



**Addendum to the 2020 WIOA Adult and Dislocated Worker Services and Center Operators
Request for Proposal**

Release Date: March 27, 2020

Responses due: April 29, 2020

In preparing your bid, the bidder must propose budget allocations for July 1, 2020 - June 30, 2021 by the specific counties in which services are being proposed. NOTE: Local Area allocations for Program Year 2020-2021 have not been announced by the NC Department of Commerce and final contract availability will be negotiated after selection.

1. *The allocations for 2019-2020 for the Regional Partnership WDB Local Area were:*

Total Adult/Dislocated Worker Programmatic Allocations:

\$859,689 Adult

\$654,033 Dislocated Worker

Regional Partnership WIOA Allocation based on PY 19 is as follows:

Alamance County

- Adult-\$186,479
- Dislocated Worker-\$140,808

Montgomery County

- Adult-\$119,894
- Dislocated Worker-\$50,079

Moore County

- Adult-\$113,419
- Dislocated Worker-\$75,095

Orange County

- Adult-\$159,382
- Dislocated Worker-\$89,825

Randolph County

- Adult-\$189,198
- Dislocated Worker-\$131,760

Final contract amounts will be negotiated following receipt of current year allocations.

2. *Historical data regarding numbers served by Regional Partnership WDB Local Area are as follows:*

Regional Partnership Workforce Development Board requires contractor to provide staff to adequately and efficiently maintain customer-focused centers in **Montgomery, Orange and Randolph Counties (see Section 12)**. Customer flow for the previous three program years indicates an average of 1700

customers in the Montgomery County NCWorks Career Center, 2115 customers in the Orange County NCWorks Career Center and 4490 customers in the Randolph County NCWorks Career Center.

Contractor will be responsible for providing staffing for: NCWorks Career Center services (see functional areas of services below); WIOA Adult and Dislocated Worker services. All NCWorks Career Centers are staffed full-time by a mix of contractor and DWS staff (as well as other partners).

- **Talent Engagement** welcomes customers, conducts basic assessment of needs, collects registration information, and directs customers to Center services based upon needs.
- **Talent Development** assists the job seeker with work readiness activities. Activities include, but are not limited to, skills analysis, assessment testing, supportive services assistance, career counseling, soft skills training, and linkages to partner services, and referrals and sponsorship for occupational skills training.
- **Talent Employment Solutions** provides services to employers and work-ready job seekers. Staff provides services that connect employers and job seekers through a variety of activities including recruitment, labor market data, worker dislocation services, career fairs, interview days, and many other activities/services.

WIOA Adult & Dislocated Worker participant enrollments for the past three years.					
2016-2017		2017-2018		2018-2019	
Alamance County	44	Alamance County	54	Alamance County	104
Montgomery County	13	Montgomery County	19	Montgomery County	44
Moore County	51	Moore County	58	Moore County	76
Orange County	23	Orange County	27	Orange County	48
Randolph County	106	Randolph County	95	Randolph County	104

In order to maintain positive customer experience and outcomes, current staff include: at least 2 Talent Engagement or Welcome Center staff per location and at least 2 Talent Development or (case management) staff in each location. Talent Development staff should maintain the functions of the Talent Employment Solutions staff as well as the function of Center Managers in all five NCWorks Career Center locations. The Local Area recognizes that some centers are limited on staff. Furthermore, it may be necessary for staff members to assume more than one role in the functional area model. Historical staffing levels are for informational purposes only; other than the required managers, you are encouraged to submit a staffing plan that matches your program design and budget.

3. Demand Occupations/Supported Training Programs

Currently, Regional Partnership WDB identifies the following demand occupations/Industry Clusters: Advanced Manufacturing, Healthcare, Transportation & Logistics and Aviation. The WDB reserves the right to approve training proposals outside these parameters. In the future, the WDB plans to utilize FutureWork Systems online to identify occupations/training reflecting the highest placement and wages in our Local Area.

4. *Regional Partnership WDB Local Area is currently implementing priority of service as follows:*

The local WDB follows the WIOA guidelines of providing a priority of service for veterans, low-income recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the provision of individualized career services. The WDB is formulating a new local policy, and will share with the grantee when completed. Address how you would serve all of these groups as part of your response to section B2.

5. *For-Profit proposals must include a narrative of the proposed profit along with the deliverables that must be met before profit will be reimbursed to your organization. The allowable percentages for this local area are:*

For for-profit bidders, the WDB will negotiate profit based on attainment of agreed-upon performance measures. The factors that may be considered may include employment, retention, wages, and credential attainment. Profit proposed in the contract should reflect the maximum amount attainable given achievement of all performance measures.

