

WORKFORCE SOLUTIONS FOR NORTH CENTRAL PENNSYLVANIA, INC
PA CAREERLINK® SYSTEM OPERATOR REQUEST FOR PROPOSAL (RFP)

DATE ISSUED:
THURSDAY, JUNE 20, 2019

BIDDER'S CONFERENCE: MONDAY,
JULY 1, 2019

PROPOSALS DUE:
FRIDAY JULY 19, 2019

BIDDERS MUST SUBMIT ONE HARD
COPY IN MICROSOFT WORD
(BUDGET IN MICROSOFT EXCEL)
AND ONE ELECTRONIC COPY TO:

WORKFORCE SOLUTIONS
OPERATOR RFP
C/O PAM STREICH
425 OLD KERSEY ROAD
KERSEY, PA 15846

EMAIL TO PAM STREICH AT
pstreich@ncwdb.org **WITH**
WORKFORCE SOLUTIONS
OPERATOR PROPOSAL IN THE
SUBJECT LINE.

BIDDER'S CONFERENCE:
JULY 1, 2019 AT 3:00 PM
WORKFORCE SOLUTIONS FOR
NORTH CENTRAL PENNSYLVANIA
425 OLD KERSEY ROAD
KERSEY, PA 15846

SUBMIT QUESTIONS IN ADVANCE
TO: pstreich@ncwdb.org BY
12:00 PM THURSDAY, JUNE 28,
2019.

I. Purpose

Workforce Solutions for North Central Pennsylvania, Inc. (referred to as Workforce Solutions through the remainder of this document) is currently soliciting proposals from eligible entities to become the PA CareerLink® Operator for our Region. The Workforce Innovation and Opportunity Act, its final rules, and federal guidance, as well as the Office of Management and Budget (OMB), Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (a.k.a., "OMB," "Uniform Guidance," or "Super Circular") provided clarity and changes to local system operator procurement process requirements. Such clarification established that, consistent with their statutory roles and responsibilities, and in order to receive funds made available under WIOA Title I, local workforce development boards must conduct an open and competitive procurement process to select an appropriate system operator. Workforce Solutions for North Central Pennsylvania is the workforce development board serving the six counties of Cameron, Clearfield, Elk, Jefferson, McKean and Potter.

II. Background Information:

Workforce Solutions for North Central Pennsylvania, Inc. serves as a strategic entity to leverage resources and capacity; drive local workforce investment activity; and effectively use and manage funds in order to oversee the local workforce development system.

Vision: Workforce Solutions for North Central Pennsylvania, Inc. 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.

Mission: 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 Pathways in major industry sectors to enhance career counselling 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.

III. Introduction:

Located in the heart of North Central Pennsylvania, the six-county region of Cameron, Clearfield, Elk, Jefferson, McKean and Potter Counties is known throughout the Commonwealth of Pennsylvania as emerging in industrial site location, economic growth, workforce quality, and business opportunity. With a labor force of just over 103,000, the largest sector in the North Central Workforce Development Area is Manufacturing, employing 17,743 workers. The next largest sectors in the region are Health Care and Social Assistance (15,795 workers) and retail trade (10,019). High location quotients (LQs) indicate sectors in which a region has high concentrations of employment compared to the national average. The sectors with the largest LQs in the region include Mining, Quarrying, and Oil and Gas Extraction (LQ=5.24), Manufacturing (LQ=2.38), and Transportation and Warehousing (LQ=1.53). In addition, each of our counties is home to a niche sector with Information Technology being a significant sector in Potter County. Tourism is another major sector worth noting with all of our six counties within the PA Wilds designation.

Despite slight declines in numbers employed in recent years, the North Central region depends heavily on Powdered Metals and Metals Manufacturing, having employed 15% of the workforce in 2014. The industry cluster retains a substantial regional competitive advantage, although it is susceptible to economic restructuring due to consolidation and internationalization. This has been proven to some degree by the selling of family-owned metals enterprises in the past few years to large, international firms.

