



implement Adult and Dislocated worker programming in the North Central PA Workforce Development Area which is comprised of the counties of Cameron, Clearfield, Elk, Jefferson, McKean and Potter. We are looking for a system that utilizes the concepts of human-centered design which involved innovative, effective and sustainable solutions. The implementation of WIOA provided the workforce system with an opportunity to step back from business as usual and, with the customer in mind DESIGN services! For more information about the Customer Centered Design process please see the resources at the following link:

[https://ion.workforcegps.org/sitecore/content/global/events/2015/11/18/10/41/Webinar\\_Series\\_Act\\_Now\\_Customer\\_Centered\\_Design](https://ion.workforcegps.org/sitecore/content/global/events/2015/11/18/10/41/Webinar_Series_Act_Now_Customer_Centered_Design)

In addition, partners from the North Central region participated in the Customer Centered Design Challenge. Several staff excitedly accepted the USDOL challenge to participate in the Customer – Centered Design challenge to develop innovative WIOA implementation strategies. Three teams were formed with two teams being selected for the USDOL Learning Exchange and Celebration held at the White House two years in a row. The challenges addressed were:

- ✓ How might we improve the customer experience and outcomes for our shared One-Stop Customers?
- ✓ How might we design services and programs for out-of-school youth that will engage them and produce great outcomes?
- ✓ How might we empower previously incarcerated individuals to ensure their basic needs and skills are met.

The second challenge led to the development of the Connection Café which has been presented at several conferences including the PWDA Annual Conference and the Appalachian Higher Education Network (AHEN) conference since its implementation and continues to be held in each of the counties we serve. The team was formed in response to a national Customer Centered Design Challenge by the USDOL. The challenge encouraged local workforce professionals to step back from business as usual and design more creative, customer-friendly services and programs for the populations they serve.

After interviewing young people with barriers to employment and agencies that serve youth with barriers to employment, the team learned that a more positive support network could produce better outcomes and higher satisfaction from young people coming to the PA CareerLink® centers for assistance. From that feedback, the team developed a Connection Café, a cozy space in which young people can feel more at ease and willing to share information with counselors that will help them build careers and address barriers to employment.

Going forward, the team is addressing the challenges of transportation in a rural area, strengthening their peer support network, increasing hands-on learning activities, fostering connections with employers and mentors and community involvement and ultimately would like to implement a WIOA on Wheels program.

The third challenge which focused on designing programs for the formerly incarcerated also led to the development of programs for those who are still incarcerated. This project continues as we are prototyping

it in 3 of our 5 county jails. Through the development of this program the team was able to bring the Re-Entry Employment Training Specialist training offered by OVR to our region, led to participation at Career Fairs in county and state facilities in our region as well as collaboration with all of our county jails, representation on the Criminal Justice Advisory Board (CJABs) and increased collaboration with the PA Commission on Crime and Delinquency (PCCD) and other state and federal agencies. This program also led to an invite and visit to the White House by team members which included staff from a YWCA, Juvenile Probation, Workforce Solutions and Community Action agencies. Applicants should address in the proposals how they will continue and continue to prototype these initiatives.

***“It’s only when you understand people’s needs and desires that you can create solutions that truly address the root cause of an issue!” IDEO***

The role of the WIOA Adult and Dislocated Workers program is to provide workforce development services to adults and dislocated workers under the Workforce Innovation and Opportunity Act (WIOA). The subrecipient will coordinate with Workforce Solutions and its partners to minimize duplication and promote seamless integrated service delivery that is in alignment with the Workforce Solutions Regional and Local Transition Plans and the Commonwealth’s Combined State Plan. **Links to all plans are listed on the resource page of this document.**

The successful awardee of this RFP must be prepared to assume responsibility for the direct services portion of the adult and dislocated workers program as of July 1, 2018:

Target Population: Under WIOA, all adults and dislocated workers are eligible for Career Services as defined in the WIOA, Section 134 and (2)(A) (1).

- Those unlikely or unable to obtain or retain employment through Career Services are eligible for Training Services (WIOA, Section 134, (3) (I) (aa));
- Those who are in need of training services to obtain or retain employment (WIOA, Section 134, (3) (I) (bb));
- Those who have the skills and qualifications to successfully participate in the selected programs of training services (WIOA, Section 134, (3) (1) (cc));
- The ultimate goal is full time employment.

Funds Available: \$750,000 is projected. Workforce Solutions reserves the right to negotiate with the selected contractor for additional services and activities as additional funds are needed/requested through the program year.

**Section 1 – Background Information:**

The counties of Cameron, Clearfield, Elk, Jefferson, McKean and Potter comprise the North Central Workforce Development Area. Workforce Solutions serves as the premier facilitator of an innovative workforce development system that meets the changing human capital needs of our employers and provides resources for our job seekers that maximizes their career potential and focuses on the customers’ needs.

