

Delaware County Workforce Development Board



Request for Proposals Facilitation of Collar Counties Emergency Medical Services Industry Partnership

Proposals due: 5pm EST February 15, 2022

The Delaware County Workforce Development Board is an equal opportunity employer.

Auxiliary aids and service are available upon request to persons with disabilities.

About Delaware County Workforce Development Board

Delaware County Workforce Development Board (DCWDB) is the Workforce Development Board (WDB) for Delaware County. We connect funding, expertise and opportunities to develop a thriving workforce in Delaware County. DCWDB seeks to deliver workforce development solutions to meet the current and future needs of businesses and jobseekers.

The strategic vision of the DCWDB is to create a system that harnesses federal, state, local, and philanthropic resources to invest in employer-demanded skill development to ensure Delaware County has a world class workforce. The DCWDB connects to regional partners and research-based best practice to add value to the alignment between employers needs and the workforce development system.

During the Local Plan period of 2021 to 2024, the Delaware County Workforce Development Board will achieve the following goals:

- **Goal 1 Raise Awareness:** The DCWDB will raise awareness of the workforce development system among community members, potential partners, job seekers, and employers. Raising awareness of the workforce development system is critical to engage a wide array of stakeholders and to create an alignment between employers needs and the workforce development system.
- **Goal 2 Grow Out-of-School Youth Programming:** The DCWDB will grow Out-of-School Youth programming to better engage vulnerable youth and provide a variety of meaningful learning and work opportunities. Developing more Out-of-School Youth programming to maintain a world class workforce into the future will drive achievement of this goal.
- **Goal 3 Increase Employer Engagement:** The DCWDB will increase employer engagement and collaboration with economic development and the Chamber of Commerce. Bringing together the networks and resources of the Commerce Center, the Chamber of Commerce, and direct employer engagement allows employers to drive the workforce development system.
- **Goal 4 Increase Work-based Learning:** The DCWDB will increase career pathways and work-based learning opportunities for adults and youth, including pre-apprenticeships, apprenticeships, integrated education and training, on-the-job-training, and co-enrollment in programs. Creating work-based on-ramps for workers with or without barriers to employment creates a vibrant workforce development system.
- **Goal 5 Build Systems Connections:** The DCWDB will create formal connections to County systems that serve adults and youth, including the justice system, Child and Youth Services, Foster Care, etc. and continue to build connections to PA CareerLink® partners, program providers, and community-based organizations to collectively meet the needs of job seekers.

Positioning the workforce system in alignment with other support systems creates a comprehensive strategy to reduce barriers to employment.

- Goal 6 Increase Diversity, Equity, Inclusion: The DCWDB will investigate and address structures and practices that limit diversity, equity, or inclusion in the workforce development system. Delaware County can only achieve a world class workforce when the talents and goals of all residents are ignited.

About the Collar Counties Emergency Medical Services Industry Partnership

Funded through a grant from PA Workforce Development Board (PA WDB), Department of Labor & Industry (L&I), and Department of Community and Economic Development (DCED), the Collar Counties Emergency Medical Services Industry Partnership (CCEMS IP) will target employers who pull from a common labor pool to employ workers in the Emergency Medical Services career pathway (Emergency Medical Responders, Emergency Medical Technicians, Paramedics, Pre-Hospital Registered Nurses) in Bucks, Chester, Delaware, and Montgomery Counties. Employers will include hospitals, transport companies, event medical & emergency services companies, fire houses, and colleges and universities that offer emergency medical services.

The challenge that the CCEMS IP will address during the initial development stage is that each EMS employer is working to solve their own challenges without the coordinated support of peers, the public workforce development system, the economic development system, or the educational system. This lack of coordination results in inefficient and uneven use of support systems.

An example of how this coordination challenge impacts the sector is that regional EMS employers draw from the same, limited labor market. Larger EMS employers are attempting to address their workforce challenges independent of the public workforce development systems while small EMS employers frequently lack human resource departments with the capacity to develop labor pipelines.

The CCEMS IP will help foster cooperation among employers and will bring additional resources to meet employers' needs. The CCEMS IP will develop a regional coordinating body to support EMS employers to identify common challenges and will actively recruit regional workforce development, economic development, and educational resources that EMS employers need to operate most efficiently.

During the initial development stage of the Industry Partnership, the common challenges the employers may seek to address include: a labor pipeline that is homogenous and insufficient to meet local employers' needs; supply chain disruptions that impact readiness of Emergency Medical Services; the annual need for EMS professionals to complete training to remain

certified; many EMS employers are small business that lack organizational infrastructure like human resources department; access to capital for major business expenses.