There are documented concerns regarding the population loss that the North Central PA Counties are experiencing and rightfully so. From April 1, 2010 when the last US census was completed through July 1, 2011 when a population estimate analysis was performed 5 of our 6 counties experienced a loss in population with Cameron County experiencing one of the largest in the state at -1.5%. The only county not experiencing a population loss (Potter) did not have an increase in population. The remaining counties' population loss ranged from .2 to .6 – significant in rural North Central PA. While employers struggle to find both entry level and skilled workers understanding the current labor market and future workforce needs is crucial to the development of our workforce. (Source: US Census Bureau of Population Estimates Division)

Changing labor markets and advances in technology have revolutionized how businesses find talent and jobseekers look for work. Social media, online talent platforms, and professional networking sites are evolving rapidly, perpetuating shifts in labor market dynamics. Additionally, rising consumer expectations and global competition have transformed how business is conducted in most industries. Employers must move faster and more efficiently in order to stay ahead of (or at least keep up with) competitors. This makes it imperative for the public workforce system to continuously adapt and reframe strategies and policies designed to support employers and job seekers.

The NCWDB seeks to establish a system that stands in stark contrast to the “traditional”/historical transaction-based model, whereby each agency operates its own business and job seeker services functions, and participants move from place to place seeking services. Instead, the goal is to create integrated locations and a unified structure and process of proactive, transparent, and effective job seeker and business services, orchestrated by a seamless collaboration of talent development and support agencies.

Workforce service delivery in the North Central Region is provided through our PA CareerLink® centers. In addition to the partners participating at the centers we have a large referral network of community based agencies. All of these agencies have a long history of providing quality services to their communities. Some are small county-based entities, while others are larger with state or national affiliation.

Partners

Section 121(b)(1)(B) of WIOA identifies the entities that are required partners in the local one-stop delivery systems.

The required partners are the entities responsible for administering the following programs and activities in the local area:

(1) Programs authorized under Title I of WIOA, including:

- (i) Adults;**
- (ii) Dislocated workers;**
- (iii) Youth;**
- (iv) Job Corps;**
- (v) YouthBuild;**
- (vi) Native American programs; and**
- (vii) Migrant and seasonal farmworker programs;**

(2) The Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49et seq.), as amended by WIOA title III;

(3) The Adult Education and Family Literacy Act (AEFLA) program authorized under title II of WIOA;

(4) The Vocational Rehabilitation (VR) program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720et seq.), as amended by WIOA title IV;

(5) The Senior Community Service Employment Program authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056et seq.);

(6) Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301et seq.);

(7) Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271et seq.);

(8) Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.;

(9) Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901et seq.);

(10) Employment and training activities carried out by the Department of Housing and Urban Development;

(11) Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law);

(12) Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532); and

(13) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601et seq.), unless exempted by the Governor under § 678.405(b).

Partner Services

At a minimum, Partners make the below services available in each PA CareerLink® center, as applicable to their program, and coordinated with the partners. Additional services may be provided on a case by case basis and with the approval of the Local WDB and the CEO.

BUSINESS SERVICES

- Serve as a single point of contact for businesses, responding to all requests in a timely manner
- Provide information and services related to Unemployment Insurance taxes and claims
- Assist with disability and communication accommodations, including job coaches
- Conduct outreach regarding local workforce system's services and product
- Conduct on-site Rapid Response activities regarding closures and downsizings
- Develop On-the-Job Training (OJT) and Transitional Employment (TE) contracts
- Provide access to labor market information
- Provide customized recruitment and job applicant screening, assessment and referral services
- Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
- Assist with the interpretation of labor market information
- Conduct job fairs
- Develop customized training opportunities to meet specific employer and/or industry sector needs
- Use of one-stop center facilities for recruiting and interviewing job applicants
- Coordinate with employers to develop and implement layoff aversion strategies
- Post job vacancies to the PA CareerLink® and take and fill job postings
- Provide information regarding disability awareness issues
- Provide information regarding workforce development initiatives and programs
- Provide information regarding assistive technology and communication accommodations