The board is responsible for the administration of the Workforce Innovation and Opportunity Act (WIOA) in each of these counties as well as for the chartering of the PA CareerLink® centers located in the North Central region.

Below are the Workforce Solution's newly established Vision, Mission and Goals as we transition into WIOA.

## **OUR VISION STATEMENT**

Workforce Solutions will be a strategic workforce development leader focused on promoting economic prosperity and self-sufficiency of individuals by creating a workforce that is competitive in the global marketplace.

## **OUR MISSION STATEMENT**

Workforce Solutions serves as the premier facilitator of an innovative workforce development system that meets the changing human capital needs of our employers and provides resources for our job seekers that maximizes their career potential and focuses on the customers' needs.

## **GOALS**

- Enhance public-private partnerships through better connectivity and communication in order to increase investment in our workforce system leading to greater economic vitality for our region.
- Engage in Sector Strategies of our growth industries identifying current skill gaps of both the incumbent and entry-level worker that will result in skill upgrades through customized training and partnerships.
- Design innovative workforce development strategies to reach young adults and keep them engaged through the identification of best practices and development of new programs utilizing the Customer Centered Design Method.
- Identify Career / Education Pathways in major industry sectors to enhance career counseling that will result in training opportunities for our customers through skill, credential and degree attainment.
- Ensure that our customers, both employers and job seekers, remain in the center of our design of all services and encourage our partners to do the same.

The purpose of this Request for Proposal (RFP) is to solicit competitive proposals for the delivery of adult and dislocated worker services under the Workforce Innovation and Opportunity Act (WIOA). Contracts resulting from this RFP are anticipated to commence on July 1, 2018 and end June 30, 2019 with the possibility of additional years of funding without procurement. Based on future funding availability and the contractor's performance, Workforce Solutions reserves the option to extend the contract by one year for a maximum of four years. Renegotiation will be initiated by Workforce Solutions before the expiration of the first year's contract. In order for Workforce Solutions to exercise a contract extension, consideration will be based on defined goals, including WIOA performance measures, future funding availability, contractors' satisfactory performance, and other factors. However, Workforce Solutions is not bound to exercise an additional contract solely on state performance outcomes.

Workforce Solutions currently estimates the available funding will not exceed \$750,000 the one-year period of July 1, 2018 through June 30, 2019. Final funding awards will be based upon WIOA funding allocations, Workforce Solutions priorities, and other factors at the discretion of Workforce Solutions. The actual amount of the contract award will be based on proposed budgets, the availability of funds, and the standards for the use of public funds (all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories). The proposal(s) most advantageous to Workforce Solutions in terms of quality and cost will be recommended for funding. The funding by WIOA program category (adult and dislocated worker) will be determined by Workforce Solutions. Workforce Solutions has established a model framework which proposals must respond within. This framework identifies specific positions to be funded and the total amount of funds available for those positions and the associated management/overhead. Funds

available are to include all salary/wage, fringe and associated costs. Specific funding costs by position are to be reflected in the staffing pattern.

Preference will be given to proposals that offer creative solutions for implementation in all six (6) counties of the North Central Workforce Development Area (NCWDA), specifically Cameron, Clearfield, Elk, Jefferson, McKean and Potter.

The Request for Proposal (RFP) is to provide prospective vendors/contractors with the information they need to prepare proposals that are complete and responsive.

Workforce Solutions reserves the right to limit total program funding and/or the number of programs approved for WIOA funding based on available resources.

Workforce Solutions strongly encourages the development of proposals that leverage existing resources and expand upon successful workforce programs currently operating within the community.

***“Alone we can do so little; together we can do so much” Helen Keller***

### **Section II: Eligible Applicants**

Proposals will be accepted from any private for-profit agency, private non-profit organization, government agency, or educational institution that can demonstrate the capacity to successfully provide the services identified in this RFP. If an agency is awarded the contract and is not the current provider it will be expected that interviews will be offered to current front line staff.

### **Section III: Contract Type**

Contracts executed as a result of this RFP process will be cost reimbursement. Final contracts will also be subject to any changes in the legislation, regulations or policies initiated by the funding sources and funding availability. The Workforce Solutions reserves the right to vary or change the terms of any contract executed as a result of this RFP, including funding levels, the scope of work, goals, performance standards, as it deems necessary in the interest of Workforce Solutions and its programs.

**Section IV: Schedule for RFP Submission, Review and Awards - Timeline**

Requests for Proposals issue date	Thursday, January 4, 2018
Bidders Conference	Friday, January 19, 2018
Q & A Available	Wednesday, January 24, 2018
Proposal Submission Date by	Monday, March 12, 2018
Staff Review and Youth Committee Review	March 12-23, 2018
*During this review staff and committee members may interview applicants submitting proposals.	
WDB Executive Committee / Board Review and approval	April 4, 2018
Final negotiations & contracting	April – June 2018 (To be determined)
Agreement executed by	July 1, 2018

**Section V: Questions and Answers – Technical Assistance**

A Bidder’s Conference regarding this RFP will be conducted. This conference will be held at the Workforce Solutions’ office located at 425 Old Kersey Road, Kersey PA 15846 on Friday, January 19, 2018 beginning at 9:00 am to 11:00 am. The bidder’s conference will be a joint bidder’s conference with the WIOA Youth, WIOA Adult and DW and EARN RFP opportunities.

