



GREATER LOWELL WORKFORCE BOARD

REQUEST FOR PROPOSAL ONE-STOP OPERATOR SERVICES

ISSUE DATE: April 28, 2025

PROPOSALS DUE: May 20, 2025

**MassHire Greater Lowell Workforce Board
107 Merrimack Street
Lowell, MA 01852**

RFP Timeline

Issue Date	April 28, 2025
Bidders' Conference	May 5, 2025 via webinar
Deadline for Proposal Questions	May 9, 2025
Proposal Submission Deadline	May 20, 2025

RFP available at: City of Lowell website, Business, Bid Opportunities

INTRODUCTION AND RFP PURPOSE

The MassHire Greater Lowell Workforce Board (hereinafter referred to as MHGLWB), one of 16 Workforce Boards throughout Massachusetts, services the communities of Billerica, Chelmsford, Dracut, Lowell, Tewksbury, Tyngsboro, Dunstable, and Westford, in partnership with the City of Lowell. The MHGLWB oversees a variety of workforce development activities, representing a multitude of federal and state funding sources.

The MHGLWB is issuing this RFP for the purpose of selecting an organization with the capacity and expertise to design, administer and implement an innovative and compliant system of one-stop workforce development services for the benefit of the job seeker and business customers, in the role of the WIOA One-Stop Operator for the Greater Lowell Workforce Region.

These services must, at a minimum, include Workforce Innovation and Opportunity (WIOA) and related shared partner services and be delivered in an integrated model. A copy of the WIOA regulations is available at <HTTPS://www.doleta.gov/WIOA/>.

The MHGLWB has chosen to conduct this competitive selection process for the MassHire One-Stop Career Center Operator role only. Services of the MassHire One-Stop service delivery system are currently offered at the MassHire Lowell Career Center located at 107 Merrimack Street Lowell, MA 01852. More information regarding the MassHire Lowell Career Center can be found at: <https://masshiregreaterlowell.com/>.

FUNDING

The estimated price for these services is not to exceed \$16,700 per year. This will be a reimbursement-based contract.

CONTRACT TERM

The contract will be for two years, beginning July 1, 2025 and ending June 30, 2028. The MHGLWB may extend the contract for up to one additional year ending June 30, 2029.

NOTICE

Notice of this competitive solicitation will be published in The Lowell Sun, serving the Greater Lowell Workforce Region and through City of Lowell distribution channels. The RFP will be published on the City of Lowell website: <https://www.lowellma.gov/bids.aspx>

DUE DATE

Sealed bids are due on: **May 20, 2025** and will be publically opened, at City Hall in the Purchasing Department, Room 60, 375 Merrimack Street, Lowell, MA 01852, at **11:00 AM**, EST/EDST, for the work described herein. **BIDDERS ARE REQUIRED TO SUBMIT A BID INCLUDING ALL BID FORMS CONTAINED IN THIS PACKAGE. DO NOT REMOVE PAGES.**

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I. Background

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Congress passed the Act by a wide bipartisan majority; it is the first legislative reform in 15 years of the public workforce system. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

As one of sixteen Local Workforce Regions in the state of Massachusetts, the Greater Lowell Workforce Region includes the City of Lowell, and the Towns of Billerica, Chelmsford, Dracut, Dunstable, Tewksbury, Tyngsborough, and Westford. The Lowell City Manager serves as the Chief Elected Official (CEO) and has been granted WIOA designation by the Governor of Massachusetts. The CEO has appointed the Greater Lowell Workforce Board (MHGLWB) to function as the Local Workforce Board (WB) for the region. The MHGLWB's mission is to promote and develop a workforce system that is responsive to the needs of business and job seekers resulting in increased economic prosperity in the region and the Commonwealth. The MHGLWB provides Board staffing and, pursuant to WIOA, has been authorized by the Massachusetts Department of Career Services (MDCS) to conduct and manage the procurement of One-Stop Operator services for the Greater Lowell Workforce Region.

The MassHire Lowell Career Center is a "one-stop" access point for services available through the system. Job seekers can utilize resource rooms stocked with computers, copiers, faxes, telephones, and job search materials, attend workshops, and, as eligible, receive one-to-one job search assistance, career counseling, and access training funds to improve skills. Businesses find qualified employees, post jobs, access training funds to upgrade their workforce skills, and use the MassHire Career Center to conduct recruitment events, access outplacement services for laid-off employees and get connected to other economic development resources and initiatives. Additional information on programs and services can be found at <https://masshirelowellcc.com/>.

As required under WIOA and the MassHire Department of Career Services, the MHGLWB and the MassHire Lowell Career Center partners developed a local Umbrella Memorandum of Understanding (MOU) relating to the operation of the MassHire One-stop service delivery system in our region and integrated service delivery strategies for their respective constituents. Each of the 16 Local Broads submitted a local "umbrella" MOU to MDCS effective July 1, 2017 and revised in 2019.