JOB SEEKER SERVICES

Basic Career Services

- Outreach, intake and orientation to the information, services, programs, tools and resources available through the local workforce system
- Initial assessments of skill level(s), aptitudes, abilities and supportive service needs
- In and out-of-area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)
- Access to employment opportunities and labor market information
- Performance information and program costs for eligible providers of training, education, and workforce services
- Information on performance of the local workforce system
- Information on the availability of supportive services and referral to such, as appropriate
- Information and meaningful assistance on Unemployment Insurance claim filing
- Determination of potential eligibility for workforce Partner services, programs, and referral(s)
- Information and assistance in applying for financial aid for training and education programs in addition to that which is provided under WIOA

Individualized Career Services

- Comprehensive and specialized assessments of skills levels and service needs
- Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals
- Referral to training services
- Adult education and literacy activities related to work readiness, including English language acquisition (ELA).
- Individual employment counseling and career planning
- Case management for customers seeking training services; individual in- and out- of- area job search, referral and placement assistance
- Potential placement in work experience, transitional jobs, registered apprenticeships, and internships
- Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training
- Post-employment follow-up services and support (*This is not an individualized career service, but listed here for completeness.*)

Training

- Occupational skills training through Individual Training Accounts (ITAs)
- On-the-Job Training (OJT)
- Incumbent Worker Training
- Programs that combine workplace training with related instruction which may include cooperative education
- Referral to training programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
- Other training services as determined by the workforce partner's governing rules

The North Central Workforce Development area has six Comprehensive PA CareerLink® centers and one Affiliate PA CareerLink® center. The names and locations of each follow:

Pennsylvania CareerLink® center Cameron County (Affiliate) at Emporium
27 West 4th Street
Emporium, PA 15834
Phone: (814)601-0538
TDD/TYY: (814)834-2154
Monday through Thursday 8:30 am -3:00 pm

Pennsylvania CareerLink® center Clearfield County at Clearfield
1125 Linden Street
Clearfield, PA 16830
Phone: (814) 765-8118
Fax: (814) 765-2955
TDD/TYY: (814) 765-2688

Hours of Operations: Monday through Friday - 8:00 am – 4:00 pm
PA CareerLink® Administrator: Mr. Todd L. Vanderburgh

Pennsylvania CareerLink® center Clearfield County at DuBois
602 West DuBois Avenue Unit #1
DuBois, PA 15801
Phone: (814) 371-0250
Fax: (814) 371-8729
TDD/TYY: (814) 371-0250
Hours of Operation: Monday through Friday - 8:00 am – 4:00 pm
PA CareerLink® Administrator: Mr. Thomas E Bogacki, Jr.

Pennsylvania CareerLink® center Elk County at St. Marys
245 Depot Street
St. Marys, PA 15857
Phone: (814) 834-2857
Fax: (814) 834-7872
TDD/TYY: (814) 834-2154
Hours of Operations: Monday through Friday - 8:00 am – 4:00 pm

Pennsylvania CareerLink® center Jefferson County at Punxsutawney
103 East Union Street, Suite 2
Punxsutawney, PA 15767
Phone: (814) 938-0504
Fax: (814) 938-0509
TDD/TYY: (814) 938-0583
Hours of Operation: Monday through Friday - 8:00 am – 4:00 pm

Pennsylvania CareerLink® center McKean County at Bradford
40 Davis Street
Bradford, PA 16701
Phone: (814) 363-9100
Fax: (814) 368-5376
TDD/TYY: (814) 363-4596
Hours of Operation: Monday through Friday - 8:00 am – 4:00 pm

Pennsylvania CareerLink® center Potter County at Coudersport
279 Route 6 West
Coudersport, PA 16915
Phone: (814) 274-9330
Fax: (814) 274-7651
TDD/TYY: (814) 274-0499
Hours of Operation: Monday through Friday - 8:00 am – 4:00 pm

Estimated Funds Available for the Operator:

First Year – August 1, 2019 – June 30, 2020: Range of \$60,000-\$80,000 with the possibility of up to three additional years of funding without procurement.

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.

IV. Operator and Board Roles, Responsibilities, Limitations and Service Provision

The Operator must fulfill the roles and responsibilities as outlined during the procurement and contracting processes. The role(s) and responsibilities of the Operator will be clearly articulated in the local area's Memorandum of Understanding, or MOU, so that each of the partners in the PA CareerLink® service delivery system is fully aware of the established role(s) and responsibilities. The role(s) and responsibilities of the Operator must fully comply with established internal controls and conflict of interest policies and procedures.