Technical Assistance will be provided by and coordinated through Workforce Solutions only until the date of the bidders’ conference. Requests for technical assistance and questions related to this RFP should be submitted by 12:00 pm on January 16, 2018 to Pamela A. Streich via email or mail. This will enable staff to secure answers to all questions for discussion at the bidders’ conference on January 19. A question and answer response will be generated and mailed or e-mailed on January 24 to those who submit questions and/or attend bidder’s conference. In addition, a copy of the minutes of the Bidder’s Conference will also be sent.

Ms. Pamela A. Streich, Director of Strategic Planning and Project Management  
Workforce Solutions for North Central Pennsylvania, Inc.  
425 Old Kersey Road  
Kersey, PA 15846  
814-594-0245  
pstreich@ncwdb.org

Agencies submitting a proposal may be asked to participate in an interview with board staff, committee and board members prior to the award being made. The interview will be held during the week of March 19<sup>th</sup>, 2018.

## **Section VI: North Central Workforce Development System**

### **Workforce Solutions**

Workforce Solutions is a private sector driven board with twenty-five (25) members currently. Thirteen (13) of the members are from the private sector while twelve (12) represent the public sector – with representation from education, community-based organizations, economic development and Departments of Public Welfare and Labor and Industry.

The local workforce system structure that has been developed in the North Central WDA was a collaborative effort of the local elected officials and the Workforce Development Board. Currently the North Central Workforce Development system is made up of six (6) Comprehensive One-Stop/PA CareerLink® centers and one affiliate center. A successful proposal will support the maintenance of this structure that extends across the six(6) counties of the region, maintain a coordinated menu of services with partners to provide comprehensive customer services to employers and workers, incorporate continuous improvement practices to meet and exceed established performance goals, support and utilize the workforce system to guide system services and activities and maximize the utilization of technology to expand the availability of services and activities.

Below is a list of the PA CareerLink® centers located in our region.

Pennsylvania CareerLink® center Cameron County (Affiliate) at Emporium  
221 East Second Street  
Emporium, PA 15834

Pennsylvania CareerLink® center Clearfield County at Clearfield  
1125 Linden Street  
Clearfield, PA 16830

Pennsylvania CareerLink® center Clearfield County at DuBois  
20 North Sixth Street  
DuBois, PA 15801

Pennsylvania CareerLink® center Elk County at St. Marys  
245 Depot Street  
St. Marys, PA 15857

Pennsylvania CareerLink® center Jefferson County at Punxsutawney  
103 East Union Street, Suite 2  
Punxsutawney, PA 15767

Pennsylvania CareerLink® center McKean County at Bradford  
40 Davis Street  
Bradford, PA 16701

Pennsylvania CareerLink® center Potter County at Coudersport  
279 Route 6 West  
Coudersport, PA 16915

The Workforce Innovation and Opportunity Act (WIOA) identifies several required one-stop system partners and allows for additional partners to be designated. Below is a list of the required partners and any other partners that are present in the North Central PA CareerLink® centers and how these programs align with the strategic vision.

Programs authorized under WIOA:

- Title I (Adults, Dislocated Worker and Youth);
- Adult Education and Literacy Act Program administered by the Department of Education;
- Wagner-Peyser Act employment services administered by DOL;
- Rehabilitation Act Title I programs administered by DoED;
- Job Corps program;
- Youth Build program;
- Native American Programs;
- Migrant and seasonal farmworker programs and
- Evaluation and multistate projects.

Core Programs authorized under WIOA:

1. Title I WIOA Adult, Dislocated Worker and Youth
2. Programs authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.);
3. Adult education and literacy activities authorized under Title II of WIOA;
4. Vocational Rehabilitation Act (29 U.S.C. 720 et seq.);

## **Section VII: WIOA Services**

WIOA has only two categories of activity: Career Services and Training Services. The WIOA legislation allows all adult-focused service strategies to be used for both disadvantaged adults and dislocated workers. The exception is for activities targeted to workers affected by significant company closing and downsizing (Rapid Response) and Incumbent Workers. An additional element being emphasized in WIOA is early, pre-WIOA enrollment services which include recruitment, assessment, triage and referral services. These services are intended to support WIOA engagement and to be coordinated around events or initiatives and designed to accomplish deliberate objectives. These engagements will include three main service elements: a briefing on One-Stop and WIOA services; an assessment of skills, abilities and interests; and the provision of a referral for additional services based on the assessment (triage). These services will need to be accomplished in an efficient manner but may require multiple engagements. Once enrolled in WIOA programming, customers participating in Career Services or Training Services will need staff support during their participation to assist with supportive services and job placement which is still the expected final outcome.