6. *Current NCWorks Career Center Hours of Operation:*

Montgomery County Mon—Th 8:30—5:00 Fri 8:30—3:00
 Orange County Mon—Fri 8:00—5:00
 Randolph County Mon, Wed, Th, Fri 8:30—5:00 Tues 8:30—7:00

7. *Performance Measures for Regional Partnership WDB Local Area:*

Performance Measures for PYs 2018 and 2019 have been negotiated with NC Commerce as follows:

NORTH CAROLINA PY 18 & PY 19 Performance Negotiations Tracker							
	Proposed Levels State Plan		SAM ETA Tool	PY 2011- 2015 Average of WIOA Simulated Outcomes	Negotiated Levels PY 16 and PY 17	Agreed Levels	
	PY 18	PY 19				PY 18	PY 19
ADULT							
Employment Rate Q2	70%	72%	75.5%	70.6%	66%	70%	72%
Employment Rate Q4	68%	70%	74.9%	68.9%	68%	70%	71%
Median Earnings Q2	\$4,800	\$5,000	\$5,713	\$4,512	\$4,600	\$4,800	\$5,000

Credential Attainment	57%	59%	62.9%	54%	45%	51%	53%
DISLOCATED WORKER							
Employment Rate Q2	74%	77%	80.4%	76.5%	75.5%	75.5%	77%
Employment Rate Q4	71%	74%	80.7%	77%	75%	73%	74.5%
Median Earnings Q2	\$6,800	\$7,100	\$6,318	\$5,994	\$6,380	\$6,200	\$6,500
Credential Attainment	70%	72%	67.8%	54.7%	54.4%	58%	60%

The contractor will be expected to meet these measures at a 100% level at a minimum. **Please complete attached planned outcomes worksheet** showing proposed actual numbers served with a percentage result. The remaining common measures (measureable skills gain and effectiveness in serving employers) will be negotiated with the contractor following additional guidance from the state.

In addition to the common measures, the WDB will negotiate locally determined additional performance measures as part of the final contract.

8. Minimum Qualifications/Criteria Addendum to page 4

Page 4 of the shared RFP states: *Contractor will have three years minimum experience in providing WIOA Adult and Dislocated Worker Services.*

In the Regional Partnership WDB Local Area, Contractor will have 3 years minimum experience in providing Employment and/or Training services.

9. Bidding on Regional Partnership WDB Service Area

Bidder may provide services within the entire five county local area (Alamance County, Montgomery County, Moore County, Orange County and Randolph County) or any specific county/counties in the service area.

10. Submission

You can obtain a copy of the Regional Partnership WDB Request for Proposal (RFP) at www.regionalcs.org **RFP is due April 29, 2020 by 12 pm.** Please submit **one original and one electronic copy** of the proposal along with proposed budget sheet(s) --for each specific county that you are applying for. The original hard copy must be secured in a binder with a label (proposer's agency name and program name). Bidders **must** also submit one copy of the RFP electronically in a PDF format.

Submission time will be based on the **hard copy**, not the electronic copy. **RFPs not submitted as requested on the due date of April 29, 2020 by 12 p.m. will not be accepted.** Receipt of all emailed copies will be confirmed by return email. Sealed proposal package may be hand-delivered or mailed to

Tammy Wall, Director
2020 Adult/DW/One Stop Operator Activities Proposal
Regional Partnership Workforce Development Board
221 South Fayetteville St.
Asheboro, NC 27204
336-629-5141
twall@regionalcs.org

All questions regarding specifics of the RFP must be submitted via email only to Tammy Wall twall@regionalcs.org and will be answered within 72 hours of receipt and written responses will be posted to the Regional Partnership website.

Questions must be received no later than 5 p.m. on April 27, 2020 be guaranteed a response.

11. Bidder's Conference Information

Regional Partnership WDB Bidder's Conference will be hosted from 2:00 pm – 4:00 pm EST on April 15, 2020 via teleconference. Login event information will be posted to the website prior to the event date. For more information, call 336-629-5141. Bidders must participate in the teleconference in order to bid. The Bidder's Teleconference begins at 2:00 pm EST sharp and no one will be admitted late.

12. Letter of Intent for Career Center Operations in **Montgomery, Orange and Randolph Counties:**

LETTER OF INTENT

TO: All Potential One-Stop Operators for **Montgomery, Orange, and Randolph County**

FROM: Tammy Wall, Director, Regional Partnership Workforce Development Board

DATE: March 26, 2020

SUBJECT: Letter of Intent (LOI) -- One-Stop Operators

The Regional Partnership Workforce Development Board is currently accepting letters of intent from entities to serve as one-stop operators for the local certified NCWorks Career Centers in **Montgomery, Orange and Randolph** Counties.

Background. The Workforce Innovation and Opportunity Act (WIOA) requires the one stop operator to be selected through a competitive process. A WIOA service provider may be the one stop operator; however, there must be firewalls in place to ensure that the operator is not conducting oversight of itself as a service provider. The concept of firewalls is to ensure that job seeker and employer customers both perceive and receive counsel and information that is not biased toward any specific organization(s). This issue can arise in perception and in reality, whenever an organization that operates education or training services also operates an NCWorks Career Center. Therefore, proper internal controls and firewalls must be in place to ensure that the entity, in its role as one stop operator, does not conflict with its role of service provider.

