

**Request for Proposals
for
PA CareerLink® Site Manager
(Clarion & Warren Counties)**

Release Date:

February 25, 2010

Due Date:

March 12, 2010

Contract Period:

Award of contract in March 2010 – June 30, 2011

An Equal Opportunity Employer/Program.
Auxiliary aids and services are available upon request to individuals with disabilities.

PROPOSAL GUIDELINES

I. GENERAL SUBMISSION INFORMATION

Proposals must be received electronically or via mail by 4:00pm., March 12, 2010 to:

**Debra O'Neil
Quality Assurance Specialist
Regional Center for Workforce Excellence
764 Bessemer Street, Suite 102
Meadville, PA 16335
deb@nwpawib.org**

The subject line must read “Proposal for PA CareerLink® Site Manager” or the outside of the package must clearly indicate “RFP for PA CareerLink® Site Manager.”

Late proposals will not be accepted

Submission Requirements

1. The proposal should be submitted on 8 1/2 x 11 letter size paper, printed single-sided.
2. Omissions or inaccurate submissions may cause rejection of the proposal.

Questions may be emailed to deb@nwpawib.org through March 8, 2010. No phone calls please. All questions and answers will be posted on-line throughout the proposal period at www.nwpawib.org.

This Request for Proposals (RFP) does not commit the RCWE to award a contract. The RCWE reserves the right to accept or reject any or all proposals received. All awards are contingent upon the availability of funds.

The RCWE is not responsible for any costs incurred by bidders prior to selection. The cost to develop and submit a proposal in response to this RFP is not reimbursable.

All proposals received will receive a written response as to the action taken by the NWPA Operator Consortium.

Respondents are advised that most documents in the possession of the RCWE are considered public records and subject to disclosure under the federal and state public record laws.

II. PURPOSE

The Regional Center for Workforce Excellence, on behalf of the Northwest Pennsylvania Workforce Investment Board and the NW PA CareerLink® Operator Consortium, issues this Request for Proposals (RFP) to solicit innovative proposals to provide contracted Site Manager services for the PA CareerLink® locations in Clarion and Warren Counties for the period March 2010 (following award of contract) through June 30, 2011. Respondents may bid on providing Site Manager services at one PA CareerLink site or both sites. For more information regarding PA CareerLink®, go to www.pacareerlink.org.

The successful bidder to this RFP will have the responsibility for the overall management and operation of the local PA CareerLink®s either in Clarion County, Warren County, or both counties, based on the bid received. Respondents must demonstrate superior leadership and team development skills, possess a high level of management competency, and must be able to function in a fast-paced environment. The position requires the ability to understand and engage the private sector and business service units, serve a diverse labor pool, and provide a value-added service to the community. This individual should develop a strong team among the various PA CareerLink® partners, with a commitment to superior customer service, quality performance, and accountability. This individual will report to the NW PA CareerLink® Operator Consortium.

III. DESCRIPTION OF DUTIES

Leadership: Directs and coordinates PA CareerLink® staff to fulfill operational functions/service delivery within funding streams, collective bargaining agreements, and governmental regulations. Creates a high-performance work environment through the development and promotion of functional and cross-functional teams; Organizes and directs activities of all Job Seeker and Business Services; Organizes the PA CareerLink® by function so that staff is assigned to and identify themselves with services (such as outreach, assessment, training, etc.) as opposed to agencies or programs; May oversee the fiscal management of the PA CareerLink® in conjunction with the Operator and local fiscal agent; establishes and communicates specific and measurable PA CareerLink® performance standards in conjunction with the Workforce Investment Board, Operator and input from site staff.

Local Planning: Implements an action plan that is developed in conjunction with the Operator that supports the Workforce Investment Board's strategic plan to meet the needs and expectations of all key stakeholders; develops continuous improvement processes to respond to immediate operational needs while ensuring that short-term actions support long-term objectives.