### **Recruitment, Assessment, Triage and Referral (Basic Career Services)**

- Briefing on PA CareerLink® and WIOA services
- Assessment of skills, abilities and interests
- Triage of available resources and services
- Referral based on needs and eligibility

### **Career Services (Individualized Career Services)**



- Diagnostic testing and use of assessment to identify employment and goals (can use a previous assessment)
- Career planning
- Instruction in employability skills
- Resource Room Support
- Resume development
- Online Profile such as LinkedIn
- Workshops
- Employer recruitments/hiring events
- Serving as a work experience site
- General recruitment orientations
- Staff support to direct job search
- Financial literacy instruction
- Provision of workforce and labor market information
- Provision of performance information and program cost associated with eligible training providers
- Follow-up services

### **Training Services**

- On-the-Job training
- Incumbent worker training
- Skill upgrading and retraining
- Entrepreneurial training
- Transition jobs
- Job readiness combined with training
- Adult education and literacy in combination with training
- Customized training with commitment to employ upon completion.

### **Follow-up Services**

Contracted staff will maintain regular contact with participants and provide services post program exit for a duration of three (3) quarters following their exit quarter or twelve (12) months, whichever is longer.

Follow-up services can be useful for participants in order to maintain employment. Provider staff can provide workplace information and tips for success in a workplace environment. Additionally, follow-up services provide a continuing link between the participant and workforce system; these services allow the PA CareerLink® to assist with other services the participant may need once he or she obtains employment.

Services, activities, and contacts will be documented in accordance with program guidance and procedures.

### **Business Services**

Workforce Solutions believes that the cornerstone of workforce development begins with employers who offer the actual jobs. In addition to employer services offered through the individual PA CareerLink® centers via required business service teams in each center, the Workforce Solutions staff lead two regional Industry Partnerships to offer creative and innovative business outreach strategies to the Advanced Manufacturing and Healthcare Industries at this time. Additional partnerships are formed as needed and Workforce Solutions works with all industry sectors. The successful contractor(s) will be able to demonstrate successful outreach strategies, business relationships, job development experience, job placement and retention rates.

**Section VIII: Performance Criteria**

Successful proposals will be required to meet/exceed the performance standard levels required under WIOA. The WIOA Adult and Dislocated Workers Programs Performance Standards for PY 2018 (tentative; subject to change), are:

<b>WIOA PERFORMANCE MEASURES</b>	<b>ADULT</b>	<b>DISLOCATED WORKER</b>
<b>Employment Rate</b> (Second Quarter after Exit)	<b>65%</b>	<b>74%</b>
<b>Employment</b> (Fourth Quarter after Exit)	<b>58%</b>	<b>75%</b>
<b>Median Earnings</b> (Second Quarter after Exit)	<b>\$5,000</b>	<b>\$7,000</b>
<b>Credential Attainment Rate</b>	<b>55%</b>	<b>57%</b>
<b>Measurable Skill Gains</b>	<b>To Be Determined</b>	<b>To Be Determined</b>
<b>Effectiveness in Serving Employers</b>	<b>To Be Determined</b>	<b>To Be Determined</b>

**Section IX: Workforce Solutions and Provider Responsibilities**

Workforce Solutions staff are responsible for:

- Providing technical assistance to WIOA Adult and Dislocated Workers program in the counties of the North Central Region.
- Providing assistance and training with the eligibility process.
- Monitoring and reviewing program performance in relationship to program and participant goals.
- Reimbursing WIOA service providers in an efficient and timely manner.
- Making awards to ensure consistency of services throughout the region.

**The Provider is responsible for:**

- Branding and Marketing Plan and Implementation as a partner in the PA CareerLink system.
- Outreach, recruitment and enrollment of Adult and Dislocated Worker customers and employers.
- Assessment of customers to determine deficiency and service need of each customer based on the required elements of the WIOA.
- Implementing a process of collecting/evaluating their clients' satisfaction with all aspects of the program and to ensure that all needs are being met.
- Submit expense reports and invoices for reimbursement on a monthly basis.
- Regular attendance to and reporting for quarterly Workforce Solutions board meetings.
- Providing case management to ensure program participants achieve goals as identified in the Individual Employment Plan (IEP).
- Entering pertinent WIOA information for ongoing tracking and monitoring of all participants in the Comprehensive Workforce Development System (CWDS) and Job Gateway.

