



221 S. Fayetteville St. ♦ Asheboro NC 27204 ♦ 336-629-5141

## **RPWDB CONSORTIUM**

Hereby issues this

**REQUEST FOR PROPOSAL for  
WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)  
NCWorks Career Center Operation  
Adult & Dislocated Worker Activities**

For the  
**PROGRAM YEAR  
JULY 1, 2020 – JUNE 30, 2021**

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Tammy Wall, Workforce Director  
[twall@regionalcs.org](mailto:twall@regionalcs.org)

**Regional Partnership Workforce Development Board Consortium  
WIOA Adult and Dislocated Worker Services Request for Proposal  
Program Year July 1, 2020 through June 30, 2021**

**Minimum Qualifications/Criteria Checklist**

The WDB is only interested in reviewing proposals from organizations that have at least three years of experience in providing WIA and WIOA type services to adults and dislocated workers.

Please review this page prior to developing an application proposal. Bidders who are unable to provide the minimum qualifications/evidence described below need not apply. To be considered for the award, bidders must adhere to/show evidence of the following qualifications:

- Contractor will hire any grantor staff or contractor staff who is dislocated as a result of the procurement process for a minimum of 90 days, and transition to permanent status those who meet the requirements expected of new hires
- Your staff must maintain a physical presence and a service strategy for all counties/locations served by the Local Area to which you are applying
- Contractor will have three years minimum experience in providing WIOA adult and dislocated services. That experience must include, at a minimum:
  - case management and development of intensive service plans for the target population
  - partnership with community organizations to provide wraparound services for residents in need, whether paid by the Bidder or accessed through a partner's funds
  - partnerships with employers and employer organizations for job placement including referrals of candidates and appropriate post-placement follow-up
  - operating a system for authorization, payment and tracking of costs associated with school/training sponsorship
  - provision of a work-based learning opportunities for participants that includes evidence of development and management of worksites, administration or oversight of a payroll processing system, provision of appropriate workers compensation and other insurance coverage, and monitoring and evaluation of worksites used for such a program
  - disclosure of any potential conflicts of interest arising from the relationships of the program managers with particular training service providers or other service providers. Should there be a potential or perceived conflict a "concrete" firewall must be implemented, approved and adhered by all parties involved.
- Contractor provides assurances of business license, insurance, bonding, etc.
- Contractor offers evidence of financial controls
- Contractor may not subcontract any or part of their implementation to another Contractor or entity without local Board approval

A failure to demonstrate experience with ANY ONE of those elements in the past will result in rejection of the proposal. The selected Bidder will need to be able to provide all of these services immediately upon selection, without extensive start-up time requirements.

# INTRODUCTION

## Purpose

This Request for Proposal (RFP) seeks proposals from experienced organizations with the capacity and qualifications to provide comprehensive Workforce Innovation and Opportunity Act (WIOA) services to include NCWorks Career Center operations, and services to adults and dislocated workers served by the Regional Partnership Workforce Development Board (hereinafter referred to as RPWDB), serving Alamance, Montgomery, Moore, Orange, and Randolph Counties.

The following program components are available for bid:

1. **NCWorks Career Center Operator** - Montgomery, Orange and Randolph counties
2. **Adult and Dislocated Worker Services** – Alamance, Montgomery, Moore, Orange and Randolph counties

Proposals may be for both components or as stand-alone bids.

The provision of these services is to be funded by the Workforce Innovation and Opportunity Act (WIOA), Title I, Public Law 113-128, which began July 1, 2015 and is authorized as workforce law at the federal level through September 2020. The successful Bidder will be selected based upon its demonstrated ability to serve customers within Alamance, Montgomery, Moore, Orange, and Randolph Counties.

## Program Eligibility Definitions

An adult is an individual who is 18 years of age or older.

A dislocated worker is an individual who:

- Has been terminated or laid off, or has received a notice of termination or layoff from employment;
- Is eligible for or has exhausted unemployment insurance;
- Has demonstrated an appropriate attachment to the workforce, but not eligible for unemployment insurance and unlikely to return to a previous industry or occupation;
- Has been terminated or laid off or received notification of termination or layoff from employment as a result of a permanent closure or substantial layoff;
- Is employed at a facility, where the employer has made the general announcement that the facility will close within 180 days;
- Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community or because of a natural disaster;
- Is a displaced homemaker who is no longer supported by another family member
- Is currently and has remained unemployed for 13 consecutive weeks or longer

## **BACKGROUND**

### **Overview of the Regional Partnership Workforce Development Board**

The mission of the RPWDB and its workforce system is to help employers meet their workforce needs and help individuals find jobs and build careers. By doing so, we strengthen the local economy and meet the demands of global competition.

The RPWDB is a private sector-led board that provides policies, guidance, and oversight for WIOA programs in a five-county region (Alamance, Montgomery, Moore, Orange and Randolph) found at the core of the state of North Carolina. Our region is supported by Interstates 85, 40 and 73 which provide one day trucking access to 60% of the US population. Additionally, there are two international airports within an hour's drive.

We are home to a diverse economy of manufacturing, healthcare, transportation/logistics, education, service, retail and tourism.

The RPWDB is led by a Consortium of Chief Elected Officials and a board that oversees a broad range of programs and initiatives. The RPWDB includes representatives from small, medium, and large businesses; labor organizations; education; economic development; community-based organizations; and one-stop partners. Additional information, including the current strategic plan, can be found at <https://regionalpartnershipwdb.org/>.

### **Roles and Responsibilities**

The RPWDB is responsible for guiding and overseeing the workforce development system across the Regional Partnership region with a goal of serving the needs of employers and jobseekers. The RPWDB also has the responsibility to manage and oversee the administration and implementation of WIOA programs and services as well as conduct planning, oversight, and evaluation of the local One-Stop Career Center system.

Responsibilities of the board and its designated staff include the following:

#### **Federal Connection**

- Ensure that federal policies, procedures, and guidelines are correctly implemented;
- Allocate federal workforce development funds within the NCWorks System;
- Provide data and reports as needed to satisfy federal systems; and
- Participate in federal funding opportunities that further the board's vision for the NCWorks System.

#### **State Connection**

- Ensure that state policies, procedures, and guidelines are correctly implemented;
- Allocate state workforce development funds;
- Provide data and reports as needed to satisfy state systems; and
- Participate in state funding opportunities that further the board's vision for the NCWorks System.

## **Local Connection**

- Comply with local government policies (the WDB fiscal agent) and regulations;
- Provide oversight/guidance for NCWorks Career Centers
- Serve as the convener for workforce development in the five-county area; and
- Partner with local organizations on community needs.

## **Evaluation**

- Development and use of standard policies and procedures throughout the region;
- Certification of the NCWorks Career Centers;
- Meet with NCWorks Operator and service providers regularly to listen to suggestions, discuss issues, and resolve concerns; and
- Monitor and report on quality, performance, and cost effectiveness through on-site visits, records review, evaluations, expenditure review, and other methods as needed.

## **Outreach**

- Approve site location, facilities, and equipment that contribute to a quality center and customer satisfaction;
- Develop or approve outreach materials funded by the board or containing information about the board's programs;
- Provide NCWorks Operator and service provider a common name, logo, and signage to promote the identity of the NCWorks System; and
- Ensure connectivity between the NCWorks Operator and local and regional entities such as service providers, chambers of commerce, public educational institutions, economic development entities, etc.

## **Performance/Compliance**

- Provide technical assistance on all policies, procedures, and rules that impact the operation of centers giving assistance as needed for compliance;
- Develop and provide technical assistance to build capacity to help operator meet quality and consistency standards as well as to meet or exceed performance goals within the NCWorks system;
- Ensure compliance with all rules, regulations, and procedures issued by all funding sources which may be refined and changed:
- Perform fiscal and programmatic monitoring for compliance in accordance with federal, state, and local standards;
- Track the outcome of each performance measure; and
- Approve regional education/training providers for inclusion on the North Carolina Training Provider List

## **Fiscal**

- Ensure that administrative and programmatic cost categories are properly implemented;
- Confirm that costs are correctly allocated to the associated funding stream;
- Verify that NCWorks System costs are allocated according to the Memorandums of Understanding and Infrastructure Agreements; and

- Provide technical assistance to the fiscal staff of the NCWorks Career Center Operator

### **WDB Administrative Entity**

- Regional Consolidated Services (RCS) is a private nonprofit 501(c) (3) human services agency headquartered in Asheboro, NC and serves as the Administrative Entity and Grant Recipient for the Regional Partnership Workforce Consortium. RCS administers funds received through WIOA via an agreement with the North Carolina Department of Commerce's Division of Workforce Solutions. The Local Workforce Delivery Area consists of Alamance, Montgomery, Moore, Orange, and Randolph Counties.
- The Workforce Innovation & Opportunity Act of 2014 is the nation's principal workforce development legislation. WIOA Title I-B formula funds allocated to local Workforce Development Boards for Adults and Dislocated Workers must be used to provide training services through the Workforce Center delivery system. Local workforce areas may use grant funds to provide services to individuals who are 18 years of age or older and meet the federal Workforce Innovation & Opportunity Act (WIOA), Title I Adult eligibility definitions, or meet the federal Workforce Innovation & Opportunity Act, Title I Dislocated Worker eligibility definitions.
- The local Board has the responsibility to manage and oversee the administration and implementation of WIOA programs and services. Each Local Area has a structure in place to administer WIOA Title I funds.
- All parties contracting with the local Board must comply with the U.S. Department of Labor (USDOL) regulations and any other interpretations published by the USDOL. Funds available under WIOA Title I are authorized under and administered under N.C.G.S. 143B-438.13, July 1, 1999. Administration and operation of this program is subject to compliance with the federal Workforce Innovation & Opportunity Act of 2014; North Carolina policies and procedures as issued from the Department of Commerce, Division of Workforce Solutions (DWS); and local policies and procedures as issued by the local Board (which provides oversight for these funds). Funded proposals will be required to meet specific Federal, State and Local guidelines for participant outcomes and program performance.

### **WORKFORCE CENTER STRUCTURE AND FUNCTIONS**

The local Board coordinates comprehensive programs through private and public partner organizations to assist job seekers and employers in achieving their goals. These programs and initiatives are critical in developing a skilled, educated and vital workforce in the region. The local Board's goal for its NCWorks Career Centers (hereafter "Center") is to positively impact economic development by increasing the competitiveness of the workforce.

The bidder awarded the contract for services outlined in this RFP will be responsible for the provision of WIOA services for job seekers and employers, in partnership with local Division of Workforce Solutions (DWS) staff providing Wagner-Peyser services.

As of the release date of this RFP, the Regional Partnership Local Workforce Area includes five certified NCWorks Career Centers (the North Carolina name for one-stop centers, otherwise referred to as American Job Centers in the WIOA legislation); **Alamance** (2640 Columbine Ln. Burlington NC), **Montgomery** (1011 Page St. Troy NC), **Moore** (245 Shepherd Trail, Aberdeen NC), **Orange** (2501 Homestead Rd. Chapel Hill NC), and **Randolph** (600 S. Fayetteville St. Asheboro NC).