The CCEMS IP will use the Next Gen model to convene regional EMS employers to identify common challenges and seek local resources. The CCEMS IP will harness the support of local education, economic development, workforce development, and community-based groups to meet the needs of the EMS employers.

Project Design and Management Plan

During this grant period, the CCEMS IP will support EMS employers in Bucks, Chester, Delaware, and Montgomery Counties by convening an Industry partnership using the Next Gen model. The CCEMS IP will begin by engaging business champions and business partners from hospitals, transport companies, event medical & emergency services companies, fire houses, and colleges and universities that offer emergency medical services. Preliminary engagement began as a part of this proposal development process. Employers, education partners, economic development, and workforce development partners enthusiastically support the plan to continue engaging in assessment and planning activities.

CCEMS IP will work with businesses to determine the partnership priorities and the deliverables from this work will be an action plan that may include supporting training including IWT/apprenticeships, coordinated outreach to the labor pool in the region, aligning high school and community college curricula with business needs, and business to business networking. Training will not be included in this grant period, however existing workforce development resources may be accessed or adapted for the benefit of the CCEMS IP.

The CCEMS IP will engage employers that represent the communities served. Employers from each of the participating Counties (Bucks, Chester, Delaware, and Montgomery) will be recruited. Attention will be paid to securing membership from various size employers and minority/woman/Veteran owned or led businesses.

Project Timeline

Date	Step	Deliverable	Outcome
March 2022	Program Begins	List of invitees for full group convening	
April 2022	Initial group convenes	List of additional invitees to be included Identification of champions to lead work	A robust and diverse group of participants Increased participation in planned events

		Calendar of full group meetings planned	
May 2022	Full group convenes	Survey results of employers' critical needs Discussion of level of urgency of each critical need Creation of Action Groups to specialize in prioritized issues	Prioritized issues for small groups to address
May-June 2022	Action Groups meet	Reports to be shared with full group	All members are aware of issues and possible resources
June 2022	Full group convenes	Creation of an Action Plan	
July-Aug 2022	Action Groups meet	Reports to be shared with full group	All members are aware of issues and possible resources
September 2022	Full group convenes	Updates on resources available for prioritized issues.	
Oct-Nov 2022	Action Groups meet	Reports to be shared with full group	All members are aware of issues and possible resources
Dec 2022	Full group convenes	Updates on resources available for prioritized issues.	
Jan-Feb 2023	Action Groups meet	Reports to be shared with full group	All members are aware of issues and possible resources
March 2023	Full group convenes	Updates on resources available for prioritized issues.	
April-May 2023	Action Groups meet	Reports to be shared with full group	All members are aware of issues and possible resources
June 30, 2023	Full group convenes	Survey of participants satisfaction with process and interest in continuing	
September 1, 2023	Final Program Report Submitted	Final Program Report	

Purpose of this RFP

Delaware County Workforce Development Board (DCWDB) is issuing this Request for Proposals (RFP) to identify a facilitator to lead the start up phase of a regional Industry Partnership of Emergency Medical Service Employers from Delaware, Chester, Montgomery, and Bucks Counties.

The period of base contract for the delivery of the workshops begins on March 8, 2022 and ends on August 30, 2023.

Contract Award & Funding Available

Please be advised that the level of funding available will not exceed \$40,000.

The proposals submitted in response to this solicitation is not a legally binding document. However, the contents of the proposal of the successful bidder will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award.

Procurement Timeline:

- Public Notice January 18, 2022
- Release RFP on website January 18, 2022
- Bidders Info Session via MS Teams January 25, 2022
- Proposals Due February 15, 2022, 5pm EST
- Expected Date for Notification of Award March 2, 2022

Submission of Proposals

Proposals will only be accepted by email and must be received no later than 5:00 p.m. EST February 15, 2022. Proposal must be emailed to Kate McGeever mcgeeverk@co.delaware.pa.us with a subject line of "IP Facilitation- Bidder's Name" Proposals received after this time and date will not be considered for review. Timely receipt of the proposals is the sole responsibility of the proposer.

The actual amount of award will be based on proposed budgets, availability of funds, and standards for use of public funds (all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories). DCWDB is unable to define with certainty the funding allocation that will be made available for any agreement resulting from this RFP. DCWDB reserves the right to vary or change the terms of any contract executed as a result of this RFP, including funding levels, the scope of work, performance standards, and shortening or extending the contract period, as it deems necessary and in the best interests of DCWDB. The proposal most advantageous to DCWDB in terms of quality and cost will be recommended for funding.