A. Required Role. Operators are required to coordinate the delivery of partner program services in the local service delivery system, ensuring a seamless distribution of career services, training services, and other employment-related services provided by required and additional partner programs offered in the local area. We expect that the role of the Operator be equal to a full-time equivalent in regard to a time commitment.

1. Programmatic Responsibilities

- Utilizes WIOA and its regulations, state and local board-imposed policies or directives, and other applicable laws, regulations, rules or contracts to guide administrative efforts
- Is fully cognizant of and implements the negotiated local area MOU
- Coordinates with the Site Administrators to develop and implement annual one-stop center operational plans
- Develops and maintains processes and procedures for one-stop center operations
- Ensures a high-quality customer service to program participants, stakeholders, and the general public
- Familiar with the WIOA Combined State Plan, policies and directives
- Reviews and supports the local board's WIOA local plan, policies and directives as it relates to the operation of the PA CareerLink® centers
- Helps ensure compliance with L&I's and local board's one-stop center certification criteria; may assist in center reviews with the board staff
- Helps ensure L&I's 'Discrimination Plan' is enacted and maintained, as well as ensuring that relevant equal opportunity and civil rights measures are enforced
- Recommends PA CareerLink® center's technologic tools and services needs
- Provides the local board with programmatic reports and information

2. Coordination Responsibilities

- Coordinates the provision of one-stop partner program core services as reflected in the MOU
- Establishes and maintains relationships with program partners and service providers to effect high degrees of partner collaboration; staff training and cross training, and program integration

- Serves as an intermediary or liaison for all the one-stop partners and service providers
- Encourages one-stop partner and service provider engagement
- Organizes and leads periodic one-stop partner and service provider meetings
- Attends individual one-stop partner and service provider meetings
- Knows and understands the programmatic parameters of each of the partners and service providers
- Knows and understands each partner's and provider's performance measurement goals
- Insures that an effective customer referral mechanism is in place and monitors usage
- Provides avenues of communication so that one-stop partners and services providers are informed of local board and other workforce development stakeholders' communiques or activities
- Communicates partner and service provider services and activities to the community
- Communicates local area stakeholder workforce development related community events
- Employs the Workforce System Navigators in each PA CareerLink® center in the North Central Workforce Development Area. The Workforce System Navigator Position helps maintain and ensure effective use of the Career Resource Center (CRC) and its various resources, while assisting jobseekers with computer access and utilization, providing customers with basic information and assistance, and directing customers to register and engage in required systems. They are also required to maintain a working knowledge of workforce services, partner agencies, and related workforce development programs in order to help triage customers, promote services and ensure connection to appropriate services. Workforce System Navigators report directly to the Site Administrator. It is projected that each Comprehensive PA CareerLink® center will have a Workforce System Navigator.

3. Managerial Responsibilities – In coordination with the Site Administrators assist with the following:

- Provides functional supervision of the local workforce service delivery system one-stop centers
- Maintains policies as outlined in a procedure manual and via state issued guidance
- Reviews customer satisfaction measurement and feedback mechanisms for center improvements
- Implements quality control and continuous improvement principles
- Seeks and remediates duplicated employment and training services and activities
- Plans and directs service delivery system and staff “capacity building”
- Monitors identified performance indicators and provides required performance reports to the board as well as other reports as necessary to evaluate the effectiveness of the PA CareerLink® system

4. Cross-Training and Professional Development Responsibilities - The selected applicant must ensure staff of all participating PA CareerLink® partner agencies have access to training and guidance imparting the knowledge, skills and abilities to support an integrated service delivery system and contribute to shared performance goals, promoting effective participation in common functions and responsibilities of PA CareerLink® partners, including but not limited to the following areas:

- PA CareerLink® policies and procedures
- Career counseling and customer service best practices
- Labor market information, including characteristics of supply (labor) and demand (employers)
- Initiatives, programs and services of Workforce Solutions and the broader workforce development system
- Viable career pathways and how PA CareerLink® can guide customers appropriately
- Availability of industry and employer-recognized training and educational programs and opportunities

- Commonwealth Workforce Development System (CWDS)
- Impact of trauma and poverty on jobseekers and related interpersonal strategies
- Local resources and services to assist individuals facing barriers to employment

The selected applicant must develop and facilitate cross-partner/program training and other professional development opportunities for PA CareerLink® staff in close coordination with partner organizations.