It is expected that career centers meet standard expectations set forth for center certification.

All centers are staffed by a mix of contractor and DWS staff as well as a wide variety of involved partners, operational methods, types of location and traffic flow. Three functional areas (Talent Engagement, Talent Development and Employment Solutions) are present at each center. The NCWorks Centers have a common integrated customer flow system, managed by the WDB through its procured Program Service Provider for Adult and Dislocated Worker Services.

Adult and Dislocated Services will be integrated to the maximum extent possible with the primary customer flow in the centers, so please keep this design in mind as you plan your approach to participant services for your RFP response.

The local Centers operate on a full-time basis, Monday through Friday from 8:00 AM – 5:00 PM. It is strongly encouraged that NCWorks Centers remain open one evening per week until 7:00 PM for non-traditional hours. All staff, including managers should expect to work non-traditional hours on a rotating shift.

To ensure a seamless approach to customer service, a Center Manager will supervise the functional duties of all activities that take place in the Center. The Center Manager has jurisdiction over staff **only** with regard to Center activities. All personnel issues will be handled by the staff member's employer of record. The awarded Contractor will be expected to coordinate all WIOA services with DWS staff within the Centers.

In the event of staff turnover, the Contractor will replace staff within a maximum of 90 days. The local Board shall be informed of any staff turnover and be provided information on new hires. Services must be covered while interviewing and hiring functions are taking place.

*Note: To avoid possible confusion over language, at the national level, the former One-Stop public employment and training system is now being referred to as the American Job Centers (AJC). North Carolina's AJCs are called NCWorks Career Centers upon certification by the state. Any references in this document to career centers, workforce centers, or one-stop centers are references to our local NCWorks Career Centers. Local NCWorks Career Center's must show the partnership with AJC's through at a minimum incorporating the AJC logo.*

## **Transition**

While workforce programs have now fully transitioned from WIA to WIOA, policy, procedures, and guidance are still being revised and developed at the federal, state, and local levels. Bidders for this RFP must be willing to creatively and quickly invent and implement new practices and

processes, then evaluate and modify them as needed to best serve customers and to comply with new regulations and/or changes to available funds.

Bidders should be cognizant of pending workforce system changes due to the passage/reauthorization of WIOA legislation. Several published documents are guiding employment and training system changes that began implementation July 1, 2015. They include the following:

- [WIOA Information](#)
- [What Works in Job Training: A Synthesis of the Evidence](#)
- [Training and Employment \(TEN\) 5-14](#)
- [Training and Employment Guidance Letter \(TEGL\) 3-14](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-14](#)
- [Workforce GPS](#)

Newly selected service providers will be expected to continue services with currently enrolled customers.

**WIOA Enrollment Goals for PY19**

NCWorks Center	Adults	Dislocated Workers
Alamance	41	35
Montgomery	45	14
Moore	32	23
Orange	36	19
Randolph	43	30

**Active WIOA Enrolled Customers by NCWorks Center as of 3-10-2020\***

NCWorks Center	Adults	Dislocated Workers
Alamance	117	24
Montgomery	23	5

Moore	44	28
Orange	49	21
Randolph	58	24
Totals	291	97

\*Numbers include dual enrolled customers

### **Career Pathways**

Under WIOA the RPWDB, in coordination with service providers and partners, will continue to lead/support efforts in the area to develop and implement career pathways by aligning the employment, training, education and supportive services that are needed by adults and youth to gain employment. While the focus has somewhat changed over the past several years, initiatives will continue to be developed to identify employment needs of employers within identified sectors and occupations. Efforts will include enhancing communication, coordination, and collaboration among employers, educational partners, economic development entities, and service providers to develop and implement strategies for meeting the employment and skill needs of workers and employers.

WIOA Sec. 3 (7) describes Career Pathway – The term “career pathway” means a combination of rigorous and high-quality education, training, and other services that:

- a. Aligns with skill needs of industries in the economy of the state or regional economy involved;
- b. Prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships registered under the act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, Chapter 663; 29 U.S.C. 60 ET SEQ.) (Referred to individually in this act as an “apprenticeship”, except in Section 171);
- c. Includes counseling to support an individual in achieving the individual’s education and career goals;
- d. Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- e. Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;

- f. Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least one recognized postsecondary credential; and
- g. Helps an individual enter or advance within a specific occupation or occupational cluster.

It is expected to receive updated guidelines/processes for supporting Career Pathways. Once received Regional Partnership WDB will work with staff to implement requirements and meet goals.

### **Mandated Partners**

Under WIOA, required NCWorks delivery system partners include the following (Section 121 (b) (1) :

- WIOA Title I programs (Core partner)
- Wagner-Peyser programs (Core partner)
- Adult Education and Literacy programs (Core partner)
- Rehabilitation Act programs (Core partner)
- Older Americans Act programs
- Perkins postsecondary vocational education activities
- Trade Adjustment Assistance and NAFTA-TAA programs
- Veterans Employment and Training
- Community Service Block Grant employment and training activities
- HUD employment and training activities
- Unemployment compensation programs
- Second Chance Act Programs
- Temporary Assistance for Needy Families (TANF) (unless opted out by the Governor)

*Note: Core programs will have to measure effectiveness in serving employers and will report on common performance indicators which includes how many job seekers entered and retained employment, their median wages, whether they attained credentials, and their measurable skill gains.*

### **Additional Partners – with approval of local board and Chief Elected Official:**

- Employment and training programs administered by the SSA
- Employment and training programs administered by the Small Business Administration
- SNAP and SNAP E&T programs
- Client assistance programs
- National and Community Service state grants
- Other appropriate federal, state or local employment, education and training programs

Proposers to this RFP will need to adhere to the general expectation that the outreach and recruitment functions associated with delivery of any activities being proposed will need to be coordinated with mandatory partners as outlined in WIOA.

## **NCWorks Commission**

The NCWorks Commission recommends policies and strategies that enable the state's workforce and businesses to compete in the global economy. The Commission is designated as the state's Workforce Development Board under the federal [Workforce Innovation and Opportunity Act](#). Led by a private sector chair, the 33-member Commission includes representatives from the business community, heads of state workforce agencies, educators, and community leaders. All members are appointed by the Governor.

The NCWorks Commission has adopted the state's [2019-2021 Strategic Plan](#) that sets the direction and priorities for North Carolina's workforce development system with four key goals. WIOA program service delivery will need to align with the goals of the strategic plan as well.

## **NC Job Ready**

The Commission is committed to supporting Governor Roy Cooper's [NC Job Ready Initiative](#) and his priorities for workforce development, desiring North Carolinians to be better educated, healthier, and have more money in their pockets so that they can live more abundant, purposeful lives. NC Job Ready is built on three core principles: skills and education attainment so North Carolinians are ready for the jobs of today and tomorrow, employer leadership to remain relevant to evolving industry needs, and local innovation to take great ideas and apply them statewide. Education is the foundation to a strong workforce, and so the Commission also supports Governor Cooper's goal to make North Carolina a Top Ten Educated State by 2025 by increasing the number of four-year-olds enrolled in high quality pre-K, raising the high school graduation rate, and increasing the number of North Carolinians with a post-secondary degree or credential. Key components include skills and education attainment; employer leadership; and local innovation.

## **myFutureNC**

The Regional Partnership WDB supports the [myFutureNC](#) initiative geared towards the goal of increasing the educational attainment rates of its citizens. As stated in their report, "Job seekers struggle to find jobs, and employers struggle to find the talent they need to fill openings. If we stay on the trajectory projected in 2019 of increased degrees and credentials, by 2030, North Carolina will still fall short by at least 400,000 individuals with the skills needed to fill our state's projected jobs' needs." Selected Operators and Service Providers should be familiar with this initiative and consider how service delivery supports NC's goals. Four focus areas have been identified to guide the state's work to include the following:

1. Education and Workforce Alignment
2. Access to Lifelong Educational Opportunities
3. Preparation for Education, Career, and Life

#### 4. Comprehensive Support Systems

### **SCOPE OF WORK**

The purpose of this RFP is for the provision of Adult and Dislocated Worker Services.

**For purposes of this RFP the scope of work can be broken into two categories:**

1. NCWorks Career Center Operations
2. Adult/Dislocated Worker

### **The NCWorks System**

The RPWDB is seeking service providers that employ vision, innovation, accountability, and efficient and effective utilization of resources in workforce development programming with customers. In the interest of establishing a seamless delivery of services for all prospective customers and keeping with both the spirit of the WIOA legislation as it pertains to the participation of all mandatory partner agencies and programs, it is essential that all partners operate in the most effective and integrated manner as possible. However, it is not necessary that all partner services are located at all NCWorks Centers.

Contracting organizations will be expected to deliver WIOA services within the context of the NCWorks system and specifically in the local NCWorks Career Centers, which includes consistent use of name, logo, marketing materials, etc. Career centers serve as a hub for workforce efforts within their community, offering services to both job seekers and employers within the NCWorks Integrated Services Framework. Each individual county career center operates in a variety of ways: each having a unique set of partner agency staffing, lease and utility arrangements, and ongoing improvement activities.

WIOA-funded staff will work within an integrated NCWorks team to coordinate and assist in the delivery of all aspects of career services including greeting customers, intensive career advising, scholarships for training, workshop organization, hiring events, and other center services including WIOA-funded youth services. All staff should be fully cross-trained to fulfill any “career services” role within a center dependent on need and traffic flow. Things to consider when scheduling enter coverage should be one’s mandated program requirements and caseloads of Career Advisors.

Service providers are expected to assist in workforce system building activities with NCWorks partners, the education community and other organizations. Activities should include, but are not limited to, partnerships with schools to provide workforce information and resources, assisting with career fairs, hosting workshops, support Career Pathways, and the NCWorks system. Proposals should incorporate activities that demonstrate the provider’s ability to successfully engage and contribute to the development of the local workforce system.

## NCWorks Career Center Operations

WIOA and NC DWS Policy Statement 19-2017, Change 2 requires workforce boards to procure the operator of one-stop centers. The primary role of the NCWorks System Operator (otherwise known as the Operator) is to ensure that services provided through the centers meet the needs of customers (business and job seeker) in an efficient and effective manner. It is critical that one-stop operations are unified with the delivery of WIOA services, including WIOA-mandated and non-mandated partner organizations, to all interested job seekers and businesses in all career centers. In addition, the Operator provides management and oversight of the partnership of agencies that comprises the NCWorks Career Center system.

The primary goal of the Operator is to create a seamless system of partners among workforce development, economic development, business, and community agencies in order to meet the needs of businesses and job seekers in the Regional Partnership Local Area. The Operator will work closely with the RPWDB staff to effectively implement an integrated NCWorks system for businesses and job seekers.