- Accept referrals from other agencies, which may refer potential participants to workforce programs, if applicable. Referrals must be addressed in a timely manner with communication with the referring agency.
- The provider must have a process for collecting/evaluating their customers' satisfaction with all aspects of the program to ensure needs are being met and report results to the Workforce Solutions staff.
- The provider is expected to monitor participant files and other documents in preparation for Workforce Solutions and state monitoring visits.
- The provider will collaborate with the Operator Consortium which is currently being formed and will align with the directives of the Operator Consortium (included the Resource Sharing Agreement (RSA) costs) as well as Workforce Solutions.
- The provider will participate in the PA CareerLink® system with staff housed in each center fulfilling FTEs in each resource sharing agreement budget with work hours reflecting that of the normal business hours unless using flex time to meet the demands of services to customers.

**Section X: Submittal Information**

Proposals that are in response to this RFP are due no later than **3:00 p.m. on Monday, March 12, 2018**. Late submissions will not be considered regardless of reason. One hard copy must be sent in a sealed envelope and one electronic copy must be submitted appropriately as follows:

Hard Copy:

Ms. Pamela A. Streich, Director of Strategic Planning and Project Management  
 Workforce Solutions for North Central Pennsylvania  
 425 Old Kersey Road  
 Kersey, PA 15846

Electronic Copy:

Submit to Pam Streich at [pstreich@ncwdb.org](mailto:pstreich@ncwdb.org)

Subject Line must read: Workforce Solutions WIOA Adult and Dislocated Worker Proposal  
**(PLEASE SEND WITH A RECEIVED AND READ REQUEST)**

**Section XI: Availability of Funds**

This RFP is being solicited based on anticipated funds. Any awards may be provided only upon the actual availability of Title I of WIOA Adult and Dislocated Worker Funds. Applications that may be approved are not guaranteed funding since the funding for programs is dependent upon Workforce Solutions receipt of funds under the Workforce Innovation and Opportunity Act (WIOA).

**Section XII: Rejection of Proposals**

Workforce Solutions reserves the right to reject any or all proposals, in whole or in part, received as a result of this request or to negotiate separately with competing bidders.

**Section XIII: Incurring Costs**

Workforce Solutions is not responsible for any costs incurred by bidders prior to the selection of service providers by Workforce Solutions. The cost to develop and submit a proposal in response to this RFP is not reimbursable.

**Section XIV: Disclosure of Proposal Contents**

Proposals will be held in confidence and, except for selected proposals, will not be revealed or discussed with competitors. All materials submitted with the Proposal and the Proposal itself, become the property of Workforce Solutions and will not be returned. Workforce Solutions reserves the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

**Section XV: News Releases**

All subcontractors must receive prior written approval from Workforce Solutions for the publication of any news releases.

**Section XVI: Disclaimer**

The submission of a proposal to Workforce Solutions does not assure or imply an award of a contract to the organization(s) submitting the proposal.

Workforce Solutions reserves the right to accept or reject any or all proposals, in whole or in part, to negotiate any offer made, and/or to cancel or amend any part of this application package for whatever reason.

In addition, based on current or proposed legislative activity, Workforce Solutions reserves the right to adjust any conflicting administrative and/or programmatic requirements that may occur prior to or after the contracting process.

**Section XVII: Response on Action Taken Regarding Proposal**

All proposals received will receive a response as to the action taken by Workforce Solutions. Bidders may request a briefing on the action taken on the proposal.

**Section XVIII: Contracting Dates**

Workforce Solutions is soliciting proposals for the period, July 1, 2018 through June 30, 2019.

**Section XIX: Selection of Service Providers**

Priority for selection will be based on the effectiveness of the agency or organization to deliver comparable or related services based on demonstrated performance in terms of the likelihood of meeting performance goals, cost, quality of training, and characteristics of participants.

**Section XX: Non-Duplication of Facilities or Services**

Programs presented may not duplicate facilities or services available in the area (with or without reimbursement) from Federal, State or local sources, unless it is demonstrated that alternative services or facilities would be more effective or more likely to achieve Workforce Solutions performance goals.

**Section XXI – Required Information:**

Bidders must submit their proposal to this RFP which meets the minimum requirements of this RFP. All bidders are required to respond to this RFP exactly as outlined in order for the Workforce Solutions to evaluate all proposals on an equal and timely basis.

**Minimum Standards**

These minimum standards must be met if the proposal is to be further evaluated:

- The proposal was submitted before the closing time and date.

- The proposing organization is not on a Federal or State Debarment List.
- The proposing organization is fiscally solvent.
- The proposing organization has additional funding sources and will not be dependent on WIOA funds alone for ongoing operations.
- The person signing the proposal as the submitting officer has the authority to do so.
- The proposing organization agrees to meet all Federal, State, and local Equal Employment Office (EEO) and WIOA program and fiscal compliance requirements.
- The proposal addresses all program requirements of WIOA.
- The successful applicant will identify new ways of rethinking the workforce system.
- The successful applicant will address how they will continue and continue to prototype the customer centered design initiatives discussed on pages 2 and 3 of this RFP document.