Limitations: A system operator(s) may not perform the following functions: convene system stakeholders to assist in the development of the local plan; prepare and submit local plans; be responsible for oversight of itself or other operators; manage or significantly participate in the competitive selection process for system operator(s); select or terminate system operator(s), career services, and youth providers; negotiate local and/or regional performance accountability measures; or develop and submit budget for activities of the local board in the local area or regional area.

Responsibilities of Workforce Solutions for North Central Pennsylvania:

Workforce Solutions will maintain a contractual relationship with the selected PA CareerLink® Operator and:

- The Workforce Delivery System Committee and Workforce Solutions will provide ongoing policy guidance and technical support to the Operator to ensure that performance expectations are continually communicated and policy issues are addressed.
- Workforce Solutions is also responsible for performance monitoring and will perform periodic quantitative and on-site reviews of Operator performance to ensure that customer service and financial standards are being met.
- Workforce Solutions is responsible for determining partners, beyond the ones required by WIOA, who will provide staff and other resources for the PA CareerLink® site in the North Central region. As a result of commitments made by partners documented in a Memorandum of Understanding (MOU).

V. Who May Apply:

A. The Operator may be a single entity (public, private, or non-profit) or a consortium of entities. If the consortium of entities is composed of PA CareerLink® partners, it must include a minimum of three (3) of the required partners in the local PA CareerLink® system. All entities that are party to the composition of the entity that will be designated as the Operator must be signatories to the contract with the local board.

B. The Operator will operate all PA CareerLink® locations in the North Central Workforce Development Area.

C. The types of entities that may be an Operator include:

- An institution of higher education
- A community-based organization
- A non-profit organization
- A workforce intermediary (e.g. quasi-governmental bodies such as a county commission)

- A government agency (e.g. state agency, local government entity)
- A for-profit entity (e.g. corporation, incorporated consultancy, agencies)
- A nontraditional public secondary school (e.g. a night school, adult school, or an area career and technical education school)
- Any interested organization that can carry out the duties of the Operator, to include nontraditional entities such as a chamber of commerce, an economic development corporation, or a labor organization

D. Structural restrictions apply to any eligible entity (i.e., county entity, commission, or corporation) that has been, or will be, selected to perform more than one (1) of the following administrative or programmatic functions: local fiscal agent, staff to the local board, Operator, or direct provider of workforce-related services/activities. Where a structural issue may occur, local board staff will refer to L&I's Local Governance policy.

Restricted Entities:

- Local workforce development boards, elementary schools and secondary schools are not eligible to be an Operator.
- Consistent with the Workforce Solutions Conflict of Interest Policy and Procurement policy entities assisting in the development of the RFP are restricted from participating in the consortium of entities which also excludes them from applying for this funding. Members of the Workforce Delivery System Committee that haven't excused themselves from the planning meetings prior to May 24, 2019 are not eligible.

VI. Technical Assistance:

A Bidders Conference regarding this RFP will be conducted. This conference will be held at Workforce Solutions for North Central Pennsylvania, Inc. located at 425 Old Kersey Road, Kersey, PA 15846 on Monday, July 1, 2019 beginning at 3:00 p.m.

Technical Assistance will be provided by and coordinated through Workforce Solutions only until Monday, July 1, 2019. Requests for technical assistance and questions related to this RFP should be submitted by 12:00 pm on Thursday, June 27, 2019 to Pam Streich via email or mail (please see below for contact information). This will enable staff to secure answers to all questions for discussion at the bidder's conference on July 1. A question and answer response will be generated and e-mailed on Wednesday July 3, 2019 to those who submit questions and / or attend bidder's conference.

In addition, a copy of the minutes of the Bidders Conference will also be sent.