Bidders may choose to propose arrangements as the sole organization operating career centers or as a consortium made up of at least three partners (as described in WIOA Sec 121) to ensure the following:

- The Operator shall ensure that NCWorks Career Centers deliver quality and timely career services on a daily basis;
- The Operator shall ensure that NCWorks Career Centers provide information and access to training services;
- The Operator shall ensure that NCWorks Career Centers provide information and access to programs and activities carried out by NCWorks partners;
- The Operator shall provide coordination and access to the labor market data, information, and analysis and all job search, placement, recruitment, and other labor exchange services authorized by Wagner-Peyser which are mandated to co-locate within the NCWorks Career Centers; and
- The Operator shall ensure that all center services and outreach materials are compliant with the Americans with Disabilities Act (ADA) and ADA and Equal Opportunity (EO) guidelines.
- The Operator will assist with streamlining standard operating procedures to include referrals, follow-up with customers, and reporting.

It is expected that the successful proposer will work in close partnership with the RPWDB staff to provide guidance and leadership to the NCWorks system to achieve the following outcomes:

- Deliver a high-quality, consistent set of services to job seekers and business customers;
- Ensure a mix of services that allow the system to serve a diverse customer base;
- Coordinate services and funding to support customer access to and success in postsecondary education;

- Support job seekers and workers to progress toward economic self-sufficiency;
- Promote business- and industry-sector and employer-driven skilled development strategies;
- Maintain and consistently improve the integration of services and service providers within NCWorks; and
- Ensure high levels of accountability, cost-efficiency, and innovation to maximize resources and customer satisfaction.

The Operator reports to the WDB Director/Executive staff and is responsible for implementing and managing the NCWorks system under policies and guidelines established by the RPWDB; the NCWorks Commission; the NCDOC-DWS, and the federal government. Under this component, the Operator is responsible for coordinating with the RPWDB to ensure system-wide standards are achieved, and utilize continuous quality improvement assessment tools to document positive change and to systemize standards and their usage across the system.

The Operator is responsible for promoting and facilitating integration of service delivery in the RPWDB NCWorks system. Examples of services to be provided under this work component may include the following:

- Coordination and improvement of career services;
- Coordinating with local rapid response teams and activities;
- Assisting in the marketing of the NCWorks Career Centers;
- Coordinating communication between functional teams and offices;
- Coordination of resource room, staffing schedules, and regular staff meetings;
- Monitoring and addressing customer service needs;
- Coordinating staff competency training; and
- Coordinating and integrating business services among partners.

## **Clarifying Partner Expectations**

Centers should work closely with partners to create strategies to more effectively serve all customers. Some centers already have regularly scheduled partner meetings. It will be expected that the selected service providers and center operator will participate in these meetings.

The NCWorks Operator selected through this procurement will coordinate the NCWorks services offered by the required and additional NCWorks partners according to the requirements of WIOA.

The Regional Partnership WDB expects the competitively selected one stop operator(s) to be responsible for effective and efficient operation of our local NCWorks Centers. It is further expected that the selected operator(s) will work with career center partners to determine roles and responsibilities for day to day operations.

Operators may or may not also be the employer of record for the individual selected as center manager. In some cases, Division of Workforce Solutions managers may provide daily management and leadership of the centers. When there is a need or an instance for the Division of Workforce Solutions manager to provide daily management and leadership functions in the

center, this is only permissible with the agreement of the Operator and the Regional Partnership Workforce Development Board. It is expected that the Operator will ensure the oversight and management of the career centers, even if there is necessary delegation of day-to-day activities.

Each NCWorks Career Center is expected to hold or participate in partner meetings regularly to encourage communication among partners, leverage resources, discuss effectiveness of the NCWorks Career Center.

The RPWDB Director will negotiate with the state/partners to develop and maintain resource sharing agreements that are required to be in place each year. Each resource sharing agreement will detail the following:

1. Services provided and coordinated through the NCWorks System;
2. Funding of shared services and infrastructure costs; and
3. Referral methods between partners and the NCWorks operator(s).

Partners will make a commitment to support the following:

- A strong coordinated approach designed to serve the customer, simplifying bureaucratic systems;
- Bringing funded or in-kind resources;
- Providing staff to be supervised (functionally) by the managing entity or providing an electronic linkage in lieu of a staff presence;
- Sharing in the cost of NCWorks Career Center Operations (as agreed);
- Sharing in the goals and operation of the NCWorks Career Center;
- Actively participating in the governance of the NCWorks Career Center; and
- Supporting the NCWorks Career Center mission, goals, and business plan.

Additional information regarding the procurement of center operations can be found in [TEGL 15-16](#).

### Snapshot of Services Provided at Workforce Centers

<b>Job Seekers</b>	<b>Employers</b>
Resume Preparation and Job Search Assistance	Outreach/Recruitment Assistance
Eligibility Determination and Financial Aid Info	Labor Market Information Services
Assessments	Information on Unemployment Insurance
Career and Training Information	Information on Tax Credits and other hiring incentives

Case Management	A coordinated approach to obtain and fill job orders
Labor Market Information	Worker Dislocation Services (Plant Closures)
Job Placement and Follow-up Services	Clearinghouse for Training Information
Support Services Information	<ul style="list-style-type: none"> <li>• Apprenticeship Programs</li> </ul>
Services to Disabled	<ul style="list-style-type: none"> <li>• On-the-Job Training</li> </ul>
School-to-Work Connections	<ul style="list-style-type: none"> <li>• Customized Training</li> </ul>
Occupational and Literacy Training	<ul style="list-style-type: none"> <li>• Work Experience</li> </ul>
Information on Upgrading Skills	<ul style="list-style-type: none"> <li>• Skill Upgrade Training</li> </ul>
Unemployment Insurance Information	<ul style="list-style-type: none"> <li>• Workplace Literacy</li> </ul>
Job Readiness Training	Seminars/informational workshops

## **Employer/Business Services**

Serving the needs of employers is a principal focus for WIOA and the RPWDB, as business is an important customer with the continuing need of finding and hiring candidates. It is expected that coordination with other partners that provide business services - to include but not limited to – RPWDB Business Services Engagement Coordinator and Business Services Representatives, community colleges, DWS, and VR will occur in order to avoid duplication of services and visits as well as confusion within the local business community.

The workforce system should work strategically to align itself with business needs, and career center staff shall also ensure coordination and quality of a suite of fundamental services. All Regional Partnership NCWorks Career Centers shall offer a broad range of integrated services that are provided at no cost to all employers to support economic and workforce development efforts. Staff who provide business services should be fully integrated into the customer flow of businesses and job seekers and be aware of regional and statewide trends (see <https://files.nc.gov/nccommerce/documents/files/2018-employer-needs-survey.pdf>)

RPWDB and its member Boards place significant emphasis on the increased connection of the local workforce system to the business community.

The RPWDB has a staff of one Business Engagement Coordinator and two Business Services Representatives for our five county region. The Business Services Team have the responsibility for developing and executing On-the-Job (OJT) Contracts. For 2020-2021, OJT will continue as a service to the business community while also giving our system and opportunity to meet our job seeker customer’s needs. RPWDB will determine its own strategic plan for OJT.

Contractor staff’s role with regard to OJT will be to:

- 1) refer customers to BSRs as appropriate,
- 2) perform customer intake, tracking, case management and reporting of WIOA-funded OJT customers using *NCWorks Online*, and
- 3) communicate customer progress or issues to the BSR.

## Adult/Dislocated Workers

In North Carolina and the Regional Partnership Local Area, the NCWorks system is the basic service delivery system for providing services to adults and dislocated workers. WIOA legislation and NC DWS provides funding, direction, and guidance for serving adult customers, including dislocated workers.

[TEGL 19-16](#) provides guidance on services provided through the adult and dislocated worker programs. [Attachment III of Key Terms and Definitions](#) includes the variety of categories of which individuals qualify as a dislocated worker.

North Carolina DWS has also provided guidance on serving dislocated workers in [Policy Statement 02-2017](#) and includes an additional state category of “long term unemployed” as those who have been unemployed for 13 consecutive weeks or more as eligible as a dislocated worker.

It is expected that selected service providers will make the continuum of services identified in the legislation, and the subsequent regulations, available to adult and dislocated worker customers. Services include career services and training services. Specifics on service delivery can be found in Part 680 of the Rules and Regulations.

The RPWDB is looking for service providers to work as a part of a team in providing innovative and relevant career services to all customers, no matter the skill level or path to educational and employment goals. This requires staff to be actively engaged in working with the public on a regular basis. Staff’s professional expertise and passion for helping customers is what brings customers back to the center.

### **Priority of Service and Basic Eligibility**

Section 134(c) (3) (E) of WIOA establishes a priority requirement with respect to funds allocated to a local area for adult funded employment and training activities. When funds are limited, the local Board may approve implementation of a Priority of Service policy. The State has established priority of services in section III.B.1.h of the Five-Year Strategic Plan. The policy states that North Carolina will initially provide priority consideration for intensive and training services to low income individuals and public assistance recipients. Priority for service does not preclude service to individuals who are not low income or not receiving public assistance, but rather establishes the order of precedence for service as provided at Section 663.600(d) of the WIOA Final regulations. Services should be targeted for individuals residing in the Local Area.

Due to the physical geography of our region, there may be instances when residents of adjacent counties may wish to receive WIOA services outside their county. RPWDB considers it good customer service to allow this. It is also common courtesy to notify the adjacent workforce area so they are aware of customer migration. **Note: Priority of service gives precedence to customers in the local workforce area of the contract.** All adult participants must reside in North Carolina at the time of application. Dislocated workers that have been displaced from businesses located in North Carolina but reside in another state may choose to pursue WIOA services in North Carolina.

The *basic* eligibility requirements are:

- To be eligible in the Adult and Dislocated Worker program, an individual must be 18 years of age or older; a US citizen or eligible non-citizen; and if a male, must comply with the Military Selective Service Act.
- Eligible Adults must be unemployed at the time of application or if employed has earned less than the self-sufficiency level as defined by the local Board.
- Eligible Dislocated Workers must meet the definition of “dislocated worker” at WIOA section 101(9).

**NOTE:** If the Local Area is currently implementing priority of service, it will be noted in the Local Area addendum.

Veterans and eligible spouses continue to receive priority of services for all USDOL funded job training programs, which includes WIOA programs. See [DWS Policy Statement PS-03-2017](#).

Services are categorized at three levels to include: basic career services, individualized career services, and training services.

**Basic Career Services include the following:**

- Eligibility determination for funding and services;
- Outreach, intake, and orientation to the information and other services available through the NCWorks Career Centers;
- Initial assessment of educational attainment and skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
- Job search and placement assistance and, in appropriate cases, career counseling, including information on in-demand industry sectors and occupations, and nontraditional employment;
- Appropriate recruitment and other business services on behalf of employers;
- Referrals to and coordination of activities with partner programs and services;
- Workforce and labor market employment statistics information, which includes job vacancy listings; job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements, and opportunities for advancement within those career pathways;
- Performance information and program cost information on eligible providers of training;
- Information, in formats that are usable by and understandable to customers, regarding how the Regional Partnership Local Area is performing on the local performance accountability measures;
- Information relating to the availability of supportive services or assistance provided by partners;
- Referrals to supportive services or other needed assistance;
- Information and assistance regarding filing claims for unemployment compensation;

- Information and assistance regarding financial aid assistance for training and education programs

### **Individualized Career Services include:**

- Other services needed in order for an individual to obtain or retain employment, that consist of comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities;
- Financial literacy services;
- Out-of-area job search assistance and relocation assistance;
- English language acquisition and integrated education and training programs; and
- Follow-up services, including counseling regarding the workplace, for participants in WIOA activities authorized under this subtitle that are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

### **Training Services**

Upon completion of orientation and assessments, customers may be deemed appropriate for training services if the customer is unlikely to obtain or retain self-sufficient employment. Training programs should focus on in-demand industry sectors or occupations in demand in the area, or an area to where the customer is willing to relocate.