The MHGLWB develops a Local Annual Plan that contains a performance plan, as well as labor market information about the area. Since the information is readily available to bidders, it will not be repeated in this RFP. See links below for more information:

- Northeast Regional Labor Market Blueprint Update: <https://masshiregreaterlowell.com/northeast-ma-regional-labor-force-blueprint-2023-27/>
- The Commonwealth of Massachusetts WIOA and one-stop policies may be found at: <http://www.mass.gov/massworkforce/>
- Workforce Innovation and Opportunity Act and regulations may be found on the U.S. Department of Labor web page at: <https://www.doleta.gov/WIOA/>

A. Purpose of Request for Proposals and Contract Period

The purpose of this RFP is to solicit proposals from qualified entities for a WIOA One-Stop Operator for the Greater Lowell Workforce Region. The proposal which, in the opinion of the awarding body, best provides for operating a One-Stop delivery system and serving the Greater Lowell Workforce Region will be invited to enter

into contract negotiations. Resulting contracts will be negotiated with respect to cost, scope, and content in a manner that achieves the establishment of this system in the best interest of the Greater Lowell Workforce Region.

B. Scope of Services

Role of the MassHire One Stop Operator:

The role of an Operator is to coordinate the service delivery of required MassHire partners and service providers. This includes coordinating service providers across the MassHire One-Stop service delivery system since customers access workforce related services and enter the workforce system through various partner programs. Through assessment and the sharing of information, participants can be provided with access to programs, services, and support by the appropriate program funding streams. Operator duties will include encouraging the MassHire One-Stop partners to coordinate so as to provide for an integrated service delivery system resulting in more streamlined services and reduced duplication. This includes close collaboration with the Career Center service provider and WIOA Partner programs. The Operator will report to the MHGLWB through the MHGLWB Executive Director.

Description of MassHire One-Stop Operator Services:

The MHGLWB has determined that the roles and functions of the Operator shall be that of a facilitator and coordinator. To carry out the Operator duties, the successful proposer must be familiar with the WIOA One-Stop partners and their general program requirements.

MassHire One-Stop Operator Responsibilities:

The Operator, in a consultant role, will play a critical role in supporting the local workforce system to coordinate its diverse partners to achieve its service delivery vision and regional performance goals. Specifically, the Operator shall:

- Assist the MHGLWB in coordinating the region's MassHire One-Stop career center partnerships to increase operational effectiveness and efficiency;
- Assist the MHGLWB as it convenes four regional WIOA partner meetings per year to support the Memorandum of Understanding (MOU) revision(s) and implementation, including development of meeting agendas, (in conjunction with MHGLWB staff), meeting facilitation, creation of meeting notes. The WIOA partners include:
 1. Adult Program (Title I of WIOA)
 2. Dislocated Worker Program (Title I)
 3. Youth Program (Title I)
 4. Adult Education and Family Literacy Act Program
 5. Wagner-Peyser Act Program
 6. Vocational Rehabilitation Program
 7. Federal-state unemployment compensation program
 8. Trade Adjustment Assistance for Workers Programs
 9. Jobs for Veterans State Grants Program
 10. Temporary Assistance for Needy Families Program
 11. Employment and Training Programs under the Supplemental Nutrition Assistance Program
 12. Senior Community Service Employment Program
 13. Second Chance Act Programs
- Assist the MHGLWB with coordinating MassHire One-stop career center partner staff professional development and cross-program training;

- Assist the MHGLWB with coordinating the region’s MassHire One-Stop Career Center partner joint customer case-management.
 - Develop (with MHGLWB staff) an appropriate mechanism to make an annual report on the progress and performance of the partnerships across the system to the MHGLWB.
 - Assist the MHGLWB and regional WIOA partners with identifying appropriate performance benchmarks to measure and inform the public about the MHGLWB’s system’s collective impact and make recommendations for continuous improvement based on this data for consideration by the MHGLWB.

II. GENERAL CONDITIONS AND TERMS

A. Eligible Bidders

Minimum Standards in accordance with WIOA, The types of entities that are eligible to be an Operator include:

- An institution of Higher Education;
- An Employment Service State Agency established under the Wagner-Peyser;
- A community-based organization, nonprofit organization, or workforce intermediary;
- A private-for-profit entity;
- A government agency; (i.e., Municipality);
- A Local Board, with approval of Local Chief Elected Official and Governor;
- Another interested organization or entity capable of carrying out the duties of the Operator/Service Provider (e.g., Chamber of commerce, Business Organizations or Labor Organizations);
- Non-traditional public secondary schools such as a night school, adult school, or an area Career and Technical Education School.