### Proposal Narrative

The narrative section of the proposal should not exceed established page limits. The instructions for each section are provided below. Please repeat the question in your response.

**1. Cover Page** – The cover page is to be completed by the proposing organization or lead applicant if the proposal is from more than one organization. The proposal cover page must be completed, in full, and signed by an agency officer authorized to bind the agency to all commitments made in the proposal. Only one cover page is needed per proposal. Please see Attachment A.

**2. Proposal Summary**– Please provide an executive summary of your proposal. – (Maximum of two (2) pages)

**3. Organizational Experience and Past Performance** – Please answer the questions in the order listed. This category will evaluate past experience in providing services similar to those being proposed, including the ability to deliver as proposed, attain, track, and report performance. Additionally, this section will be used to evaluate the performance and management capability of the proposing agency(s). (Maximum of two (2) pages)

a. Describe your organizations’ vision, mission, and service expertise and how this proposal relates to your organization’s goals and to Workforce Solutions work.

b. Describe your organizations’ experience in managing various state and/or federally funded/government programs, financial management (including use of acceptable accounting practices and controls).

c. Describe your organization's experience serving diverse customers including, but not necessarily limited to: economically disadvantaged individuals with little or no work experience, individuals with low educational attainment or low literacy proficiencies, veterans, individuals with disabilities, those with limited English ability, minorities, ex-offenders, dislocated workers or those who may have experience and skills but have not worked for an extended period.

d. Describe your experience in administering WIA/WIOA or other employment and training programs. Please provide examples to how you were, flexible, innovative and creative in service delivery while being successful in achieving performance/outcomes.

e. Describe how many people annually have you served in a workforce program and what were the goals and quantifiable results?

**4. Service Delivery** including branding marketing and implementation (Maximum of four (4) pages)

a. Proposal must describe the brand that will be used for the WIOA Youth program, how the brand will be marketed and implemented in collaboration with the PA CareerLink® system.

b. Describe your vision for a comprehensive responsive Service Delivery Model (described on page 6).

b. Identify how you will design services from a customer centered design approach.

c. Identify what you see as your organization's role in the PA CareerLink® system.

d. Explain any creative outreach strategies you've identified.

e. Explain how you will keep customers engaged and motivated.

**5. Relationships and Collaboration**– Please answer the questions in the order listed. This category will evaluate how well the bidder has planned to work with the organizations needed to accomplish the proposed work. (Maximum of 2 pages)

a. Describe your organizational experience in partnering with other organizations to meet the workforce development needs of Adult and Dislocated Workers as defined by WIOA.

b. Describe services provided, outcomes and key successful strategies.

c. Describe your experience with an integrated service delivery model, information sharing, case management of co-enrolled clients, cross training of staff and shared performance and accountability.

d. Describe successes and/or challenges you have experienced in previous collaborative or integrated service delivery models that will contribute to your future success.

e. Describe how you envision effectively collaborating with the Workforce Solutions staff to effectively establish and maintain an effective service delivery model

**6. Design and Staffing** – Maximum number of pages per section are reflected below – Please answer the questions in the order listed. This category will evaluate the adequacy, creativity, and plausibility and alignment of staff and services within the program design. (Maximum of 5 pages)

a. Explain the composition of proposed staff.

1. For each position that will be funded under the proposed project, a detailed job description to include job duties and responsibilities, as well as qualifications is to be included in an attachment to the proposal.

b. Describe proposed staffing plan to include number of full time/part time positions etc.

c. List the primary location and any other service delivery locations and geographical region to be served.

- d. Describe your justification for the staffing disbursement and expected impacts (example: partner/resource/services alignment, target population engagement)
- e. Provide an organizational chart representing staff alignment and accountability as an attachment.
- f. Describe your internal review/monitoring practices or plan.
- g. Describe any relevant timelines, specific content areas which will be evaluated and how the results will be utilized.
- h. Describe how you will be flexible with staffing. Explain some of your innovative personnel policies or practices and your ability to shift staff responsibilities and hours of service to respond to demands. Provide examples as appropriate to support your response.
- i. Describe your plan to ensure that staff is well trained and ready to deliver WIOA services.
- j. Describe any specific topics you feel will be critical for staff to be successful in supporting the program design, the delivery of quality services or achieving programmatic performance outcomes.
- k. Describe your plan to minimize any disruption in services to existing customers or access to program services.
- l. Describe your employer services experience. Include specifics on the scale of industry engagements, purpose of the engagements, strategies utilized to identify and approach businesses and outcomes from these efforts.

## **7. Budget:**

### **1. Budget Forms** – Please see attachment B.

All programs presented must include a line-item budget using the format presented. Do not substitute the budget forms in this solicitation unless otherwise approved by Workforce Solutions. This budget includes a summary of total project costs and the costs proposed to be covered with Workforce Solutions funds. In developing the budget, please include any administrative costs to operate the program within the line items. **Administrative costs should not exceed 10% of total request.**

### **2. Budget Narrative** – (maximum of one page)

All providers must adhere to GAAP and comply with Office of Management and Budget (OMB) Uniform Guidance regarding allowable costs.