Occupational skills training should be provided through individual training accounts from an approved training provider. All customers interested in receiving WIOA scholarship assistance must apply for a Pell Grant, and if awarded, the Pell Grant funds are to be applied to the cost of training prior to use of WIOA funding.

### **Training services include the following:**

- Occupational skills training, including training for nontraditional employment;
- On-the-Job Training (OJT);
- Incumbent worker training (as policy and local funding allow);
- Programs that combine workplace training with related instruction, which may include cooperative education programs and apprenticeship;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs; and
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with other training services.

All those who receive training services must be determined eligible for WIOA-funded services and follow the priority of service in WIOA.

- Training services shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider of such services.
- Training services shall be provided to eligible adults and dislocated workers through the use of Individual Training Accounts (ITAs).
- It is expected that the provision of training will follow the Local Area's WIOA approved occupational training programs. (Posted on RPWDB website by Local Area.)
- It is expected that customers will exit training with an industry-recognized credential

Selected service providers will be expected to continue services with currently enrolled participants.

Each customer should receive an orientation of available services, including all partner services and any other pertinent resources to ensure successful return to employment. The orientation shall include a complete overview of the processes and procedures for gaining maximum benefits from engagement with the NCWorks Career Center. Orientations can be conducted in individual or group settings, depending on demand and the need for center efficiency.

WIOA consistently emphasizes the need for services targeted to persons with disabilities and individuals with barriers to employment, including individuals who receive public assistance or are otherwise low income and/or basic skills deficient. Outreach, marketing efforts, and services shall include efforts to encourage the use of the NCWorks system to groups that need employment and training services to become more skilled and employable in the path to financial self-sufficiency.

WIOA Sec. 3 (24) defines an “individual with a barrier to employment” means a member of one or more of the following populations:

- a. Displaced Homemakers
- b. Low-Income Individuals
- c. Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in Section 166
- d. Individuals with disabilities, including youth who are individuals with disabilities
- e. Older individuals
- f. Ex-Offenders
- g. Homeless Individuals (as defined in Section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2)).
- h. Youth who are in or have aged out of the foster care system
- i. Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- j. Eligible migrant and seasonal farm workers, as defined in Section 167(i)
- k. Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- l. Single parents (including single pregnant women)
- m. Long term unemployed individuals
- n. Such other groups as the Governor involved determines to have barriers to employment

## **Program Requirements**

North Carolina uses a web-based software product, *NCWorks Online*, to support WIOA data. The software was specifically developed to provide an automated client intake, tracking, case management and reporting system for WIOA. The *NCWorks Online* MIS System will fulfill the functions of eligibility determination and certification, comprehensive case management, and reporting participant outcomes and will be required as the case management system and data validation system used by all Contractors.

Contractors will use this system to input data and maintain program information. It is encouraged that all entries be made within five working days of the action or event for each participant but in no case more than 10 working days of the activity.

There is an additional companion reporting piece, *NCWorks Performs*, which interfaces with *NCWorks Online*, to provide a robust data reporting system.

As of this RFP issuance, there is not a state-required Individual Training Account tracking system available; therefore the Bidder would need to have such a system already in place to be utilized for tracking and reporting of training expenditures.

**Eligibility Verification/Documentation:** Selected service providers are required to use NCWorks for all aspects of documentation and tracking of services. In many cases all NCWorks staff are enrolling customers into WIOA career services. Since WIOA does away with the core, intensive and training sequence, the WIOA service provider will need to ensure that each customer is eligible to receive WIOA-funded services prior to obligating or paying any expenses on a customer's behalf. Service providers are responsible for determining, verifying, and certifying WIOA eligibility for each adult or dislocated worker applicant by obtaining acceptable records/ documents to verify each required eligibility item. Verification documents and other necessary paperwork must be maintained to the greatest extent possible in NCWorks.

Documentation of services, referrals, progress, activities, and follow-up will be entered into NCWorks. Documentation should provide information related to successes and barriers related to the completion of the service plan along with potential next steps of services.

**Assessments:** WIOA expects center staff to conduct an initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities, (including skill gaps) and supportive service needs. Initial assessment will include the following: basic skills, work readiness skills, occupational skills, prior work experience, barriers to employment, family situation, occupational interests and aptitudes, financial resources and needs, supportive service needs, and developmental needs.

This information should be acquired through various means, including, but not limited to, standardized tests, structured interviews, behavioral observations, inventories, career guidance instruments, performance-based or competency-based assessment tools, and where the information is current and reliable, assessment results from another service provider (school or agency).

**Individual Employment Plans:** Each customer enrolled into WIOA services will have an individualized employment plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services, and career pathways to attain career objectives. Employment plans should be flexible and responsive to the individual needs of each customer as they move through needed career services and/or training services, keeping in mind that employment is the ultimate goal for all our customers. The IEP should be reviewed and updated at least quarterly. Each plan will identify educational goals, pre-employment steps, selected learning objectives, training and work-based learning (when provided) and any other preparation for unsubsidized employment. The plan will set clear and realistic goals for educational advancement, entry into employment in a targeted industry, and any continued learning and development, as needed. Service Plans should be developed and updated in NCWorks.

**Case Management:** All NCWorks Career Centers are expected to make available group counseling, individual counseling, and career planning. While not every customer that is served by the NCWorks Career Center will receive comprehensive case management services, this

service may be needed for customers that exhibit multiple barriers and/or have longer term educational goals to obtain employment.

Staff is expected to work closely with customers to provide support and guidance, address needs and barriers, assist with problem solving, serve as role models, and assist in the attainment of the objectives and goals agreed upon in their plan. Regular personal contact between staff and the adult/dislocated customer is important. Based on the case management relationship, the customer should be aware that he/she has support and accountability in working to achieve his/her personal goals.

Primary case management functions may include services coordination, advising, career counseling, and advocacy, follow-up as appropriate, and accurate and timely record keeping. Staff are to be informed of and adhere to professional standards of client confidentiality and safeguarding of personal and confidential information.

### **Staff Development**

Engaged front-line customer service staff is the critical component for delivering great customer service. It is imperative that staff is well-trained, friendly, professional, and highly knowledgeable. Staff must have a strong commitment to customer service. They also need to have strong organizational skills, attention to detail, and a working knowledge of current economic and workplace trends. This forms the basis for their ability to properly counsel jobseekers about skills and training that will result in employment.

### **Staff/Customer Ratio**

The awarded Contractor will serve participants who are currently enrolled or in follow-up, and will enroll new participants. The Contractor is expected to maintain a relatively constant number of active participants throughout the program year. Refer to Regional Partnership Addendum <https://regionalpartnershipwdb.org/2020-wioa-request-for-proposal/>

### **Performance Measures**

The Workforce Innovation & Opportunity Act establishes a comprehensive performance accountability system in order to optimize the return on investment of Federal funds *and* to assess the effectiveness of Local Areas in achieving continuous improvement.

These are minimum core indicators of performance for the Adult and Dislocated Worker Programs and proposers should be prepared to collect data pertaining to these indicators:

- Entry into unsubsidized employment (Entered Employment)
- Retention in unsubsidized employment (Employment Retention)
- Earnings change after entry into unsubsidized employment (Average Earnings)
- Credential rate
- In Program Skills Gain
- Indicators of effectiveness in serving employers

**Complete the Performance Outcomes documents of additional required measures.**  
(Attachments) <https://regionalpartnershipwdb.org/>

### **Equal Employment Opportunity (EEO)**

The Program Applicant (hereinafter referred to as the “Contractor”) assures compliance with Section 188 of the Workforce Innovation & Opportunity Act; Age Discrimination Act of 1975; Section 504 of the Rehabilitation Act of 1973; the American with Disabilities Act of 1990; and Title VI of the Civil Rights Act of 1964 which govern the Contractor’s responsibilities in upholding laws pertaining to equal opportunity employment.

All participants and staff will be informed of EEO policies and guidelines and the name of the EEO Officer during a formal orientation prior to participating in any WIOA-funded activity. The Contractor is required to develop and adhere to affirmative action policies.

All grievances and complaints submitted by WIOA participants involving allegations of discrimination, violations of the WIOA, or criminal fraud, abuse or misconduct must be processed according to the local Board’s Grievance/Complaint Procedures.

### **Personnel Policy**

Please provide a copy of the agency’s most recent personnel policies, including the agency’s hiring practices and separation policies. It is recommended that each Contractor conduct a criminal background check for new employees.

**Contract award is contingent on evidence that the policy is fair and consistent with the local Board policy.**

### **Internal Program Management**

All WIOA Contractors are required to establish internal program management procedures to assure compliance and to review program progress. The Contractor agrees to monitor and review the following major areas of operation:

- Compliance with the provisions of the Workforce Innovation & Opportunity Act (P. L. 105-220) and regulations or any applicable federal or state regulations;
- Compliance with the provisions of the WIOA contract;
- Compliance with all applicable State and local Board policies; and
- Compliance with WIOA Regulations regarding records maintenance.

The internal program management and monitoring procedures must be sufficient to prevent fraud and abuse. All reports of information creating suspicion of, or instances of criminal misconduct, fraud or willful and gross misconduct, in connection with any WIOA Program shall be reported immediately to the local Board, the North Carolina Division of Workforce Solutions, and the U.S. Department of Labor.

Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained to support the eligibility of all WIOA participants and confirm adherence to specific program requirements and limitations. The local Board will require that WIOA Contractors adhere to their established monitoring procedures for ensuring program compliance with federal regulations.

**Employment and Training Services:** WIOA legislation speaks to priority of services relative to the provision of employment and training services. As referenced in the WIOA legislation “priority shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of career services, described in paragraph (2) (A) (xii) and training services.”

## **Reports**

**Monthly and Quarterly Reports:** It is expected that routine monthly and quarterly written programmatic reports will be developed to include WIOA Common Measures, career services, career center traffic, business services and other key performance indicators. RPWDB will work closely with selected service providers to design and administer these reports.

**Financial Reports:** Financial reports and invoices for reimbursement will be prepared and submitted to the RPWDB office by the 10th day of the following month and include the following:

- Monthly Invoices by funds source to include budget amounts by line item, monthly expenditures by line item, year to date expenses by line item, and accrued expenses.
- Summary and detailed accounting reports by fund source generated from your organization’s general ledger that matches the monthly invoices submitted for reimbursement.

## **Performance Measures: WIOA**

WIOA establishes primary indicators of performance for all programs. Performance and accountability guidance can be found at [TEGL 10-16](#).