****NOTE: Elementary schools and secondary schools are not eligible to be selected as the Operator.***

B. Desired Qualifications:

- An understanding of the Workforce Innovation and Opportunity Act, as evidenced by professional experience working with WIOA/WIOA Partner or other Federally funded workforce programs/services.
- An understanding of the Greater Lowell workforce system and its stakeholders, as evidenced by professional experience.
- Strong, demonstrated experience facilitating large, diverse stakeholder groups to a common goal or outcome is expected. The ability to remain a neutral facilitator will be critical.
- Experience in meeting agenda development, planning, and execution.
- Excellent demonstrated communication skills, including report writing and presenting complex information in a manner that makes it clear and easily understood.
- Ability to work closely with Workforce Board to develop benchmarks for system

C. Submission of Proposals

Submission Date & Requirements

All proposals and modifications must be submitted **no later than May 20, 2025 at 11:00 AM EST**. **One (1) signed, unbound original and six (6) bound copies** of the **Program Proposal** and **one (1) signed, unbound original and two (2) bound copies** of **The Price Proposal** must be delivered to:

**Lowell City Hall
375 Merrimack Street
Purchasing, 3rd Floor
Lowell, MA 01852**

An electronic copy should be emailed to Susan.McQuaide@MassHireGreaterLowell.com. Proposals must be complete and submitted in accordance with Proposal Provisions & Requirements section of this RFP (pg.14). The applicant is solely responsible for assuring that anything sent to MHGLWB arrives safely and on time. Any submission to MHGLWB, including inquiries regarding the RFP, and/or proposals not received at either the specified place and/or by the specified date and time will be rejected and returned to the bidder unopened by the MHGLWB. Issuance of this RFP is coordinated by:

P. Michael Vaughn
Chief Procurement Officer
Pmvaughn@lowellma.gov

All proposals must conform to the following format requirements:

- Proposals must be marked on the outer packaging with information identifying the sender and the statement: “Sealed Proposal: WIOA One-Stop Operator”
- Proposals may be mailed via regular mail, express delivery or hand delivered
- Proposals must be submitted in separate sealed packaging.
 - Program and Price proposals must have their own cover sheet, and both must be signed by the Authorized Signatory of the lead Agency, as documented by the submitted Authorized Signatory form.
 - The Price and Program proposal envelopes must be labeled and state the proposers name and mailing address

*Bidders will be provided with a receipt of submission.

D. Notification and Distribution

The RFP will be available April 28, 2025 on the City of Lowell website at <https://www.lowellma.gov/bids.aspx>. Information relating to the RFP, including updates, amendments, minutes of the Bidders’ Conference, and responses to questions submitted by email, will be posted to <https://www.lowellma.gov/bids.aspx>. Interested applicants are responsible for monitoring the website for updates; MHGLWB does not intend to send individual notification of updates directly to applicants.

E. Additional Information for Bidders

Any interested and qualified Proposer meeting the eligibility requirements of this solicitation is encouraged to submit a bid. Prospective Bidders should inform the Greater Lowell Workforce Board if the specifications or other proposal requirements are faulty, unnecessary, or inhibit competition. If the Greater Lowell Workforce Board agrees with the Bidder, an amendment will be issued. This Request for Proposals does not commit the Greater Lowell Workforce Board to fund any proposals submitted before execution of a contract. The Greater Lowell Workforce Board reserves the right to accept or reject any or all proposals received or to negotiate terms of the proposal with a qualified Bidder.

Funding availability is subject to change for subsequent program years; therefore, bidders should be aware that subsequent contract amounts, if any, are subject to change from year to year based upon fluctuations in Federal awards. If funds awarded for a contract year are not fully expended by a contractor by the end of a contract year (June 30), unexpended funds may revert back to the Greater Lowell Workforce Board for disposition and may or may not be available for subsequent, if any, contract year expenditures.

F. Bidders' Conference, RFP Questions and Answers

A Bidders' Conference will be held **May 5, 2025 via live webinar at 12:00 noon**. All interested parties are strongly encouraged to participate. In order to participate, interested parties must register in advance for the webinar. To register, please email Susan McQuaide at Susan.McQuaide@MassHireGreaterLowell.com. Information to register for the webinar can also be found at www.MassHireGreaterLowell.com.

Please note that to maintain a competitive bidding process, substantive questions related to this RFP will be addressed. Questions may be submitted via email to PMVaughn@lowellma.gov between May 5, 2025 and May 9, 2025. All questions and answers will be posted to the MHGLWB website.

G. Notification of Award

The MHGLWB Proposal Review sub-committee will score and rank the proposals. The sub-committee consists of Board member volunteers who have no vested interest or benefit from the funding decisions of the MHGLWB. Those recommendations shall then be made to the full Board for final approval. MHGLWB staff will then notify the approved vendors with a letter indicating award of grant. Vendors who have not been selected for funding will also be notified at this time.

H. MHGLWB and Proposer's Rights/Appeal Procedures

- The release of this RFP does not constitute an acceptance of any offer, nor does its release in any way obligate the MHGLWB to execute a contract with any bidder. The MHGLWB reserves the right to accept or reject any offers on the basis of the general conditions set forth in this RFP, and to evaluate all accepted proposals on the criteria in this RFP.
- The MHGLWB issues this RFP with the explicit understanding that minor and major changes may be made, up to and including the option to rescind this RFP in its entirety, if in the best interest of the MHGLWB.
- The proposer has the right of protest and appeal of procurement decisions. The appeal process will consist of two levels: a debriefing and an appeal:
- The proposer has the right of protest and appeal of procurement decisions.
- Proposers may request an appeal to a funding decision within (10) business days after receipt from the MHGLWB concerning funding recommendations. An appeal will NOT be accepted due to any attempts to modify or include additional information to the original application. The appeal letter should clearly state the basis of the appeal request.
- Staff from the Greater Lowell WDB and Review Team shall then have ten (10) business days to review the appeals request. All parties shall be provided with the original proposal, initial ranking scores and

appeal letter. A meeting will be held either in person or through telephone conference call method to discuss and review the appeal request.