Pam Streich, Director of Strategic Planning and Project Management
 Workforce Solutions for North Central Pennsylvania (North Central Workforce Development Board)
 425 Old Kersey Road
 Kersey, PA 15846
 814-245-1835
pstreich@ncwdb.org

Agencies submitting a proposal may be asked to participate in an interview with board staff, committee and board members prior to an award being made.

VII. Expected Time-Line

The following is the timeline guide for the procurement of services for Program Year 2019-2020

| | |
|-------------------------------------------|--------------------------------|
| Requests for Proposals issue date | Thursday, June 20, 2019 |
| Bidders Conference | Monday, July 1, 2019 (3:00 pm) |
| Q & A Available | Wednesday, July 3, 2019 |
| Proposal Submission Date by | Friday, July 19, 2019 |
| Staff and Committee Review & Negotiations | Week of July 22, 2019 |
| Board Approval | Week of July 29, 2019 |
| Agreement Executed | August 1, 2019 |

VIII. Submittal Information:

Proposals that are in response to this RFP are due no later than **4:00 p.m. on Friday, July 19, 2019**. 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:

Pam Streich, Director of Strategic Planning and Project Management
Workforce Solutions for North Central Pennsylvania (North Central Workforce Development Board)
425 Old Kersey Road
Kersey, PA 15846

Electronic Copy:

Submit to Pam Streich at pstreich@ncwdb.org

Subject Line must read: **WORKFORCE SOLUTIONS OPERATOR PROPOSAL**

IX. Availability of Funds:

This RFP is being solicited based on anticipated funds. Any awards may be provided only upon the actual availability of identified 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).

X. Rejection of Proposals:

The North Central Workforce Development Board 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 Offerors.

XI. Incurring Costs:

The North Central Workforce Development Board is not responsible for any costs incurred by Offerors 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.

XII. 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 the 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.

XIII. News Releases:

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

XIV. Disclaimer:

The submission of a proposal to the Workforce Delivery System Committee and 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.

XV. 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.

XVI. Contracting Dates:

Workforce Solutions and the CareerLink® Standing Committee are soliciting proposals for the period, August 1, 2019 through June 30, 2020.

XVII. 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.

XVIII. 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.

XIX. Required Information:

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

1. 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 EEO and WIOA program and fiscal compliance requirements.
- The proposal addresses all program requirements of WIOA.

2. Proposal Format and Outline:

- Proposal Narratives are limited to fifteen (15) single spaced pages of print with a font size of no less than 12, and margins no smaller than one inch.
- Charts and other attachments are not included in the fifteen-page limit. However, must be limited to no more than 5 additional pages. Proposals must be stapled in the upper left-hand corner, not bound and not placed in a binder.
- Respondents are cautioned to keep attachments to a minimum and to avoid including redundant documents. Completeness, legibility and clarity are essential. Inclusion of multiple or wordy attachments increases the risk that reviewers could miss critical information.
- When preparing your proposal, you are encouraged to repeat the question (in the order presented in this document) and provide your response directly below the question. This will allow the Review Committee to quickly determine whether or not you have responded to the question without looking for responses that may be embedded into paragraphs of text.
- To be considered, respondents must submit a complete proposal and respond fully to all requirements, using the format provided. Failure to submit a complete proposal and/or respond fully to all requirements may cause the entire proposal to be rejected

A. Proposal Summary Sheet

The Proposal Summary Sheet should be the cover page for the entire proposal and can be found as Attachment A and does not count in the page limit mentioned above.

B. Organization Overview

Describe each of the following for your organization: (maximum 2 pages)

- a. Basic organizational description, including year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget and number of staff.
- b. Past experience in managing programs similar in size and scope to that required by this RFP, including but not limited to individuals served, services and activities delivered, contract values and related performance outcomes.
- c. Administrative and fiscal capacity, including but not limited to your organization’s proven ability to provide fiscal support and oversight, utilize information systems, manage resources and personnel, and produce timely and accurate program reports.