Local areas negotiated performance levels with DWS for PY19. It is anticipated that PY20 negotiations will be held spring 2020. Performance goals on all indicators must be met in order to pass performance. All individuals who received at least one staff assisted service are included in the calculation of performance measures. The primary indicators include:

### Adults/Dislocated Workers

- Employment Rate 2nd Quarter after Exit
- Employment Rate 4th Quarter after Exit
- Median Earnings 2nd Quarter after Exit
- Skills Gain during participation
- Credential Attainment Rate within 4 Quarters after Exit
- Employer Effectiveness

## Regional Partnership's Negotiated WIOA Performance Measure Goals for PY2019

PY 2019*	Regional Partnership (Negotiated)		Current Performance Achieved	
	Adults	Dislocated Workers	Adults	Dislocated Workers
EXPECTED LEVELS				
Employment Rate 2nd Quarter After Exit	70%	79%	73.4	87.5
Employment Rate 4th Quarter After Exit	70%	80%	73.4	87.5
Median Earnings 2nd Quarter After Exit	\$4,500	\$6,900		
Credential Attainment within 4 Quarters After Exit	60%	66%	79.6	87.5
Employer Effectiveness	Baseline	Baseline	Baseline	Baseline

\*The Regional Partnership WDB negotiated our local performance goals with DWS for PY2019 federal measures. While PY2020 goals have currently not been set, it is expected that the goals will be a slight increase from PY2019.

As noted previously, it is expected that additional local measures may be developed by the NCWorks Commission for each local area or by the local WDB.

## **Fiscal and Administrative Management**

A number of changes to the federal OMB circulars took place on December 19, 2014. New Uniform guidance was issued in 2 CFR Part 200 and 2 CFR Part 2900. The Employment and Training Administration issued TEGL 15-14 that gives guidance on this reform. In summary, 2 CFR 200 and 2 CFR 2900 replaces the following: A-103 & A-89, A-87, A-133 & A-50, A-110, A-21, A-110 and A-122.

### **Internal Financial Management**

All contractors are required to conduct internal financial management reviews. The purpose is to provide adequate internal controls and ensure compliance with the following areas related to WIOA funds and services. To be eligible for contract award, your organization must be able to

demonstrate a 90-day cash flow. The Contractor agrees to conduct internal financial management reviews of the following major areas:

- Provisions of the WIOA and its regulations;
- Provisions of the WIOA Contract;
- Applicable state and workforce development board policies;
- Accepted financial management and accounting practices; and
- Compliance with 2 CFR 200

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All reports of information creating suspicion of or instances of criminal misconduct must be reported immediately to the RPWDB, NCDOC-DWS, and USDOL.

Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIOA funds and confirm adherence to policies regarding allowable costs and allocations of cost to proper cost categories. It is necessary to assure that accounting records are supported by source documentation for each transaction. In addition, records should be traceable to documentation and maintained in such a manner as to provide a complete and accurate audit trail during any internal or external examination.

The WIOA contractor shall document all internal financial compliance reviews.

**Contract award is contingent on evidence of organization's solvency.**

If applicable, the respondent will provide a copy of the organization's Cost Allocation Plan. For-profit organizations will need to provide any proposed profit within the budget document. Proposed profit will be paid up to and shall not exceed 8%.

**Internal Program Management:** Contractors are required to establish internal program management procedures to assure compliance with contract requirements, delivery of high-quality services to eligible adults, dislocated workers, and youth and achievement of planned outcomes. Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained to support the eligibility of all WIOA customers and confirm adherence to specific audit requirements and time limitations.

**Audit Submission:** Contractor agrees that the financial records reporting of grant-funded activities shall be either:

1. Audited by a Certified Public Accountant or the Office of the State Auditor (for North Carolina state agencies) and a copy of the audit submitted to the local Board within 90 days of the Contractor's fiscal year-end or per the Office of State Auditor schedule. Financial statements shall be prepared under the accrual basis, which is Generally Accepted Accounting Principles (GAAP). Any Management Letters issued with these financials shall be submitted to the local Board within 90 days of the Contractor's fiscal year-end or per the Office of State Auditor schedule. If no Management Letters are issued, a letter from the auditing firm shall be submitted to the Contractor on the firm's letterhead stating that no Management Letters were issued, OR

2. In lieu of an external audit, that a Profit & Loss Statement, a Balance Sheet and a copy of the most recent Federal Tax Return be submitted to the local Board within 90 days of the Contractor's fiscal year-end reflecting financial status at year-end and that a Profit & Loss Statement and Balance Sheet be submitted at the mid-point of this contract term to reflect financial status at that time.

Failure to cooperate and comply with the monitoring/auditing terms of the contract will be interpreted as a serious violation of the contract and will constitute grounds for suspension or termination, and may result in disallowance of costs claimed under the contract.

**Contract award is contingent on final clearance of any audit-related issues. Contract award is contingent on evidence of sufficient bond ability.**

In the event the Contractor goes out of business or ceases to be an organization prior to the expiration of record retention responsibility, the Contractor will deliver all records required to be retained hereunder to the local Board's administrative entity.

**Monitoring Procedures:** In accordance with WIOA Contract Monitoring and Audit Procedures and the WIOA regulations (20 CFR, Part 652, et al and 20 CFR 667.410), WIOA contracted staff must cooperate with any monitoring, inspection, audit, or investigation of activities related to WIOA contracts. These activities may be conducted by the NCDOC-DWS, USDOL, the RPWDB or their designated representatives. This cooperation includes access to, examination of, and/or photocopying of books, records, files, documents, property or equipment related to all aspects of WIOA-funded activities under this contractual agreement.

The RPWDB has developed a systematic monitoring system for evaluating the quality and effectiveness of services. Monitoring is the quality control system whereby the RPWDB gathers and analyzes information to detect problems, identify strengths and weaknesses, and propose improvements to the services. Monitoring activities are conducted periodically to determine whether services are in compliance with contractual agreements, RPWDB policies, WIOA regulations, and RPWDB requirements. RPWDB monitors performance, programmatic, and fiscal activities. In many instances, the different types of monitoring are interrelated and conducted simultaneously.

**Records Retention:** The following records and documents must be maintained for WIOA-funded customers and employees. They must be available for monitoring and review by the RPWDB and must be retained, subject to audit, for five (5) years following the final audit of the contract. If any aspect of the program is under investigation or in the process of audit resolution and/or debt collection, the WIOA Staff is required to retain records after the five (5) year period and until the final audit resolution of all disallowed and/or questioned costs are paid or accepted as allowable. Please see below for a listing:

- General ledger or equivalent;
- Cash receipts and cash disbursements journals/reports or equivalent;
- Bank statement, reconciliation, deposit slips and canceled checks for each bank account through which WIOA funds were received or disbursed;
- All contracts with the RPWDB/RCS including all amendments;
- All financial reports and documentation supporting requests for reimbursement;

- Payroll records including Individual Earnings Record, Employee Withholding Authorization (W-4), FICA reporting forms, federal and state withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plans;
- Invoices and/or supporting data for non-payroll disbursements; and
- Customers' records including participant data forms, verification/documentation items, assessments tests and results, the Individualized Employment Strategy and documentation of outcomes.
- Any other financial records or documents that are related to the contracted funds as requested by the RPWDB.

All WIOA-funded contracts between the Regional Partnership Workforce Development Board and Service Providers will be conducted on a cost reimbursement basis only. However, related to for-profit organizations, profit is paid based on pay-for performance measures which are put in place at each program year.

## **Insurance Requirements**

**General Liability Insurance:** General public liability insurance coverage is required of all WIOA proposed contracts operators. NOTE: Contractors that are state agencies or political subdivisions of the State of North Carolina are exempt from the public liability insurance requirement referenced above. Evidence of your organization's General Liability Insurance and Carrier information is required within 10 days of contract award.

**Medical/Accident/Workers Compensation Insurance:** The Contractor shall provide adequate on-site medical and accident insurance for all enrollees not covered by the North Carolina Workers' Compensation law. This coverage shall not include income maintenance. Contractors must have a Workers Compensation policy that covers WIOA participants during paid work experiences. It is recommended that this be a separate policy from the agency's organizational policy.

### ***Contract award is contingent on evidence of sufficient insurance***

**Automobiles:** Contractors using agency owned or leased motor vehicles in conducting program activities shall provide automobile insurance coverage for WIOA funded staff and program participants using such vehicles for WIOA sponsored/funded activities and services. Evidence of your organization's Automobile Insurance and Carrier information is required within 10 days of contract award.

**Bonding Insurance Requirements:** WIOA contractors must meet bonding requirements as required through the OMB Circulars or other applicable regulations. Public agencies are required by the North Carolina General Statute to be bonded. Non-governmental agencies shall procure a blanket fidelity bond, position bond, or name schedule fidelity bond for all persons or positions authorized to receive or disburse WIOA funds. The Contractor must maintain all bonding in force for the period of the contractual agreement. The proposed contractor must submit a written notice to the RPWDB within fifteen (15) calendar days prior to any reduction in the limits stated on the bonding document. Similarly, the contractor must provide written notice of any cancellation of the bonding policy to the RPWDB immediately upon receipt of the

cancellation notices. Evidence of bonding must be provided to the local Board within 10 days of contract award

**Program Income Requirement:** Historically, program income has not been a common occurrence with local Board WIOA Contractors. However there may be instances where program income is earned and if so needs to be accounted for correctly. The Contractor assures that it will comply with federal requirements, described at 29 CFR 95.24 or 29 CFR 97.25 (g) (2), as appropriate, for all program income earned under the WIOA.

USDOL requires that all income generated under any WIOA contract shall be reported and used to further program objectives. Any organizations proposing program income must provide a set of measurable deliverables. Program income is required to be spent prior to use of WIOA funds.

**For Profit:** Contractors proposing for profit contracts must propose criteria/deliverables for profit as part of the budget narrative that can be negotiated/finalized upon award. All criteria proposed must be Specific, Measurable, Achievable, Realistic and Timely (SMART goals). The Regional Partnership WDB will pay up to, and no more than 8% profit of the WIOA Service Contract. Criteria for profit will be reviewed and included in negotiating final contracts. Profit is not an entitlement by virtue of receipt of a contract or level of expenditure of funds. Performance measures will need to be met prior to profit payment. The criteria and timelines for payment will be determined during the contract negotiation process.

**Authority to Re-Capture and Re-Distribute Funds:** The WDB has the authority to re-capture and re-distribute funds based on the following criteria not being met or changing customer needs across the region.

- Staffing levels
- Enrollments
- Caseloads
- Spending levels

### **Requirements for Depository Accounts Holding WIOA Funds**

Due to cost reimbursement contracting, excess WIOA funds are not typically on hand at the Contractor level since the Contractor is being reimbursed for funds already expended. However, if a situation arises that result in the Contractor having excess cash on hand that has been deposited into an interest bearing account, then it may require the reporting of interest as program income.

The Contractor must assure that in the instance where excess cash is on hand that it will be tracked, and any interest resulting from the cash on hand will be properly tracked and used for WIOA operations as program income. If it is determined that excess cash is on hand, the Contractor may be required to issue a check in the amount of the excess cash.