A brief budget narrative is required to provide details about the budget, e.g., purchase/lease of equipment. This narrative provides justification for items in the budget.

No purchase of equipment is permitted without specific authorization. Therefore, any requests where equipment is purchased or leased must be clearly represented in the budget and be consistent with the proposed program as outlined in your proposal.

This narrative should also detail the amount and kind of support provided with other resources. Program Income - includes the following: Income from fees for services performed and from conferences; income from the use or rental of real or personal property acquired with grant or subgrant funds; income

from the sale of commodities or items fabricated under a grant or subgrant; revenues earned by a governmental or private non-profit service provider under either a fixed-price or reimbursable award that are in excess of the actual costs incurred in providing the services; and interest income earned on advances of subgrant funds. If any program income is expected to be earned, the budget narrative must address this.

**8. Financial Management:** (maximum of two (2) pages)

All agencies that must submit a financial management description must provide the following information. This section must describe in detail the program operators' financial management system. Program operators must operate a system that satisfactorily accounts for and documents the receipt and disbursement of all workforce development funds. While a separate accounting system is not required, each operator must maintain financial records that adequately identify the source and application of all workforce development funds.

- Effective Control and Accountability over workforce development assets (Funds, Property, other workforce development assets) - Assure that the financial system will maintain effective control and accountability over all funds, property and other workforce development assets including the adequate safeguard of such assets.
- System's Capability of Generating Financial Information - Assure that the system is capable of generating all financial information needed for required reports, including data needed to monitor, evaluate and if necessary, modify program performance.
- Source Documentation - Assure that accounting records are supported by source documentation for each transaction. Assure that records are traceable to documentation and maintained in such a manner as to provide a complete and accurate audit trail during any internal or external examination.
- Bonding for Protection Against Loss - Assure that all persons authorized to receive or deposit workforce development funds, or to issue financial documents, checks or other instruments of payment for job training program costs will be bonded for protection against loss.

Identify all positions that are authorized to receive or deposit workforce development funds, issue financial documents, checks or other instruments of payment for workforce development program costs.

Identify the insuring agency, policy number, term of the bond, and the total dollar amount of the bonding coverage. Attach a copy of the Bonding certificate.

- Record Retention - Assure that all financial and program records, including any supporting documents, will be retained for at least three years from the date of Workforce Solutions submission of close-out reports. Assure that if any litigations, claims, or audits are begun prior to expiration of the three-year period, that all records shall be retained until such litigations, claims, or audits relating to the records have been resolved.

Assure that records relating to non-expendable personal property that may be authorized to be purchased with workforce development funds will be retained for at least three (3) years after final disposition of the property.

- Cost Allocation Plan - Describe in detail any cost allocation plan utilized when costs are chargeable to more than one cost category, or to more than one program and/or funding source. Identify common costs.



- Invoices and Reconciliation - Assure that the actual and accrued expenditures will be reported on invoices and that reconciliation between actual and accrued expenditures will be conducted on a payment-by-payment basis.
- Generally Accepted Accounting Principles - Assure that the agency will utilize generally accepted accounting principles in order to account for and control all workforce development funds.
- Program Income and Stand-In Costs – Any program income received as a result of this contract must be reported to Workforce Solutions. Program Income must be used prior to payment of any workforce development funds. Assure that any program income earned as a result of the contract for services will be used for job training purposes only. The use of the program income against workforce development services must be documentable and traceable through the financial system. It must be reported as part of the invoice.
- Procurement - In order to ensure fiscal accountability and prevent waste, fraud and abuse in programs administered under the Workforce Innovation and Opportunity Act, the sub recipient shall have a procurement system, which adequately provides maximum, free, and open competition. To accomplish this, sub recipients must have a system which: 1) provides for full and open competition, 2) has written procedures for procurement transactions, and 3) has a code of ethical standards, which adequately provide for the avoidance of any conflict of interest. To evaluate this, sub recipients will be required to assure compliance with Workforce Solutions; procurement policies that require the solicitation of a minimum of three written bids on purchases of less than \$25,000. Purchases of greater than \$25,000 in total must be procured through a formal advertising method, a competitive proposal or through non-competitive methods, which is a very limited option of procurement with restrictions. Purchases of greater than \$500 require Workforce Solutions approval prior to purchase.

No portion of this subcontract may be contracted to any other agency for the provision of services within the scope of the guidelines.

The agency must assure that it will comply with the Commonwealth and Workforce Solutions procurement requirements.