Purpose. The Regional Partnership Workforce Development Board is seeking letters of intent for the purpose of selecting organizations with the capacity and expertise to design, administer and implement an innovative and compliant system of one-stop workforce development services for the benefit of business and job seeker customers as designated One-Stop Career Center Operators.

Timeline. The Regional Partnership Workforce Development Board will release this request for letters of intent on March 27, 2020 for interested entities. The deadline for submission of LOIs is 12:00 PM EST on April 22nd, 2020. The initial period of performance is from July 1, 2020, through June 30, 2021. A fully-executed contract must be in place within the first 30 days of the contract period. **No funds will be exchanged for this contract** which will be executed by both parties agreeing to the terms outlined in the contract.

Scope of Project. The One-Stop Operator will be expected to:

- Coordinate service delivery among partners
- Manage hours of operation
- Manage partner responsibilities as defined in the Memorandum of Understanding
- Coordinate services for businesses and individuals through an integrated service delivery infrastructure to better meet their needs
- Ensure basic services such as orientations, information on careers and labor markets, and resource rooms are provided
- Follow federal, state, and local area regulations/policies concerning handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
- Follow appropriate North Carolina Division of Workforce Solutions Policy Issuances

- Follow and implement Regional Partnership WDB Local Area Issuances
- Report to the Regional Partnership Workforce Development Board, as required
- Ensure staff/partners of the NCWorks Career Center receive necessary training in customer service, use of the NCWorks Online system, and partner agency services
- Offer demand-driven resources to the public
- Use employer, customer, and staff feedback to drive the model
- Make decisions/develop strategies based on data and successful practices

Priority Populations. WIOA requires states, Workforce Development Boards, and One-Stop Career Centers to connect supports and services for priority populations that lead to long-term employment and outcomes for individuals seeking services, especially those with significant challenges to employment, including:

- Unemployed insurance claimants
- Youth and adults with disabilities
- Veterans
- Low-income residents
- Returning citizens
- Older workers
- Out of school youth

The Career Center will also work closely with local businesses, particularly those in the manufacturing, healthcare, hospitality and technology industries. Additionally, the Career Center will collaborate with partners including community-based service agencies, community colleges, and local and state government.

Organization Qualifications. Who may be a One-Stop Career Center Operator? Eligible entities include [WIOA Section 121(d)(2)(B)]:

- A public, private, or non-profit entity, or
- A consortium of entities that must include at least three (3) or more required one-stop partners located in the local area

It CAN be:

- An institution of higher education
- An employment service State agency established under the Wagner-Peyser Act [29 U.S.C. 49 et seq.] on behalf of the local office of the agency
- A community-based organization, nonprofit organization, or intermediary
- A private for profit entity
- A government agency
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization

It CANNOT be:

- An elementary or secondary school, or
- Staff of the local workforce development board

LOI Guidelines and Requirements. Interested agencies shall complete, sign and return their Letter of Intent (sample at Attachment A). The LOI will be considered complete when the following areas are addressed:

- The county(ies) to be served
- What type of organization is intending to bid
- Where the agency, or consortium is located
- Acknowledgement that \$0.00 are available to perform the expected duties as the one stop operator
- Acknowledgement that the period of performance is July 1, 2018, through June 30, 2019
- The LOI is signed by the authorized signatory for the agency/consortium
- The completed and signed LOI is received at the Regional Partnership Workforce Development Board by the required time/date.

Contact Information. Completed Letters of Intent should be received by:

Tammy Wall, Director

Regional Partnership Workforce Development Board

P.O. Box 1883

221 S Fayetteville Street

Asheboro, NC 27204-1883

12:00 PM EST on April 22, 2020

SUGGESTED FORMAT FOR LETTER OF INTENT

Name and address of Agency Submitting an Intent to Bid:

Date: _____

Tammy Wall, Director

Regional Partnership Workforce Development Board

P.O. Box 1883

221 S Fayetteville Street

Asheboro, NC 27204-1883

Dear Mrs. Wall:

This letter indicates our intent to bid to serve as the One-Stop Operator for the NCWorks Career Center(s) in the following county(ies):

- Montgomery County Orange County Randolph County

We have checked the following box that most appropriately describes our organization.

- | | |
|--|---|
| <input type="checkbox"/> An institution of higher education | <input type="checkbox"/> An employment service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency |
| <input type="checkbox"/> A community-based Organization | <input type="checkbox"/> A nonprofit Organization |
| <input type="checkbox"/> A private-for-profit entity | <input type="checkbox"/> A government agency |
| <input type="checkbox"/> Another interested organization or entity | <input type="checkbox"/> A consortium of 3 or more one-stop partners |

We acknowledge that \$0.00 are available to perform the expected duties as the one stop operator.

We acknowledge that the period of performance is July 1, 2020, through June 30, 2021.

Sincerely