### **Property Management Requirements**

- The Contractor agrees to maintain careful accountability of all WIOA purchased non-expendable property (property with a life expectancy of one year or more and a unit cost of \$500.00 or more and to maintain an inventory of all properties issued by the local Board or

subsequently acquired with WIOA funds. Acquisition of non-expendable property with a unit cost of \$500.00 (including taxes, shipping and handling costs) or more must be approved by the local Board Administrator, prior to the purchase. The local Board will maintain a fixed-asset listing to be verified for physical location and service ability at the locations where equipment is maintained through an annual inventory review.

- Any purchases made for \$5,000 or more with WIOA funds must be approved by the local Board and the State, prior to the actual purchase. The State will monitor the inventory of all items purchased or leased with a value of \$5,000 or more.
- The Contractor agrees not to dispose of or transfer any non-expendable property purchased with WIOA funds which has a unit cost of \$500 or more and/or a life expectancy of one year or more until written authorization is received from the local Board. Any disposal of WIOA property must be according to applicable Federal, State and Local disposal procedures. Any revenues derived from the sale of property purchased with WIOA funds must revert to a WIOA activity.
- The Contractor will be responsible for maintaining an accurate inventory of all WIOA property in their possession. A copy of the updated annual inventory shall be submitted by the Contractor to the local Board with the 13th month/ Final Financial Closeout documents.
- In the event property purchased with WIOA funds is stolen or destroyed by criminal act, the Contractor will notify appropriate law enforcement officials immediately. The local Workforce Development Board Director must be notified within three (3) working days of discovering the loss or damage. A copy of the police report will be maintained as documentation of loss, and a copy forwarded to the local Board.
- The Contractor agrees to pay for or replace (from non-Federal funds) any property purchased with WIOA funds that is lost, damaged, destroyed, or misplaced through negligence of the Contractor, its staff or representatives.

### **Invoicing, Reporting and Contractor Close-out**

The Contractor will be reimbursed for total allowable costs incurred as agreed upon between the local Board and the WIOA Contractor. The Contractor will submit a Monthly Invoice for reimbursement of incurred allowable costs.

In order to assure that reimbursements are used in accordance with the provisions of the contract, the Contractor shall: (a) use such fiscal, audit, and accounting procedures as may be necessary to assure proper accounting for reimbursements received; and (b) provide the Board staff and authorized representatives of the U.S. Department of Labor or the Comptroller General of the United States access to and the right to examine any books, documents, papers, records, property and equipment pertaining to funds provided or activities undertaken concerning the program.

All Contractor invoices and other reports must contain information required by the local Board. The final contract closeout report must be submitted within forty-five (45) days after the ending date of the contract. Any participant and financial reports requested are to be provided to local Board staff by established deadlines. Reporting forms will be provided and explained upon development of the reports.

## **Budgets and Invoices**

Respondents to this RFP should submit an Adult/ Dislocated Worker budget up to, but not greater than the projected available funding for each program as identified in the chart provided. The chart can be found at on the RPWDB website at <https://regionalpartnershipwdb.org/>. The amounts on the funding chart are intended to be used as guidelines for respondents and are subject to revision based upon final notification of WIOA funding availability from the NC Department of Commerce-DWS. If additional narrative detail is needed, please provide that as well. It is understood that participant expenses will be difficult to accurately predict at this time; however, a projection of these expenses based on plans for services to customers is requested. More detailed budgets will be developed after the service provider is selected and allocation amounts are more defined.

Proposed budgets must be within the amounts indicated and must be reasonable based on proposed staffing, service levels, and service delivery plans. The amount awarded will be determined on a competitive basis, but not necessarily based on the lowest proposed cost. Subsequent revisions and negotiations of final contract budgets may be required due to funding award decisions.

Since this is a reimbursement contract, service providers will be expected to incur the costs for all program services and make payments on behalf of the enrolled customers, then report each month's expenses by the 10th day of the following month for each of the fund sources in the contract. The monthly reimbursement submission will include a line item invoice, with budgets, current month expenses, unexpended balances, and accrued expenses. As backup to the invoice, a summary line item expenditure reports and detailed line item expenditure reports by fund source that support the invoice amounts should be submitted each month.

WIOA funds are distributed through a process of drawdowns from US DOL and then from the State to Regional Consolidated Services (RCS). Since this is a reimbursement process, the time from incurred expense to receipt of reimbursement may take up to 30 to 60 days. Bidding organizations must have fiscal ability to operate under this timeframe.

Since the program year and fiscal year runs from July 1st through the following June 30th, final payment for each program year's WIOA expenses will occur with the June invoice that will be submitted by the service provider to RCS during the month of July along with end of year Financial Closeout documents. Service providers are expected to not expend funds to zero balance so that there is carry-over for the upcoming program year.

Although not expected, if any part of the work covered by this request is to be sub-granted, the grantee shall identify the sub-granting organization and a sub-grant agreement must be entered into between the two parties. Copies of the sub-grant agreements must be submitted to the RPWDB for approval, prior to execution of any sub-grant agreements.

## **INSTRUCTIONS FOR SUBMISSION**

Proposals are being solicited for NCWorks Career Center Operator and Adult and Dislocated Worker of WIOA Title 1-B services in the RPWDB region. Refer to the Local Area addenda for

the specific county (ies) that interests you. Any governmental, educational, community-based organization or non-profit agency engaged in public service; or any private-for-profit agency may apply.

Each entity proposing to provide the employment and training services as prescribed by this RFP, must do so as an individual company or agency, and be prepared to either provide the services directly or actively refer customers to the appropriate provider(s) of the services.

### Schedule for Review, Award and Notifications

<b>Proposals Due</b>	<b>12:00 NOON May 13, 2020</b>
RFP Announced	March 4, 2020
RFP Release Date	March 27, 2020
Bidder's Conference	April 15, 2020 / 2 pm via Teleconference
Letter of Intent	April 22, 2020
Proposals Due	April 29, 2020 – by 12:00 NOON
Technical Compliance Review	April 30 - May 7, 2020
Local Board Review Process	May 11 – May 29, 2020
Notice of Selection	No later than June 1, 2020
Anticipated Contract Start Date	July 1, 2020

*\*These dates and times are subject to change.*

### Proposal Due Date

Proposals are due by **12 Noon on Wednesday, April 29, 2020** as an emailed PDF to the designated staff:

Regional Partnership Workforce Development Board  
 Attention: Tammy Wall, Regional Partnership WDB Director  
[twall@regionalcso.org](mailto:twall@regionalcso.org)  
 336-625-5141

Budget worksheets and other attachments may be submitted separately in other formats, as specified.

### Contract Terms

The initial contract term begins July 1, 2020 and ends June 30, 2021. At the end of June 30, 2021, the RPWDB may approve a one-year extension, for up to a total of three years pending funding availability and contractor performance.

### Type of Contract

The type of contract entered into by the awarded Contractor for the services outlined in this RFP is a cost-plus-fixed-fee contract. A cost reimbursement contract is one that establishes an estimate of total costs for the purpose of obligating funds and a ceiling that the contractor may

not exceed (except at contractor's risk) unless the awarding party agrees to amend the contract to provide additional funds. A line item budget shall be based on all legitimate costs to be incurred by the contractor in carrying out the services. The contractor is reimbursed for actual expenses according to the approved line item budget. For profit organizations may propose a reasonable level of profit, not to exceed 8%, that may be awarded based upon achievement of predetermined parameters/benchmarks of performance with specific timelines for both one stop operations and WIOA service delivery. The contract negotiation process will address this in detail.

The Contractor is expected to make, in a timely manner, all payments on behalf of customers (such as tuition, supportive services, work experience payroll, OJT reimbursement, etc.)

Based on funding availability, the local Board may extend a contract if it appears to be in the best interest of the WIOA Program and is agreeable with the Contractor. Similarly, the training slot levels and/or number of participants served and/or associated costs may be modified at any time during a contract period by executing a contract modification agreement signed by both parties.

Contractor may not subcontract any or part of the services for which they seek award.

### **Questions about the RFP and Bidder's Conference**

All questions regarding specifics of the RFP must be submitted via **email only** to Tammy Wall (twall@regionalcs.org). All questions will be answered within 3 business days of receipt and written responses will be posted to the WDB RFP [website page](#) within that same time period.

Questions must be received no later than **April 27, 2020** to be guaranteed a response.

In addition, a **Bidder's Conference will be hosted via teleconference from 2:00 PM – 4:00 PM EST on April 15, 2020**. If you would like to participate in this conference, please request an invitation to Tammy Wall ([twall@regionalcs.org](mailto:twall@regionalcs.org)) no later than **4:00 PM on April 10, 2020**. Specifics for getting onto teleconference will be posted on the Regional Partnership Workforce Development Board at <https://regionalpartnershipwdb.org/>

### **Availability of the Application Package**

The RFP package is available in its entirety on the WDB website at <https://regionalpartnershipwdb.org/> in a downloadable pdf format found here.

The required files will be e-mailed directly to you if requested to <mailto:twall@regionalcs.org>  
**Addenda to this Request for Proposal**

If it becomes necessary to revise any part of this RFP, an addendum will also be posted on the RPWDB website at <https://regionalpartnershipwdb.org/>. Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFP (e.g. WIOA information, changes to performance measures, and revisions to the timeline).

### **Right to Cancel**

The RPWDB reserves the right to cancel all or any part of this RFP at any time without prior notice and reserves the right to modify the RFP process and timeline as is deemed necessary.

**The RFP and all addenda are located on the RPWDB website. This is also where you will find answers to any questions received after release of the RFP.**

<https://regionalpartnershipwdb.org/category/events/>

## **TERMS OF SELECTION**

The local Board reserves the right to accept or reject any or all proposals received. The local Board reserves the right to waive informalities and minor irregularities in offers received. All solicitations are contingent upon availability of funds. The local Board reserves the right to request additional data or oral discussion or documentation in support of written offers.

Any bidder may be requested to make an oral presentation of their proposal(s) to the local Board. The local Board staff will schedule the time and location for these presentations, if required.

### **Evaluation Criteria and Approval Process**

WDB staff may contact a Bidder in the event that obvious errors need to be clarified such as a budget typographical error, missing page within the narrative, or a direct contradiction in some element of the proposal. However, WDB staff will not contact Bidders when the intent of the proposal or description is unclear – proposals are being rated, among other things, on how well they describe proposed programs.

The WDB Chairperson will appoint a standing committee of Board Members to review Requests for Proposals and recommend a bidder to the WDB for selection. That standing committee will rate each proposal as follows:

The Request for Proposal Application is divided into nine primary elements. A rating scale based on a total maximum award of 400 points will be used. Reviewers may be provided with additional points to consider when evaluating specific aspects of the proposals, but in general, the key factors will be clarity of descriptions and explanations; feasibility and reasonableness of the proposed plan, including relative budget line items compared to proposed services; consistency with WIOA regulations (proposals must demonstrate an understanding of the WIOA requirements); an emphasis on career pathways and sector strategies in moving adults to self-sufficiency; an emphasis on comprehensively serving all adult and dislocated worker priority groups; and an emphasis on partnership development.