- The Greater Lowell WDB Executive Director shall then notify the proposer of the outcome of the appeal process within three (3) business days of the appeal meeting. If the proposer is still in disagreement with the appeal outcome, they may write the Department of Career Services at 19 Staniford Street, Boston, MA 02114 to officially request an appeal of the MHGLWB.
- Following the competitive procurement process, all proposals become public record.

I. Contract Terms

Successful bidders will be awarded a cost reimbursement contract, which will consist of the following sections:

Programmatic Performance Standards Scope of Services Time of Performance Reporting Compensation & Method of Payment Use of Funds Costs Accounting/Documentation of Costs Program Monitoring/Corrective Action Withholding of Compensation/Penalties Termination of Agreement Severability of Provisions Changes Audits Records Disclosure of Confidential Information Maintenance of Effort	Compliance with WIOA Political & Lobbying Activities Sectarian Activity Conflict of Interest WIOA Non-Discrimination & EEO Regulations Grievance Procedure Policy Disputes Ownership of Materials & Equipment Copyrights, Patents Rental & Leasing Assign ability Subcontracts Insurance & Bonding Indemnification Assurances & Certifications Purchase Order Requirement Budget & Cost Control Statement
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J. Payment Process as it Relates to Service Delivery

The Board will use a cost-reimbursement contract. The selected contractor will be reimbursed for allowable actual service delivery costs on a quarterly basis after submittal and approval of payment vouchers as described in the contract. Reimbursement for program costs will be made on a quarterly basis providing that service delivery is being met.

III. PROPOSAL PROVISIONS AND REQUIREMENTS

RFP Timeline

Date	Activity
April 28, 2025	Request for Proposals Released
May 5, 2025	Bidder's Conference Webinar @ 12:00 noon
May 9, 2025	Deadline for Submission of Written Questions
May 20, 2025	Proposals Due by 11:00 AM
June 2025	Bidders Notified of Outcome

July 1, 2025	Contract State Date
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Submission Requirements

Proposals must be submitted to:

Lowell City Hall
375 Merrimack Street
Purchasing, 3rd Floor, Lowell, MA 01852
P. Michael Vaughn
Chief Procurement Officer
Pmvaughn@lowellma.gov

- In accordance with the City of Lowell procurement guidelines, Program and Price proposals must be reviewed and evaluated separately. Program Proposals and Price Proposals must be submitted in separate sealed packaging.
- Program and Price proposals must have their own cover sheet.
- The original of each proposal must contain the signature of your agency signatory.
- The delivery of proposals is the sole responsibility of the bidder. It is the sole responsibility of the bidder to ensure that proposals are received at the proper location, prior to the stated deadline. The transmission of proposals by fax or email is not permitted. Bidders will be provided with a receipt of submission upon request.

All proposals must conform to the following format requirements:

- To be considered for funding, **one (1) clearly marked, unbound original** and **six (6) bound (staples, paper clip, etc.) copies** of the **Program Proposal** must be received at the MHGLWB offices at 107 Merrimack Street (3rd Floor) Lowell, MA 01852, no later than **11:00 a.m.** on Date May 20, 2025. **Please note: The Price Proposal requires one (1) clearly marked, unbound original and two (2) bound (staples, paper clip, etc.) copies to be delivered on the same date and time.**
- Send **one copy of your full proposal package electronically** to P. Michael Vaughn at pmvaughn@lowellma.gov
- **The Program Narrative can be no longer than 6 pages and no smaller than 11 size font.**
- Please check your proposal for internal consistency. The checklist for the Program Proposal and Price proposal should be used as a guide to accomplish this and must be included as part of your proposal.
- Cover sheets for both the program and price proposal must be signed by the Authorized Signatory of the lead Agency, as documented by the submitted Authorized Signatory form.
- Failure to follow the RFP format could result in disqualification of your proposal.

IV. Evaluation & Selection

A. Minimum Standards

- Proposals must satisfy the requirements contained in Proposal Provisions and the Proposal Narrative Requirements.
- Bidders must satisfy the eligibility requirements contained in Section II.A. Eligible Bidders.
- All signature forms must be completed by the appropriate parties.

Bidders who satisfy these criteria will be selected for primary consideration on the basis of their ability to demonstrate effectiveness in delivering comparable or related services through demonstrated performance, and will take into consideration such matters as whether the agency or organization has:

- The ability to meet the service delivery specifications;
- Adequate financial resources or the ability to obtain them;
- A satisfactory record of past performance in operator-related activities;
- The ability to work with community partners as needed;
- A satisfactory record of integrity, business ethics, and fiscal accountability;
- The necessary organization, experience, accounting, and operation controls; and
- The technical skills to perform the work

B. Proposal Review

Program Proposal Review

The proposal criteria provide a guideline for bidders and reviewers; however, the final decision for contract award rests solely with the MHGLWB, with the agreement of the Chief Elected Official. The MHGLWB will select a bidder that offers the best value as identified in the program and price proposal. The primary consideration in selecting agencies or organizations will be their ability to meet minimum standards. Complete proposals received by the submission deadline and that meet all requirements, will be reviewed by the Proposal Review Subcommittee.