Program Cost Reimbursement

Payment related to any agreement resulting from this RFP will be made on a cost reimbursement basis. This means your organization must have the financial capacity to pay all costs up front. DCWDB will require an invoice, proof of expenses, and required documentation to process a reimbursement. DCWDB will only reimburse the provider for actual expenses incurred during the effective dates of the contract. The reimbursement timeline will be finalized during the contract negotiation. Allowable costs will be determined by all applicable federal, state and local regulations.

Who can apply?

Eligible applicants include non-profit and for-profit organizations, private sector entities, educational institutions, community-based organizations and other entities operating in accordance with federal, state and local law, and in business for at least three years. Applicants must be an incorporated organization. Eligible applicants must be in good standing with the federal government, registered in the System for Award Management, not debarred, and have proof of insurance and FIEN/EIN number. Organizations currently barred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by a Federal, State, City or County department/agency, quasi-governmental agency, or Delaware County Workforce Development Board (DCWDB) are ineligible to apply.

Applicant Competency – All applicants must have the technical competence, knowledge and expertise, management and administrative capabilities and capacity, professional staff, financial resources and stability, and administrative and fiscal systems to carry-out the work described in this RFP. Applicants must meet high standards of public service and fiduciary responsibility. DCWDB requires assurance that the selected applicant's performance of the terms and conditions of any agreement resulting from this RFP be undertaken in accordance with the highest level of integrity and business ethics.

PROPOSAL PROCESS & REQUIREMENTS

How to Apply

All proposals must be submitted to Delaware County Workforce Development Board (DCWDB) electronically via email to mcgeeverk@co.delaware.pa.us no later than 5:00 p.m. EST on February 15, 2022. Emails must have the subject line "Industry Partnership Facilitation-[bidders name]." Late proposals will not be considered. Proposals must be submitted in 12-point, Calibri font, double-spaced with 1-inch page margins. Your proposal may not be considered if page limitations and formatting requirements are not met. Your proposal must contain all the content below in the same general order illustrated. Strong proposals will demonstrate a full understanding of the requirements described throughout this RFP and establish the capacity, expertise and program design needed to meet the required standards and goals.

1. Cover Sheet

2. Executive Summary – Include each of the following: (maximum 1 pages)

- a. Overview of the organization's qualifications and alignment with the services sought by this RFP. Basic organizational description, including year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget and number of staff
- b. Concise description of the proposed project. Past experience in similar projects in size and scope to that required by this RFP.
- c. Amount of funding requested for the period of March 1 2022 to August 30, 2023. Administrative and fiscal capacity, including but not limited to your organization's proven ability to provide fiscal support and oversight, utilize information systems, manage resources and personnel, and produce timely and accurate program reports.

3. Project Narrative – Describe each of the following for your proposed program: (maximum 3 pages)

- a) Scope of Work: Applicants should directly respond to each of the sections in the scope of work. (Attachment A)
- b) Timeline: Recognizing that any agreement resulting from this RFP would effectively begin March 2022, provide a timeline illustrating the major goals, activities and tasks.

4. Budget – Provide a budget for the grant period including all costs. All costs must be allowable according to applicable federal, state and local regulations, including but not limited to the Uniform Guidance and regulations of the funding source, and allocable to the proposed program. Effective budgets will enable the proposed program to meet the intent and requirements of the contract, while being realistic, reasonable and prudent, avoiding unnecessary or unusual expenditures. Refer to the appropriate regulations per the funding

source in conjunction with the uniform guidance to identify disallowed costs associated with any agreement resulting from this RFP.

5. Budget narrative (maximum 1 page) – Provide a narrative to accompany the budget that describes the purpose of each cost, explains how all costs were estimated and justifies the need for all costs in meeting contract requirements. In your narrative, be sure to clearly communicate the calculation for staff, general operations, technology, administrative, indirect and any other costs necessary to perform the services described in this RFP. A strong budget narrative will minimize or eliminate the need for clarifications from evaluators reading the proposal.