Request for Proposal Response Section	Maximum Points
Program Management	50
Career Services	50
Training Services	40

WIOA Planned Outcomes	50
Services to Employers	50
Follow-up Services	40
Dislocated Worker Services (Rapid Response)	40
Budget	40
Fiscal Management	40

An average score will be determined for each proposal based on those ratings. A committee recommendation will then be developed based on both numerical ratings and additional discussion regarding the relative merits of proposals received.

The full WDB will make a final selection of proposals based on recommendations submitted by its sub-committee. All Bidders will be notified of the decisions via email within two business days of the WDB's decision. Ratings will be used as a guide; the recorded scores are not binding since oral discussions and/or presentations may also be considered in the overall evaluation.

## **PROGRAM PERIOD**

The program-funding period is from July 1, 2020 through June 30, 2021. Continuation beyond June 30, 2021 is subject to future funding and legislative authority. Based on funding availability, the option exists to extend the contract for two additional years beginning July 1, 2021, with the opportunity for re-negotiation, to be initiated in writing by the local Board at least sixty days before the expiration date of the first year contract.

In order for the local Board to exercise its second and/or third year option, the Contractor must meet performance requirements as outlined in the contract documents. However, the local Board is not bound to exercise a second and/or third year contract solely on stated performance criteria. With sufficient justification, the local Board can renew an annual contract for two additional years without benefit of competitive procurement, not to exceed a total of three years. Each renewal shall be limited to a one-year period.

## **APPEAL PROCEDURES**

Appeals by proposing organizations denied funding are limited to procedural appeals only; such appeals shall be based solely on allegations of irregularities in the solicitation and awards procedure and not on the relative merit of the offers submitted. If a bidder believes to have been harmed by the violation or misapplication of procedure or regulation of this program, the bidder has the right to file a grievance. This grievance should be filed according to the written Procurement Appeals Policy established by the local Board. See the local Board addendum for the Local Area Procurement Appeals Policy.

## **GENERAL PROVISIONS AND REQUIREMENTS**

**The following are general provisions and policies. Refer to the Local Area addendum for any modifications. NOTE: The Contractor is expected to follow local Board policies. If the local policy differs from any presented here, the local policy will prevail.**

## Provisions

1. This RFP does not commit the local Board to award a grant.
2. Ownership of all data, material, and documentation originated and prepared by the Contractor under the terms of the contract shall belong exclusively to the local Board.
3. Proposals should be submitted in the format set forth in the Proposal Format and Required Forms section of the RFP and adhere to the minimum requirements specified therein.
4. Formal notification to award a contract and the actual execution of a contract are subject to the following:
  - (a) receipt of WIOA funds granted under the WIOA plan;
  - (b) results of negotiations between selected Contractors and local Board administrative staff;  
and
  - (c) continued availability of WIOA funds.
5. Any changes to the WIOA Program, the State of North Carolina WIOA Plan, or the local Board WIOA Plan, may result in a change in contracting and requirements. In such instances, the local Board will not be held liable for what is in the offeror's proposal or this Request for Proposal package.
6. Each offeror submitting a proposal will be notified in writing of the local Board's decision concerning its proposal.
7. Proposals submitted for funding consideration and programs operated must be consistent with the federal WIOA legislation, all applicable Federal Regulations, the North Carolina Division of Workforce Development Policies and Issuances, the local Board Policies and Procedures.
8. Offerors selected for funding must also ensure compliance with the following: USDOL Regulations 20 CFR Part 652 (Workforce Innovation & Opportunity Act, Final Rule), Office of Management and Budget Circulars A-21, A-87, A-110, A-122, A-133, or 48 CFR Part 31, whichever is applicable.
9. The local Board may require selected Contractors to participate in negotiations and to rewrite their proposals as agreed upon during the negotiations.
10. Additional funds received by the local Board may be contracted by expanding existing programs and contracts, or by consideration of proposals not initially funded under this RFP, if such proposals were rated in the competitive range. These decisions shall be at the discretion of the local Board.
11. The local Board may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of the local Board, the services proposed are not needed, or the costs are higher than the local Board finds reasonable in relation to the overall

funds available, or if past management concerns lead the local Board to believe that the Contractor has undertaken more services than it can successfully handle.

12. If through the negotiation process, it becomes evident that the proposed Contractor may not be able to fulfill contract expectations, the local Board reserves the right not to enter into contract with the organization, regardless of local Board approval of the offeror's proposal.
13. The local Board is required to abide by all WIOA legislation and regulations. Therefore, the local Board reserves the right to modify or alter the requirements and standards as set forth in this RFP based on program requirements mandated by state or federal agencies.
14. Contractors will be expected to adhere to local Board procedures to collect, verify and submit any required monthly or quarterly reports as well as monthly invoices to the local Board.
15. All grievances arising out of the WIOA or this RFP must be filed according to local Board's established grievance procedures.
16. All Contractors must ensure equal opportunity to all individuals. No individual in the Local Area may be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA-funded Program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
17. Contractors must accept liability for all aspects of any WIOA Program conducted under contract with the local Board. Contractors will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
18. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a Contractor fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.
19. Contractors will allow access to all WIOA records, program materials, staff, and participants to local, state, and federal representatives. In addition, Contractors are required to maintain all WIOA records for five years from the last day of each program year.
20. The local Board encourages all interested bidders to attend/participate in the Bidders Conference. While every effort has been made to include all necessary information, specifications and examples, the need for clarification or interpretation is recognized as a possibility. This is the forum the local Board has selected to answer questions so that all interested parties will have the benefit of the same answer. See the local Board addendum for Bidder's Conference details.

## **BIDDER: PLEASE COMPLETE THE FOLLOWING SECTION**

## **STATEMENT OF WORK NARRATIVE**

This portion of the proposal should give reviewers a clear picture of the proposed services and the capability of the Contractor to deliver the proposed services. Proposers should provide responses that cite the alphabetical and numerical sequence of the question/statement. Provide brief but adequate responses. Narrative may not exceed 15 pages, single-spaced, using 12 point Times New Roman font. Number all pages.

**NOTE: As with all other parts of your proposal response, refer to the Local Area's addendum to answer any modifications or additional questions.**

### **A. EXECUTIVE SUMMARY:**

Provide a two-page executive summary of your proposal describing the targeted population, services to be provided, resources to be used (including financial), numbers to be served, expected outcomes, cost per participant, and the projected overall cost. This executive summary must accompany your responses to the questions below. Limit this summary to a maximum of two pages, 12-point font, normal margins, and single spaced.

\*A separate executive summary must be submitted for adult and dislocated worker services, if applicable.

### **B. QUESTIONS:**

For each question below, please provide a thorough but concise response. Use one page (single sided), 12-point font, normal margins, and single spaced. The responses will be considered part of your Statement of Work and will be used for evaluation of your proposal and, if awarded, for negotiating program design for PY2020.

## **EXPERIENCE AND CAPACITY:**

1. Describe how the proposed program will fit into your organization's mission and goals.
2. Describe the expertise of staff and their ability to achieve program goals with the population(s) proposed.
3. Describe your experience and results providing similar services to similar populations. How will you capitalize on that experience under this grant?
4. If your agency is proposing a regional approach, how will you ensure adequate services in those counties?
5. What additional expertise does your agency possess that will enhance utilization of this grant for clients?
6. Describe your agency's experience with best-practices research, following policies, and reporting. How does that experience correlate to this grant? What standards can the RPWDB expect from your agency as a contractor?

## **NCWORKS CAREER CENTER OPERATIONS**

7. Define exceptional customer service. Describe how you provide exceptional customer service.
8. Provide a brief summary highlighting the Proposer's vision of NCWorks Career Center Operations. This may also include customer service, target customers, recruitment, and planned outcomes and/or goals for the NCWorks Career Center.
9. How does your organization foresee shared supervision in the NCWorks Centers between the contractor's staff and the NCDWS staff within the "functional supervision" model adopted by the State? How will your organization handle potential conflict with other center partners?
10. Job seeker and employer workshops and product box services are expected to be an integral part of the HCWDB NCWorks Career Centers. Describe process for ensuring that a "healthy" mix of workshops and services are made available to meet the needs of customers on a regular basis. Describe any plans related to delivery, topics, and outreach.
11. Describe your process for initially assessing universal customers' needs, providing basic career services, and directing customers to the appropriate services.
12. Describe the process of referrals to include: that appropriate community partner referrals are made when needs are identified; and how referrals may be tracked or followed up.
13. Over the past few years traffic in the career centers has consistently decreased. What plans does your organization have to outreach to potential new customers and current customers to increase activity/traffic at the centers?

**Complete budget sheet/narrative for expenses related to operations found in 'required forms' at <https://regionalpartnershipwdb.org/>**

## **PROGRAM DESIGN:**

14. Describe how your organization will manage the eligibility and enrollment process for all programs.
15. Describe how you will ensure that all customers enrolled are eligible and appropriate for WIOA services. Please include information about staff training and supervision related to the eligibility and enrollment process.
16. Describe the assessment process and identify current and previous assessment tools and methods. Include a description of any tools or methods used to determine the following: levels of basic skills, work readiness skills, interests and aptitudes, occupational skills and supportive service needs. Explain how these assessments inform the service strategy for participants.
17. Describe how the development of the Individual Employment Plan will be conducted and how it will be maintained to reflect the customer's goals around education and employment.

18. Describe the client experience. Include processes and tools used for outreach, recruitment strategies, orientation, objective assessment, referrals and/or provision of supportive services, employment planning, etc. Describe how participant goals will be developed, evaluated, and coordinated with the appropriate agencies and how you will measure the success of the client experience.
19. Detail the standards or expectations you will require of participants. How will staff determine eligibility and suitability for program enrollment? What innovative opportunities will your agency provide to adults seeking employment or reemployment? How will you engage individuals with limited English proficiency, people with low literacy skills, justice-involved individuals, highly-skilled jobseekers, older workers, etc.?
20. Describe how your agency will operate in collaboration with the NCWorks Career Center and mandatory/optional partners? How will your agency ensure the delivery of Integrated Services with a customer-centered approach? How will your agency enhance services provided through NCWorks?
21. Describe your understanding of Work-based Learning (WBL), including work experience (WEX), On-the-Job Training (OJT), etc. How will your agency maximize WBL opportunities? Provide a detailed explanation of how your agency will provide these services. Include how you will provide WBL support to adults with significant barriers to success in employment?
22. Describe your understanding of Certified Career Pathways, curriculum programs, and short-term learning programs. How will your agency connect adults with appropriate training options and monitor their success through completion and into employment? How will you provide support to adults with significant barriers to success in education?

### **PERFORMANCE:**

23. Explain how you will utilize the DOL indicators as tools to engage participants and support their attainment of credentials and/or employment. Describe previous success in meeting this, or similar, performance. Explain the relationship between your proposed program design and performance outcomes.
24. Describe your agency's internal processes for training staff to accurately enter data and documentation. Include your agency's procedure for routine internal monitoring, reviewing reports, and continuous improvement. Explain your agency's experience with tracking performance data at all levels of your organization. Explain your experience with NCWorks Online.