Workforce Connections: Establishes and/or enforces PA CareerLink® policies and procedures that define operations such as hours of operation, data confidentiality, service delivery, proper equipment use, health and safety, office closings, and emergencies; maintains knowledge of partner program policies and procedures that affect service deliver in order to ensure programmatic and statutory compliance; develops a systematic and sustained process to assess and respond to the workforce and economic development needs and expectations of local businesses and the community; analyzes the needs of the community to improve and expand PA CareerLink® services; recruits and retains community partners that enhance PA CareerLink® services; develops and maintains effective relationships with local entities such as elected officials, business partners, economic developers, educators and other community leaders; addresses media or public requests for labor market or workforce related information in cooperation with the local Workforce Investment Board, the

Commonwealth's Labor and Industry Press Office and the Center for Workforce Information and Analysis; establishes and maintains an environment that encourages innovative approaches and incorporates new technologies to meet customers' needs; arranges and/or participates in presentations on the PA CareerLink® system and services for civic and community organizations.

Job Seeker Service Delivery: Implements and maintains a service delivery system that meets the needs of the customer; develops and implements procedures that facilitate efficient customer flow through core, intensive and training services; uses performance information to measure the effectiveness of the PA CareerLink® service delivery system and that results in continuous improvement; implements and monitors a system to address customer feedback regarding service delivery and make improvements as needed; establishes and maintains an effective service recovery procedure that addresses customer complaints in a timely and efficient manner.

Business Services: Collaborates with the business community to ensure that PA CareerLink® services are meeting the needs of business customers; develops and oversees a cross-partner business services team comprised of staff from partner organizations to conduct employer outreach to reduce and eliminate duplication of services; implements the local workforce investment boards high-growth, high-demand industry sectors and occupations strategy in the local labor market area; achieve PA CareerLink® goals through active cooperation and participation of partners in cross-functional activities.

Resources Management: Assesses, provides and tracks PA CareerLink® staff development to ensure staff have skills and knowledge to effectively deliver quality services; engages PA CareerLink® employees to develop and utilize their full potential through their involvement in project management, team leadership, presentations, career development training, etc.; establishes a system to gather and assess internal customer satisfaction data and addresses the results; develops and implements a PA CareerLink® new employee orientation procedure to acclimate new employees to site procedures and policies; analyzes the PA CareerLink® fiscal needs and collaborates with the Operator, partners, and fiscal agent to develop and monitor the Resource Sharing Agreement; recommends budget changes based on analysis of expenditures, data trends, and service projections; explores other sources of funding for additional revenue to reduce partner costs and/or expand PA CareerLink® services; assess the service delivery needs of the PA CareerLink® to determine the number and type of staff required to accomplish those needs and coordinates with the Operator to address the identified staffing needs.

Facility Maintenance: Assesses and ensures the adequate supply of equipment, tools, materials, supplies, and assistive technologies; maintains inventory of equipment, tools, materials, and supplies to ensure accountability for expenditures made with federal, state, and local funds; ensures that equipment, assistive technologies, tools and materials are installed properly, are operational, and are maintained in a manner that meets appropriate safety and regulatory standards (EEO, ADA, OSHA, etc.); develops and maintains a floor plan that supports efficient and effective customer flow through service delivery; maintains a thorough knowledge of the terms of the building lease in order to ensure compliance and acts as a liaison to the landlord.

IV. QUALIFICATIONS

- Bachelor’s Degree in business administration, management, marketing or related field.
- Five years of management experience or organizational responsibility in a business operation, with working knowledge of financial reports and organizational budgets.
- Knowledge of Malcolm Baldrige principles (or other continuous improvement methodologies) and Workforce Investment Act policies and regulations is highly desirable.
- Experience in workforce development highly desirable.
- Experience in creating, updating, and implementing business plans, regulatory compliance documents, or other legal contracts.
- High levels of teamwork, organizational, time management, analytical, planning, relationship building, and communication skills are required.

V. REQUIREMENTS

Identifying Information

- a) Provide name, address, phone and fax number, email address and web page URL (if applicable).
- b) Provide current resume outlining experience, education, accomplishments
- c) Briefly describe respondent’s experience with related organizational management similar to the functions described herein.

Cost

Include all rates to perform the services of Site Manager as described above. Please identify expected timeframe for invoicing of services (weekly, monthly, etc.).

Site Manager Budget

ITEM			Total Value
Site Administrator Rate (indicate whether rate is hourly, daily, weekly, monthly, etc.)			