Review and Selection Process

All proposals received by the submission deadline will be initially reviewed by DCWDB for responsiveness and compliance with the specifications and requirements contained in this RFP. Proposals passing the initial review will be scored by evaluators according to the criteria below, with attention to clarity, completeness and quality. High scoring proposals will clearly demonstrate an ability and likelihood to effectively perform the Statement of Work and meet the standards and intended outcomes of this RFP. Select applicants may be requested to participate in presentations or discussions with proposal evaluators and other DCWDB staff; although DCWDB reserves the right to select proposals for award without such presentations or discussions. Award recommendations of the evaluators will be presented to the DCWDB for final decision. Selection of a proposal for contract Page award will be subject to successful contract negotiations.

Scoring for the required sections of the proposal will be assigned as follows:

- Proposal Review Scoring Rubric Cover Sheet Required, but not scored
- Executive Summary 15 points
- Project Narrative 60 points
- Budget & Budget Narrative 25 points
- Total points available 100 points

The selected applicant will be invited to negotiate a contract for services based on the project described in the proposal, the requirements of this RFP and stipulations of the funding source.

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Questions

All interested parties are highly encouraged to submit questions to obtain the clearest understanding of DCWDB expectations regarding the services sought by this RFP. To register for the Bidders information session On January 25, 2022 at noon, email mcgeeverk@co.delaware.pa.us

General Policies

- The DCWDB is not liable for any cost associated with responding to this RFP and will not authorize such costs as part of the contract with the selected organization.
- The DCWDB reserves the right to accept or reject any or all proposals received and to cancel or reissue this RFP in part or its entirety.
- The DCWDB reserves the right to award a contract for any items/services solicited via this RFP in any quantity the DCWDB determines is in its best interest.
- The DCWDB reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary.
- The DCWDB reserves the right to negotiate the final terms of any and all contracts or agreements with proposers selected and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the workforce area.
- The DCWDB reserves the right to contact any individual, agency, employer, or grantees listed in the proposal; to contact others who may have experience and/or knowledge of the proposer's relevant performance and/or qualifications; and to request additional information from any and all proposers.
- The DCWDB reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
- The DCWDB reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this procurement if adequate funding is not received from the U.S. Department of Labor via the Pennsylvania Department of Labor & Industry or other funding sources or due to legislative changes.
- Proposers shall not under penalty of law offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the DCWDB for the purpose of

having an influencing effect toward their own proposal or any other proposal submitted hereunder.

- No employee, officer, or agent of the DCWDB shall participate in the selection, award, or administration of a contract supported by WIOA funds if a conflict of interest, or potential conflict, would be involved.
- Proposers shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a proposer's bid to be rejected. This does not preclude partnerships or subcontracts.
- All proposals submitted must be an original work product of the proposers. The copying, paraphrasing, or otherwise using substantial portions of the work product from other entities and submitted hereunder as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected.
- The contents of a successful proposal may become a contractual obligation if selected for award of a contract. Failure of the proposer to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to the successful proposer as a basis for release of proposed services at the stated price/cost. Any damages accruing to the DCWDB as a result of a proposer's failure to contract may be recovered from the proposer.
- A contract with the selected proposer may be withheld at the DCWDB's sole discretion if issues of contract, questions of Federal or State regulatory non-compliance, or questioned/disallowed costs exist until such issues are satisfactorily resolved. The DCWDB may withdraw award of a contract if the resolution is not satisfactory to the Board.
- The respondent assures that WIOA funded services, activities and agreements will comply fully with the provisions of WIOA, Section 188, Nondiscrimination and Equal Opportunity regulations (29 CFR Part 38), Title VI of the Civil Rights Act of 1964, The Americans with Disabilities Act of 1990, The Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973 and Title IX of the Education Amendments of 1972.

ATTACHMENT A: SCOPE OF WORK

The facilitator plays an essential role in keeping a sector partnership on track and moving forward to accomplish the goals of the businesses in the partnership. The facilitator is the backbone of the sector partnership, providing administrative, project management, and facilitation support to keep the partnership focused and productive. It is essential that the facilitator is highly action-oriented, but also a collaborative and disciplined team player.

Responsibilities:

- **Coordinates**
 - o Schedules and sends out announcements about upcoming meetings.
 - o Arranges logistics of meeting locations (ideally at business locations) and refreshments.
 - o Arranges planning calls with business leaders and key support partners to develop agenda and plan for partnership meetings.
 - o Holds partners accountable to accomplishing tasks within established timeframe
 - o Have plan to distribute meeting invitations, summaries, and communications in timely fashion
- **Communicates**
 - o Contact for both business leaders and public partners for the sector partnership, acting as an information hub to connect and network partnership participants.
 - o Keeps track of the partnership's written action plan, distributing updates after full partnership or action team meetings.
 - o Coordinates with other partnership participants to distribute regular updates on partnership activities and progress.
- **Connects**
 - o Recruits support partners to help advance partnership priorities. In the early stages of a sector partnership, this means identifying the public partners to attend and observe the launch meeting and setting expectations appropriately.
 - o Spreads the word about the sector partnership among public partners, encouraging them to actively participate and use the partnership as the "shared table" to collaborate with employers from the targeted sector.
- **Facilitates**
 - o Strong facilitation is critical in helping business leaders identify common priorities, develop a shared agenda, and translate ideas into action. The convener facilitates partnership meetings without pushing an agenda; their role is to keep meetings productive, focused and on task.