Program proposals will be reviewed and rated by a sub-committee of Board members who have no vested interest or benefit from the funding decisions of the MHGLWB. Proposals will be rated according to a point system. The maximum total any proposal may receive is 100 points. Proposals will be given an overall rating of Highly Advantageous, Advantageous, Not Advantageous, or Unacceptable based on the points awarded. The overall scoring and overall rating breaks down as follows:

90 to 100 points	Highly Advantageous
75 to 89 points	Advantageous
50 to 74 points	Not Advantageous
Less than 50 points	Unacceptable

Proposals with an overall rating of Highly Advantageous or Advantageous will be considered for funding. Proposals receiving a rating of Not Advantageous or Unacceptable will not be considered.

Price Proposal Review

MassHire Greater Lowell Workforce Board staff will first review all proposals to determine if the minimum qualifying criteria has been met. Proposals that do not meet the Minimum Qualifying Criteria will not be considered for funding. If minimum-qualifying criteria have been met, proposals will then be reviewed for

program costs. Results will be documented.

V. References

Provide 2 references. Include: Name of organization, name of contact person, address, phone number, e-mail address, how this contact is familiar with your work, the nature of the work performed, and the start/end dates of the work delivered.

VI. Narrative Instructions, Proposal Order of Submission

A. Format Requirements

Pages: Proposals must be typed, may be single spaced, and must be submitted on 8 ½ by 11-inch plain white paper in 12-point font with 1-inch margins. The use of recycled paper is encouraged. Double-sided submissions are acceptable, as long as each page is clearly legible. Each page of the proposal, with the exception of the cover sheet should be numbered with the name of the bidder on each page. Use the same topic headings, in the same order, as described in Proposal Narrative Requirements section below.

Narrative Page Limit: Avoid extraneous narrative and data. Please limit the Proposal Narrative to 6 pages. The successful Bidder will demonstrate its ability to communicate relevant information to the MHGLWB for objective decision-making in a clear and concise manner. Clear and concise answers are preferred.

Authorized Signatory Authority: The bidder's authorized signatory authority must sign all signature documents in the proposal. This individual should typically be the director, president or chief executive officer of the organization or any individual who has the authority to negotiate and enter into and sign contracts on behalf of the bidder's organization.

Contact Information: Bidders should provide contact information for the individual(s) who can respond to questions regarding the proposal.

B. Order of Submission

The proposal should be submitted in the order outlined below:

Program Proposal:

- I. Program Proposal Cover Sheet** – Attachment A: Cover Sheet
- II. Proposal Narrative** – Attachment B
- III. References**

Price Proposal:

- I. Price Proposal Cover Sheet** - Attachment D
- II. Price Proposal Contents Checklist** – Attachment E
- III. Minimum Qualifying Criteria** – Attachment F
- IV. Budget and Budget Narrative** – Attachments (H – Excel and I)
- V. Attachments J through Q** – Follow the order in the attachments

VI. Additional Attachments – May be attached at the bidder’s discretion, but bear in mind the Board’s desire to limit extraneous narrative and data. Elaborate or expensive bindings, videos, colored displays, and promotional materials are neither necessary nor desired.

VII. Attachments

All attachments are available on the following pages

Attachment A: Program Proposal Cover Sheet

**MassHire Greater Lowell Workforce Board
Division of City Manager’s Office
One-Stop Operator Services
FY 2026
Program Proposal Cover Sheet**

Organization: _____

Mailing Address: _____

Contact Person: _____

Telephone: _____

Email Address: _____

Signature of Authorized Representative for Your Organization:

Submitted By: _____
Signature Date

Attachment B: Program Narrative

1. Narrative Responses

Proposers shall respond to the following questions:

1. Demonstrate your organization's eligibility to participate as a WIOA One-Stop Operator. Please include your organization's incorporation status and where incorporated.
2. Briefly describe your organization's mission and/or vision. Why is your organization in the best position to deliver the One-Stop Operator services?
3. Provide a description of the administrative and financial management capabilities of the organization. How will financial information be made available for monitoring and auditing purposes?
4. Please describe in detail your professional experience working with the Workforce Innovation and Opportunity Act (WIOA), WIOA Partner, and or other Federally funded workforce programs/services.
5. Please describe your professional experience working with the Greater Lowell workforce system and its stakeholders, and what this experience has taught you regarding the delivery of workforce services in the Greater Lowell Massachusetts region and how those services may be improved.
6. Please describe your experience facilitating large, diverse stakeholder groups to achieve a common goal or outcome. Please describe your most challenging project, including what the most difficult challenges were and how you worked to overcome them.
7. Please describe the amount of experience you have with planning meetings and follow up, including developing meeting agenda, ensuring strong attendance, and taking meeting notes.
8. Please discuss your experience with report writing and presenting complex information in a manner that makes it clear and easily understood.
9. Please describe your experience working closely with project leadership to identify and express appropriate benchmarks for system performance and your experience developing a continuous improvement process.

