to distinguish between the responsibilities of the operator and that of the provider of direct client services.

Therefore, if an existing Career Services provider submits a Vendor Information Package, they will have to describe how the individual(s) assigned to be the One-Stop Operator will work separately from the staff delivering WIOA Title I Career Services with all of the One-Stop Partners on an equal basis to rise to the challenge of integration and coordination envisioned by WIOA.

The State of New Hampshire has defined the role of the Operator to be that of a coordinator. It is likely that the role of the "One-Stop Operator" will evolve over time as systems continue to partner to avoid duplication of services and to leverage their funding streams.

The State of New Hampshire envisions that the Operator will be tasked with the following duties:

- The One-Stop Operator will serve as an intermediary to the public One-Stop Partners.
- The One-Stop Operator will need to familiarize themselves with the One-Stop Partners' programs and performance so that they know and understand the program services available in the state.
- The One-Stop Operator will work on projects to improve the workforce system under the direction of SWIB, in areas such as information sharing and cross referral.
- The One-Stop Operator will be responsible for working with the partners on continuous improvement of the one-stop system.
- The One-Stop Operator will be responsible for reviewing the One-Stop partner agreement or Memorandum of Understanding (MOU) and assisting the SWIB and the One-Stop Partners in carrying out the MOU.
- The One-Stop Operator will be responsible for familiarizing themselves with the State's One-Stop certification criteria so as to assure the compliance of the NH Works AJC's.

D. Liability

This solicitation for information does not commit the State to publish a Request for Proposal or award a contract. The State shall not be held liable for any costs incurred by the Vendor on the preparation of the response. The issuance of a request for Proposal/Bid as a result of information gathered from responses is solely at the discretion of the State.

E. Confidentiality

The State retains the right to promote transparency and to place this RFI into public domain and to make copy of the RFI available as a provision of New Hampshire access to public records laws. Please do not include any information in your RFI response that is confidential or proprietary, as the State assumes no responsibility for excluding information in response to records requests. Any request for information made by a third party will be examined in light of the exemptions provided in the New Hampshire access to public record laws.

II. Response instructions

A. Response Package

Interested parties may submit a response to this request by email to:

Joseph.A.Doiron@livefree.nh.gov

Packages should be clearly marked as follows and should be emailed according to the schedule listed in Section I: General Information:

**STATE OF NEW HAMPSHIRE
RESPONSE TO RFI 2023-08
NH Works System One Stop Operator**

B. Vendor Inquiries

All inquiries concerning this RFI, including but not limited to, requests for clarifications, questions, and any changes to the RFI, shall be submitted via email to the following RFI designated Points of Contact:

TO: Joseph.A.Doiron@livefree.nh.gov

Inquiries must be received by the Agency's RFI Point of Contact no later than the conclusion of the Vendor Inquiry Period. Inquiries received later than the conclusion of the Vendor Inquiry Period shall not be considered properly submitted and may not be considered.

III. Response Content

A. Format Requirements

Font: 12 point – Times New Roman
Spacing: Optional (single spaced or greater)
All content in the Vendor Information packages must be typed (with the exception of signatures)
Pages: Numbered (exclusive of title page, table of content and miscellaneous pages)
Margins: 1 inch
Email: PDF format – drop box and/or similar tools not allowed.

B. Vendor Information Package Contents

Keeping the items listed under Purpose in this RFI in mind, please provide OWO with information, examples, and insight for the following topic areas:

1. Vendor Introduction
 - Please provide a brief introduction on your agency and One Stop Operator experience
2. A description of how you would help to facilitate the development of the required One-Stop Memorandum of Understanding (MOU) as described in WIOA section 121 including but not limited to:
 - A description of how each one-stop partner will provide access to their services through the one-stop delivery system and the facilitation of ongoing One-stop partner meetings to assure on-going and increasing access to multiple services for individuals that avoids duplication of services.
 - How the One-stop Partners will coordinate services through the One-stop delivery system.
 - A description of the One-Stop partner services that will be delivered through the One-Stop system.
 - A process agreed to by the partners for the integration of services and how participants will be referred among and between the One-Stop Partners.
3. A description of how you would work with the SWIB, OWO and the One-Stop Partners to certify the One-Stop Centers and One-Stop delivery system every three years.
4. A description of how you would work with the SWIB, OWO and the One-Stop Partners to provide continuous improvement in the following three broad categories:
 - The One-Stop Center's integration and coordination of services for participants and businesses.
 - The One-Stop Center's ability to meet the workforce development needs of participants and the employment needs of local employers by identifying new ways to coordinate between the One-Stop, education and employers that involve all the One-Stop Partners.
 - Demonstrating continuous improvement principles which include the interactive process of plan, do, check, act.
5. A description of how you would fulfill the requirement to prepare reports on a monthly basis to include actions taken with respect to each of the deliverables highlighting accomplishments, improvements, challenges and recommendations.
6. Provide a pricing plan to deliver the items listed under Purpose in this RFI.

IV. Closing

The Department of Business and Economic Affairs, Office of Workforce Opportunity thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award a contract, it is anticipated that the information gathered in this project will be highly beneficial and will inform the State's decision-making process.