Roles & Tasks

- **Preparing to Launch**
 - o **Role:** Ensure that all public partners are committed to the model and actively working towards the launch by recruiting business champions, setting launch date, sending invitation, and preparing logistics for the day of.
 - o **Tasks:**

- Work with other partners to recruit business champions who sign the invitation letter and host the first meeting
- Work with others to build invitation list of business partners as well as public partners
- Establish date and location for launch meeting
- Draft two invitations: one for businesses and one for public partners, both signed by business leaders
- Work with business champs to distribute invitations via email
- Follow up invitation with calendar invitation
- Order any refreshments for the day-of
- Work with business champions to send reminder emails
- Encourage business partners to have 1:1 conversations with invitees to encourage them to attend
- Make 1:1 phone calls, spread the word, and gain commitments for attendance
- Ensure the team has materials for launch: sign in sheet, table tents for names, markers, blue sticky wall or post-it notes

- **Launch:**

- o **Role:** The facilitator is the point person for the meeting going off without a “hitch” and also has positioned the public partners to be active listeners prepared to interpret industry priorities and develop responsive solutions as a team.

- o **Tasks:**

- Ensure team sets up the room, has printed name tags, facilitation tools in place
- Ensure someone is taking notes
- Facilitate discussion to help the group identify shared opportunities, priorities for action, and make a call for champions.
- Draft summary of launch meeting.

- **Organizing the Aftermath:**

- o **Role:** Help the partnership move from ideas to an action plan, forming business-led action teams around each priority area.

- o **Tasks:**

- Distribute launch meeting summary within one week
- Work with business leaders to organize first action team conference calls within 2-4 weeks of launch
- Facilitate follow up conference calls and draft updated action plan based on the results. Share draft action plan with business leaders for their feedback.
- Schedule next in-person partnership meeting and work with business champions to identify a location
- Distribute invitations to the second in-person meeting to business leaders and public partners.
- Begin to identify public partners that can be helpful in supporting the partnership’s priorities.

- Ensure public partners are kept up-to-date on partnership progress by sharing updated action plans.

- **Sustaining and Evolving:**

- o **Role:** Provide ongoing project management and administrative support to the partnership, ensuring that action teams are adequately supported with public partners who are actively helping to implement industry priorities and keeping a regular rhythm of partnership meetings (ideally quarterly) and communications.

- o **Tasks:**

- Bring in public partners to industry-led action teams to support implementation.
- Keep action plans up-to-date in order to track progress, identify needed support, and communicate successes.
- Regularly schedule action team and full partnership meetings.
- Work with other partners to ensure the partnership has a sustainable support of administrative and staffing support, leveraging and braiding funding as needed.

Attachment B: PROPOSAL COVER SHEET

Agency Name: _____

Agency Address: _____

Agency Website: _____

Contact Person: _____

Contact Information: Phone#: _____ E-Mail: _____

Total Funds Requested: \$ _____

AGENCY STATUS: (Check all that apply)

<input type="checkbox"/>	Non-Profit	<input type="checkbox"/>	For-Profit
<input type="checkbox"/>	Corporation	<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Governmental	<input type="checkbox"/>	Local Education Agency
<input type="checkbox"/>	Labor Union	<input type="checkbox"/>	Business or Trade Organization
<input type="checkbox"/>	Labor Management Organization	<input type="checkbox"/>	Industry Association
<input type="checkbox"/>	Private Licensed School by Pa. Department of Ed	<input type="checkbox"/>	Community- Based Organization

Number of Years in Operation: _____ Federal I.D. # _____

Number of years operating the program model being proposed: _____

Number of years operating the same or similar model being proposed _____

In compliance with this RFP format, and subject to the conditions thereof, the undersigned offers to furnish the services requested and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named above.

Contractor (Agency)

Date

Printed Name & Title of Authorized Signatory

Signature of Authorized Signatory