Attachment C: Comparative Evaluation Criteria

The Review Committee will review all proposals to ensure compliance with the requirements of the RFP, and evaluate the proposals based on the following rankings:

- Highly Advantageous
- Advantageous
- Not Advantageous
- Unacceptable

A. Eligibility to participate as a WIOA One-Stop Operator.

Highly Advantageous	Proposer meets all eligibility requirements..
Advantageous	N/A.
Not Advantageous	N/A
Unacceptable	Proposer does not meet all eligibility requirements.

B. Evidence that organization is in the best position to deliver the One-Stop Operator services.

Highly Advantageous	Proposer has five or more years of experience related to delivering the One-Stop Operator services. .
Advantageous	Proposer has two years of experience related to delivering the One-Stop Operator services. .
Not Advantageous	Proposer has some experience related to delivering the One-Stop Operator services.
Unacceptable	Proposer has no experience related to delivering the One-Stop Operator services.

C. Description of the administrative and financial management capabilities of the organization.

Highly Advantageous	Proposer has five or more years of administrative and financial management experience.
Advantageous	Proposer has three or more years of administrative and financial management experience.
Not Advantageous	Proposer has some administrative and financial management experience.
Unacceptable	Proposer has no administrative and financial management experience.

D. An understanding of the Workforce Innovation and Opportunity Act, as evidenced by professional experience working with WIOA/WIOA Partner or other federally funded workforce programs/services.

Highly Advantageous	Proposer has five or more years working with WIOA or other workforce programs/grants.
Advantageous	Proposer has two years working with WIOA or other workforce programs/grants.
Not Advantageous	Proposer has some experience working with WIOA or other workforce programs/grants, but under two years.
Unacceptable	Proposer has no experience working with WIOA or other workforce programs/grants.

E. An understanding of the Greater Lowell workforce system and its stakeholders.

Highly Advantageous	Proposer has demonstrated substantial professional experience working locally with the Greater Lowell workforce system partner programs.
Advantageous	Proposer has demonstrated adequate professional experience working locally with the Greater Lowell workforce system partner programs.
Not Advantageous	Proposer has minimal professional experience working locally with the Greater Lowell workforce system partner programs, but under three years.
Unacceptable	Proposer has no professional experience working locally with the Greater Lowell workforce system partner programs.

F. Strong, demonstrated experience facilitating large, diverse stakeholder groups to a common goal or outcome is expected. The ability to remain a neutral facilitator will be critical.

Highly Advantageous	Proposer indicates evidence of having facilitated five or more projects with large, diverse stakeholder groups.
Advantageous	Proposer indicates evidence of having facilitated three projects with large, diverse stakeholder groups.
Not Advantageous	Proposer indicates evidence of having facilitated one or two projects with large, diverse stakeholder groups.
Unacceptable	Proposer indicates no evidence of having facilitated projects with large, diverse stakeholder groups.

G. Experience in meeting agenda development, planning, and execution.

Highly Advantageous	Proposer has developed and implemented professional meeting agendas for 50 or more group meetings. .
Advantageous	Proposer has developed and implemented professional meeting agendas for 25 group meetings. .
Not Advantageous	Proposer has developed and implemented professional meeting agendas for less than 25 group meetings.
Unacceptable	Proposer has not developed and implemented professional meeting agendas.

H. Excellent demonstrated communication skills, including report writing and presenting complex information in a manner that makes it clear and easily understood.

Highly Advantageous	Proposer demonstrates highly successful communication skills, including report writing and presenting complex information in a manner that makes it clear and easily understood, through attached sample reports and past customer testimonials. .
Advantageous	Proposer demonstrates successful communication skills, including report writing and presenting complex information in a manner that makes it clear and easily understood, through attached sample reports and past customer testimonials.
Not Advantageous .	Proposer demonstrates somewhat successful communication skills, including report writing and presenting complex information in a manner that makes it clear and easily understood, through attached sample reports and past customer testimonials.
Unacceptable .	Proposer demonstrates unsuccessful communication skills, including report writing and presenting complex information in a manner that makes it clear and easily understood, through attached sample reports and past customer testimonials.

I. Ability to work closely with Workforce Board to develop benchmarks for system performance and make recommendations for system continuous improvements.

Highly Advantageous	Proposer demonstrates substantial professional experience with development of performance benchmarks and continuous improvement initiatives. .
Advantageous	Proposer demonstrates adequate professional experience with development of performance benchmarks and continuous improvement initiatives. .
Not Advantageous	Proposer demonstrates minimal professional experience with development of performance benchmarks and continuous improvement initiatives, but less than three years.
Unacceptable	Proposer demonstrates no professional experience with development of performance benchmarks and continuous improvement initiatives. .