### **PARTNER RELATIONSHIPS:**

25. Describe your agency's relationships within the NCWorks Career Center. Explain how your staff will effectively contribute to Integrated Service Delivery and add value to the NCWorks brand.
26. Describe your agency's relationships throughout the community. Include collaborative partnerships with local agencies and explain any results from previous collaboration.

Describe how you will leverage partner relationships to maximize resources, reduce duplication of services, and achieve program objectives.

#### **EMPLOYER-DRIVEN SERVICES:**

27. Explain the expertise of staff regarding the local/regional labor market. How will your agency ensure current knowledge of existing and emerging hiring needs, economic trends, etc.?
28. Describe how local labor market/employment information (including job vacancies, job skills necessary for employment, earnings, and demand occupations) will be provided to customers.
29. Describe how job search and placement assistance will be provided to customers. Describe how customers will be educated on the use of web-based job search services, social networking, etc.
30. Describe relationships with private-sector employers, employment agencies, companies who offer internships, etc. and successful results from previous collaboration. Describe your agency's connection with professional organizations, Chambers of Commerce, and your plan to leverage those relationships.
31. What staff will your agency dedicate to employer outreach, the development and management of OJT and WEX contracts, follow up with employers, etc.? Explain how you will measure the success of business services staff. Describe the relationship between your business-facing staff and other business-facing NCWorks partners. Include shared reporting, methods for exchanging information, data-sharing, etc.

#### **FISCAL RESPONSIBILITY:**

32. What internal controls will be employed by your agency to ensure fiscal compliance and accountability, including the relationship between expenditures and data entered into NCWorks Online?
33. What internal controls will be employed by your agency to utilize funds in a manner that maximizes services to clients? Provide examples of expenditures and how they will be managed by your agency.
34. Describe your agency's experience in managing similar grants. What fiscal practices enable your agency to manage this grant as defined by WIOA, NCDWS, and the RPWDB?
35. Provide a detailed plan outlining planned expenditures for PY19. Explain the relationship between your proposed program design and your spending plan.

**This concludes the RFP document. Download “Required Forms” to complete your proposal packet for submission.**

## BUDGET SUMMARY

The type of contract entered into by the awarded Contractor for the services outlined in this RFP is a cost-plus-fixed-fee contract. This type of contract is a cost-reimbursement contract that provides for payment to the contractor of a negotiated fee that is fixed at the inception of the contract. The fixed fee does not vary with actual cost, but may be adjusted as a result of changes in the work to be performed under the contract.

### Estimated WIOA Regional Funding Availability for PY 2020

*Adult	\$680,500
*Dislocated Worker	\$503,500

\*All amounts are estimates for planning purposes and are subject to change upon regional allocations.

### Estimated Adult/DW WIOA Regional Funding Availability by county PY 2020

Alamance	\$310,000
Montgomery	\$161,000
Moore	\$178,000
Orange	\$230,000
Randolph	\$305,000

To complete the budget sheet (s), follow these instructions:

- 1) From the Regional Partnership WDB website, **download the budget sheet for every county for which you are proposing**.
- 2) Rename the file (Save as) [CURRENT FILE NAME] \_BiddersName.xlsx
- 3) Open the spreadsheet and enter your Bidder Name where indicated at the top of the spreadsheet.
- 4) Complete the spreadsheet and save.
- 5) **Submit with proposal.**

### IMPORTANT NOTES:

1. **Obtain the available dollar amount from the Local Board addendum.** Use the 2019 allocations and other information provided to you in the addendum to determine how best to propose distribution of those funds.

2. Do not include facility costs in your proposed budgets. The Local Area will maintain facilities that are currently in use
3. You may not propose both administrative costs AND an indirect cost.

## **PROPOSAL REVIEW AND EVALUATION CRITERIA**

### **Proposal Evaluation Process**

The intent of the evaluation review process is to certify that each proposal received meets the basic qualifying conditions and to determine the overall quality of each proposal. Proposals must pass an initial technical review for completeness and responsiveness to the RFP. The Local Workforce Board shall review all proposals to determine which Contractor shall be awarded the local contract.

In selecting one or more respondents as the WIOA Contractor working in the local Center, primary consideration shall be given to the demonstrated effectiveness of the respondent's delivery of comparable services, overall quality of proposed plan of services, the likelihood of meeting or exceeding performance measures, and cost.

### **Qualitative Review Criteria**

The following criteria are used to evaluate each proposal and to make a determination of overall quality and cost effectiveness:

- Respondent's Qualifications and Past Performance Operating Employment and Training Programs
- Years of Experience Delivering and Operating Employment and Training Programs
- Quality of Partner Relationships Established in the Workforce Area
- Respondent's Organizational Capability RFP
- Technical Capacity to Accommodate NCWorks Online Electronic Filing System
- Quality of Proposed Plans to Provide Center Services
- Quality of Proposed Plans to Achieve Service Levels and Outcomes
- Satisfactory Completion/Submission of Certifications Form
- Satisfactory Completion/Submission of Required Attachments
- Reasonableness and Competitiveness of Proposed Costs
- Completeness and Content of Narrative Response
- Completeness and Content of Response to Individualized Local Area Addendum

## Evaluation Matrix for Narrative Section – Points System

<b>NARRATIVE SECTION</b>	<b>POINTS POSSIBLE</b>
<p><b>Program Management Plan</b> The Contractor’s organizational structure, experience, and staffing plan are appropriate and efficient.</p>	<b>50 Points</b>
<p><b>Career Services</b> The Contractor’s plan for delivering integrated services addresses all customers and needs effectively.</p>	<b>50 Points</b>
<p><b>Training Services</b> The Contractor’s approach to developing training options is responsive to labor market needs, and ensures customer choice.</p>	<b>40 Points</b>
<p><b>WIOA Planned Outcomes</b> The Contractor’s plan for achieving the WIOA planned outcomes is feasible and comprehensive.</p>	<b>50 Points</b>
<p><b>Services to Employers</b> The Contractor’s plan for serving employer customers is innovative and comprehensive, and responsive to the needs of their businesses.</p>	<b>50 Points</b>
<p><b>Follow-Up Services</b> The Contractor’s plan for follow-up activities for individuals who become employed and those who don’t is comprehensive and effective.</p>	<b>40 Points</b>
<p><b>Dislocated Worker Response Services</b> The Contractor’s plan for serving dislocated workers is comprehensive and effective.</p>	<b>40 Points</b>
<p><b>Budget</b> The budget narrative adequately explains the contractor’s approach to and allocation of WIOA dollars, and indirect costs or proposed profit, if applicable.</p>	<b>40 Points</b>
<p><b>Fiscal Monitoring and Reporting</b> The contractor’s proposed processes for fiscal tracking, monitoring and reporting are appropriate.</p>	<b>40 Points</b>
<p><b>TOTAL POSSIBLE POINTS</b></p>	<b>400 Points</b>

## PROPOSAL FORMAT AND REQUIRED FORMS

Number each page. Use Times New Roman 12 point font for your narrative response. Proposals should include all items listed below, in the order shown. Proposals that fail to include all applicable forms and information will not be considered.

### **Only include the documents requested below.**

1. 2020 WIOA RESPONSE PACKAGE COVER SHEET - Complete the contact information. Indicate the total funds requested and the number of participants to be served.
2. PROGRAM AND FINANCIAL MANAGEMENT FORM - Identify the appropriate agency staff member responsible for compliance.
3. YOUR CURRENT ORGANIZATIONAL CHART
4. SIGNED CERTIFICATION FORM – Requires signature of authorized representative
5. BUDGET – Submit a Budget Sheet for all costs required to implement the program design for each county within the local Board area to which you are applying.
6. STATEMENT OF WORK NARRATIVE – Your narrative may not exceed 15 pages. The following documents do not count as part of the 15 pages:
  - a. JOB DESCRIPTIONS - Complete for each member of the WIOA staff
  - b. Provide STAFFING PLAN and ORGANIZATIONAL CHARTS by CENTER LEVEL
  - c. WIOA Planned Outcomes Data Sheet (Performance Outcomes) These documents can be obtained at <https://regionalpartnershipwdb.org/category/events/>
  - d. Any Addendum document in which you provided “Comments.” If you did not comment in any addendum, you do not need to submit the addendum document.

**2020 WIOA RESPONSE PACKAGE COVER SHEET  
Adult and Dislocated Worker Services RFP**

Agency Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Contact Person(s): \_\_\_\_\_  
Telephone Number(s): \_\_\_\_\_  
Fax Number(s): \_\_\_\_\_  
E-Mail: \_\_\_\_\_  
Federal ID# \_\_\_\_\_

The following proposal is hereby submitted in response to the RPWDB Consortium's WIOA Adult and Dislocated Worker RFP for the program period 7/1/2020-6/30/2021.

Fill in Name of Local Board: \_\_\_\_\_

Executive Summary

Please write a brief summary of your proposed program, including numbers to be served and dollars requested.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Proposed Numbers Served: \_\_\_\_\_  
Budget Request: \$ \_\_\_\_\_

Are funds from other funding sources being requested in order to implement this proposed WIOA program? If yes; please explain sources of funding and amounts and attach to this page.

CERTIFICATION: I certify that the information contained in this proposal, fairly represents this entity and its operating plans and budget necessary to conduct the proposed WIOA Employment, Training and Services Program Activities described herein. I acknowledge that I have read and understand the requirements of the Request for Proposal (RFP) and that this entity is prepared to implement the proposed activities as described herein. I further certify that I am authorized to sign this proposal and any contractual agreement emanating there from on behalf of the entity submitting the proposal.

\_\_\_\_\_/\_\_\_\_\_  
(SIGNATURE and DATE of Signatory Official)

\_\_\_\_\_  
(Typed or Printed NAME and JOB TITLE of Signatory Official)

**(FOR INTERNAL USE): DATE RECEIVED** \_\_\_\_\_

## PROGRAM AND FINANCIAL MANAGEMENT FORM

Instructions: Please complete the following section. Areas that address compliance issues must identify the appropriate member of the agency's staff who will be responsible for compliance. Add any comments you find necessary for clarification.

### Equal Employment Opportunity (EEO)

Name of EEO Officer \_\_\_\_\_  
Position Title \_\_\_\_\_  
Phone number \_\_\_\_\_

### Internal Program Management and Monitoring Procedures

Staff Name \_\_\_\_\_  
Email \_\_\_\_\_  
Phone number \_\_\_\_\_

### Invoicing, Financial reporting, and Contractor Closeout

Staff Name \_\_\_\_\_  
Email \_\_\_\_\_  
Phone number \_\_\_\_\_

### Requirements for Depository Accounts Holding WIOA Funds

Name of Institution(s) \_\_\_\_\_  
Is this account interest bearing? \_\_\_\_\_

### Property Management Requirements

Staff Name \_\_\_\_\_  
Email \_\_\_\_\_  
Phone number \_\_\_\_\_