- Audit Report - Attach a copy of the most recently completed independent Audit. Only one Audit Report is required (copies are not necessary to be attached).
- Assurances and Certifications - All agencies submitting proposals state that the attached assurances and certifications will be signed upon award. Since these are material representations of fact upon which a favorable proposal may result in an award, the forms must be signed by an individual authorized to bind the organization to a contract. The required assurances and certifications can be found in Attachment C.
- Records, Reports, Administrative Requirements
  - 1) Attendance/Progress Reports
  - 2) Invoices as Scheduled
  - 3) Close Out Reports
- Tagline Requirements  
All recipients of WIOA / Title I funds must ensure that all information disseminated to the public through pamphlets, booklets, manuals, posters, internet, etc. include a statement that the program is an:

“Equal Opportunity Employment Program” and;

“Auxiliary Aids and Services are available to individuals with disabilities.”

- Other Requirements

Include on all products developed through this agreement, newsletters, print and web, press releases, invites, landing pages and email campaigns, etc. the following language as well as the Workforce Solutions logo which will be provided upon award: “Funded by Workforce Solutions for North Central Pennsylvania, Inc.”

Additionally, when publishing or broadcasting program information in the news media the above mentioned Tagline must also be in place. Further the Tagline should be on the agency’s letterhead, internal communication email, etc. **“TDD / TTY Relay Number Requirements**

The recipient must also ensure their “TDD / TTY Relay Number” is included on materials routinely made available to the public through pamphlets, booklets, posters, internet, internal communications, news releases, etc.

- WIOA Section 188 Disability Checklist and the Americans with Disabilities Act Checklist for Readily Achievable Barrier Removal (i.e. checklist for existing facilities version 2.1)

- 1) Recipients of WIOA / Title I funds are required under applicable mandates to be Equal Employment Opportunity (EEO) / ADA Compliant. To ensure applicable compliance in this regard, the recipient is encouraged to utilize the above-mentioned checklists to self-evaluate their facilities.
- 2) The recipient may obtain both “checklists” by contacting the Equal Opportunity Liaison at their local PA CareerLink® facility or they may contact the Equal Opportunity Officer at Workforce Solutions, 425 Old Kersey Road, Kersey PA 15846.

**Section XXII: Additional Resources:**

The following links are provided as helpful supplementary information:

Training Employment and Guidance Letter (TEGL) 13-05:

- [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_03-15\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_03-15_Acc.pdf)

United States Department of Labor – Employment and Training Administration WIOA – The Law:

- <https://www.doleta.gov/wioa/>

Final Regulations: [https://www.doleta.gov/wioa/Final\\_Rules\\_Resources.cfm](https://www.doleta.gov/wioa/Final_Rules_Resources.cfm)

PA Department of Labor and Industry – Workforce Development – WIOA Combined State Plan:

- [http://www.portal.state.pa.us/portal/server.pt/community/workforce\\_development/10539](http://www.portal.state.pa.us/portal/server.pt/community/workforce_development/10539)

Relevant Workforce System Guidance issued by the PA Department of Labor and Industry, Relevant Training and Employment Guidance Letters (TEGLs) issued by the US Department of Labor and Other Resources:

- <http://www.pawork.org/take-action/wioa/>

Workforce Solutions – Regional and Local Transition Plans –

- [www.workforcesolutionspa.com](http://www.workforcesolutionspa.com)

**Section XXIII – Proposal Scoring:** Prospective Providers are advised that an offer for a contract may be initiated after review of the proposal by the Proposal Review Team and Workforce Solutions. Proposals will be reviewed for acceptability with emphasis on various factors according to the type of services to be provided. Proposals will be evaluated on the following criteria with 1 being the lowest and 5 being the highest.

POINTS	APPLICANT RESPONSE	SCORE	COMMENTS
Max = 25	Proposal addresses a creative brand, marketing and implementation process in collaboration with the PA CareerLink system utilizing the Customer Centered Design.		
Max = 3	Issue which this program/service will address is clearly explained and meets a demonstrated need (includes prevalence, frequency, short and long-term effects).		
Max = 3	The proposal clearly identifies and describes how all WIOA elements will be met and how they will be provided.		
Max = 3	Proposal demonstrates ability to recruit and enroll eligible participants.		
Max = 3	Program description addresses HOW, WHEN and WHERE services will be provided.		
Max = 3	Proposal identifies sound methods to assist with tracking and meeting identified performance measures.		
Max = 3	Proposal outlines strategies for follow up services for participants.		
Max = 3	Proposal demonstrates previous experience in delivering proposed services to the target population and demonstrates staff and volunteer qualifications.		
Max = 3	Proposal demonstrates an understanding of WIOA and its requirements.		
Max = 3	Outcomes are realistic and clearly specified.		
Max = 3	Budget: Detailed individual cost section and narrative complete and accurate.		
Max = 3	Program/service costs are deemed appropriate and reasonable.		
Max = 3	Proposal leverages funds and/or expands existing, successful programs.		
Max = 3	Proposal is developed in partnership with other entities.		
Max 74	<b>TOTAL POINTS</b>		