Attachment D: Price Proposal Cover Sheet

**MassHire Greater Lowell Workforce Board
Division of City Manager's Office
One-Stop Operator Services
FY 2026
Price Proposal Cover Sheet**

Organization: _____

Mailing Address: _____

Fiscal Contact: _____

Telephone: _____

Email: _____

Total Amount of Funding Request:

I hereby certify that the information provided in this submission is accurate.

(Print Name / Title)	Signature
----------------------	-----------

I hereby certify that I am duly authorized to sign contracts on behalf of this organization.

(Print Name / Title)	Signature
----------------------	-----------

Attachment E: Price Proposal Contents Checklist

Place a check mark to indicate that each area has been addressed. Write N/A if not applicable.

Cover Sheet

_____ Each section fully completed

_____ Signed by authorized signatory

Minimum Qualifying Criteria

_____ Signatory Authorization for Corporate Providers (If Applicable)

_____ Signatory Authorization for Non-Corporate Providers (If Applicable)

_____ Certification Regarding Debarment, Suspension and Other Responsibility Matters

_____ Certificate of Non-Collusion

_____ Audit Assurance Certification

_____ Evidence of Commitment to Equal Opportunity, Nondiscrimination, and Affirmative Action

_____ State of commitment for a drug free workplace

_____ Statement of Assurances

Budget & Budget Narrative

_____Budget Completed

_____Budget Narrative Completed

Attachment F: Minimum Qualifying Criteria

In order to be considered for funding, the following must be completed and submitted with your original price proposal only (it is not necessary to submit these with the copies). Failure to complete these certifications and affidavits could result in your proposal not being considered for funding.

- Signatory Authorization for Corporate Providers (If Applicable) _____
- Signatory Authorization for Non-Corporate Providers (If Applicable) _____
- Certification Regarding Debarment, Suspension and Other Responsibility Matters _____
- Certificate of Non-Collusion _____
- Evidence of Commitment to Equal Opportunity, Nondiscrimination, and Affirmative Action _____
- State of commitment for a drug free workplace _____

Attachment G: Budget Instructions

Budget Instructions:

Please complete the budget forms (Budget (attached excel spreadsheet) and the Budget Narrative (attachment I). Costs included in the proposed budget cannot already be paid by another source; they must be actual costs incurred in delivering the proposed services, and these funds cannot supplant funds already received by the proposing organization. Please note that while an “other” category is included, cost should be categorized as “other” judiciously. All costs should be accounted for in the budget line items supported by a strong narrative justifying why the funds are needed/critical to the program.

Give details of the organization's cost allocation method if one is used, e.g., prorating the cost of supplies based on the number of staff, or the cost of salaries based on percentage of time spent on this contract. Please also include details of the organization's indirect cost rate, along with how it was determined, if one is used.

State what contingency plans are in place to repay the MHGLWB in the event that there are any disallowed costs as a result of an audit or monitoring review.

IMPORTANT - There are formulas in the budget templates. These formulas are set up to calculate each section of the budget, as well as the grand total. These formulas also perform important calculations on the Program Summary page. Manipulating these formulas will cause the budget spreadsheet to not calculate properly. **Please do not alter the formulas.**

Salaries – List each position that will be charged to the providing services. Include the hourly rate for each position.

Fringe Benefits – List each component of your fringe benefits package that you are proposing. There are some listed in the budget (FICA, Medicare, Retirement, Medical). Represents payments other than salaries and wages, made to staff or paid on behalf of or on their account, e.g., pensions, insurance, etc. Important – Government mandated fringe benefit components must be consistent with known or planned tax rates and the bases must be consistent with the ceilings on these. If they are not applicable to your situation you may replace them with what is applicable. ***You must include the percentage of total salaries for each component.***

Other Costs – List all other costs you are proposing. There are already costs listed. You are not limited to these, nor are you required to propose a cost for each one. If there are categories listed that are not applicable and you need the space, you may overwrite what is there with what is applicable to your situation.

Attachment H: Budget

Proposer Name:				Complete all YELLOW cells only
Salaries:	Hourly Rate	Weekly hours Charged	# of Weeks Charged to this Proposal	Program Period 7/1/21 - 6/30/22
Staff Positions (list below)				Total
	\$0.0	0	0	\$0.00
	\$0.0	0	0	\$0.00
	\$0.0	0	0	\$0.00
	\$0.0	0	0	\$0.00
Total				\$0.00
Fringe (List Components)	% of total Salaries			Total (total salaries x %)
FICA	0.00%			\$0.00
Medicare	0.00%			\$0.00
Retirement	0.00%			\$0.00
Medical	0.00%			\$0.00
Other	0.00%			\$0.00
Other	0.00%			\$0.00
Total	0.00%			\$0.00
Other Costs:	Describe briefly below - Explain fully in Narrative			Total For Each Cost/Line Item
Premises				
Supplies				
Travel				
Communications				
Equipment				
Other (Specify)				
Other (Specify)				
Other (Specify)				
Total all Other Costs				\$0.00
Total Funds Requested				\$0.00

Attachment I:

Budget Narrative WIOA One-Stop Operator

- Include staff positions, percentage of time dedicated to each position, proposed wage/salary, and justification for including each position in this proposal.
- Indicate the number of hours or days of vacation and sick leave that the staff are permitted.
- Justify each proposed expense included on the budget attachment in terms of it being necessary, allowable, and reasonable. Show the method of computation (i.e., insurance = salary x 2.35%).
- Identify any in-kind resources/support for the one-stop work beyond what is requested in the budget.
- Include each committed or proposed source of funding and the amount of that funding

Attachment J:

1. Signatory Authorization for Corporate Providers

PROVIDER: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

COMPLETE ALL SECTIONS

MASSACHUSETTS OR FOREIGN CORPORATION

Massachusetts Corporation Non-Massachusetts Corporation

A Non-Massachusetts Corporation is required to register with the Massachusetts Secretary of State to obtain an authorization to do business within Massachusetts. Attach a copy of authorization to this form.

CORPORATE TAX STATUS

☐ For-Profit Corporation ☐ Corporation exempt from taxation under 501 [C] [3] of the Internal Revenue Code ☐ Corporation exempt from taxation under _____ of the Internal Revenue Code.

CERTIFICATE OF VOTE

The following statement must be completed and signed by the Clerk(s) of the corporation, or a Certificate of Vote authorizing a signatory to execute contracts on behalf of the corporation must be attached.

At a duly authorized meeting of the Board of Directors of _____ [Name of Corporation] held on _____ [Date], in accordance with the by-laws of said corporation, it was voted that:

_____ and/or
NAME TITLE

_____ of the corporation be hereby authorized to execute contracts and bonds on behalf of the corporation and that such execution of any contract or obligation in this corporation's name on its behalf by the person so authorized shall be valid and binding on this corporation.

SIGNATURE OF CLERK: _____ DATE _____

AFFIDAVIT OF COMPLIANCE

I _____, authorized signatory of _____ [name of corporation] do hereby certify that the above-named corporation has filed with the Secretary of State all certificates and reports required by MGL c.1563 s. 109 and MGL c. 180 s. 26A.

Attachment K: Signatory Authorization for Non-Corporate Providers

Name of entity: _____

Address: _____

Designate type of entity (e.g., sole proprietorship, partnership, local education agency, municipality, etc.):

Title of the staff position with authority to sign contracts: _____

Name of the person currently filling this position: _____

Signature of authorized party _____ Date: _____

Attachment L:
Certification Regarding Debarment, Suspension and Other Responsibility Matters

Primary Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register [Pages 19160-19211.]

BEFORE SIGNING THE CERTIFICATION, PLEASE READ THE INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION

1. The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
 - b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public [Federal, State or local] transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of record, making false statements, or receiving stolen property.
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity [Federal, State, or local] with the commission of any of the offenses enumerated in paragraph [1] [b] of this certification; and
 - d. Have not within a three-year period preceding this application/ proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

NAME AND TITLE OF AUTHORIZED SIGNATORY

SIGNATURE

DATE

Attachment M: Certificate of Non-Collusion

The undersigned certifies under penalties of perjury that this bid, or proposal has been made or submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

(Printed name of individual submitting bid or proposal)

(Signature of individual submitting bid or proposal)

(Name of Organization)

(Date)

Attachment N:

Commitment to Equal Employment Opportunity/Affirmative Action/Non-Discrimination

I have attached my organization's Equal Opportunity/Affirmative Action/Non-Discrimination Policy.

(Printed name of individual submitting bid or proposal)

(Signature of individual submitting bid or proposal)

(Name of Organization)

Attachment O: Drug Free Workplace Certification

I, _____, in representation of
(Print Name)

_____, do hereby certify that
(Agency/Organization)

_____, has taken all
(Agency/Organization)

Necessary measures to ensure a drug free workplace consistent with the **Drug Free Workplace Act of 1988**, as well as all applicable state laws.

Signature

Date

Attachment P: Audit Certification

Check whichever is applicable.

_____ A copy of my organization's most recent Audited Financial Statements or Single Audit (if applicable) is attached.

_____ A copy of my organization's most recent Audited Financial Statements or Single Audit (if applicable) has already been submitted to MHMHLWB Staff.

_____ As an entity of the Commonwealth of Massachusetts, a copy of my organization's most recent Single Audit is available online at _____
(Indicate website)

(Printed name of individual submitting bid or proposal)

(Signature of individual submitting bid or proposal)

(Name of Organization)

(Date)

Attachment Q: Statement of Assurances

The undersigned party acknowledges and assures that (Provider Name) _____ and all of its employees responsible for providing the services for which it has applied will abide and comply fully with all state, federal, and local, laws, ordinances, rules, regulations and/or executive orders, including but not limited to provisions of the laws listed below:

- United States or participation in any WIOA Title I-financially assisted program or activity;
- Title VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Americans with Disabilities Act (ADA) of 1990 which prohibits discrimination against qualified people with disabilities based on disability;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;

Print Name and Title of Authorized Representative

Name (Signature)

Date