C. Program Narrative

Describe each of the following for your proposed program (maximum of 13 pages):

Applicants should directly respond to each of the sections below; however, strong program descriptions will clearly demonstrate how the applicant will effectively meet all the standards, expectations and desired outcomes found in this RFP. Responses will also be strengthened by connecting proposed program components with evidence-based practices or well-established success in other projects. Applicants must think creatively and strategically in developing program design, exceeding basic requirements and incorporating innovative ideas and technologies. Please utilize this RFP and links referenced at the end to develop a deeper understanding of the below factors and complete your program narrative accordingly.

- 1. Programmatic Responsibilities** – Please see the listing of Programmatic Responsibilities under Section IV. Operator and Board Roles, Responsibilities, Limitations and Service Provision. Please describe how you will comply with the list of responsibilities identified. How will you ensure knowledge of and completion of the tasks as identified? How will you ensure a high-quality customer service to program participants, employers, stakeholders and the public in general?
- 2. Coordination Responsibilities** - Please see the listing of Coordination Responsibilities under Section IV. Operator and Board Roles, Responsibilities, Limitations and Service Provision. Please outline the plans and methodology you will use to ensure effective operations at each PA CareerLink® center. Include how you will ensure services are accessible, available, customer-focused and well-coordinated amongst partner agencies. Please identify your staffing plan for the Workforce System Navigators. Describe your approach to staffing and effective performance of staff for the services defined in this RFP. Describe how you would on-board staff to your program model and ensure staff have the knowledge, skills and abilities to effectively meet the requirements of this RFP. How will you administer the day-to-day operations of the PA CareerLink® centers in coordination with the Site Administrators? How will you ensure adherence to the criteria for PA CareerLink® certification established by PA Workforce System Policy No. 121-05? How will you develop a plan for integrating and streamlining the various services of PA CareerLink®? How will you identify and implement policy changes, process enhancements, customer service standards and plans for continuous improvement at PA CareerLink® in coordination with the Site Administrators? How will you maintain a customer focus and ensure that services are evolving to meet the needs?

- 3. Managerial Responsibilities** - Please see the listing of Coordination Responsibilities under Section IV. Operator and Board Roles, Responsibilities, Limitations and Service Provision. Describe how you will work with the three Site Administrators currently in place to oversee the successful delivery of services across our region. How will you gather customer satisfaction measures? How will you use the results of the measures to continuously improve services? How will you coordinate with the partners to avoid duplication of services? How will you integrate services?
- 4. Cross-Training and Professional Development Responsibilities** - Please see the listing of Coordination Responsibilities under Section IV. Operator and Board Roles, Responsibilities, Limitations and Service Provision. Please describe your plans in coordination with the Site Administrators to ensure staff of PA CareerLink® receive the training and professional development opportunities needed to be effective members of the PA CareerLink® system. What kind of cross-training and professional development activities would be helpful? At what frequency?
- 5. Outreach and promotion** - Please describe the strategies you will use to raise awareness and utilization of PA CareerLink® by jobseekers, employers, community partners, and other important stakeholders. Be sure to focus your response on unified efforts to promote PA CareerLink® as an integrated system.
- 6. Data Analytics and Reporting** - Please describe how you will collect, analyze and utilize data to inform decision-making for effective PA CareerLink® operations, including but not limited to data regarding customer activity, partner services, and community trends and opportunities.
- 7. Coordination with Workforce Solutions** – Please describe how you will stay connected to the team at Workforce Solutions and ensure we are mutually supportive in our efforts to provide an innovative PA CareerLink® System for our region.

Reporting Requirements Capability

As outlined in the RFP, the selected contractor must demonstrate the ability to be compliant with WIOA legislation. The selected contractor will be required to provide various financial and performance reports to Workforce Solutions on a weekly, monthly, quarterly, and/or annual basis in such detail and on such forms as required by Workforce Solutions.

D. Budget Information / Budget Narrative

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. There is no funding for administrative costs and the resulting contract will not include any administrative functions. Note: The regulations define administrative costs at 20 CFR 683.215(b) as the allocable portion of the costs associated with specific functions and not related to the “direct provision of workforce investment services, including services to participants and employers.”

2. Budget Narrative

All providers must adhere to GAAP and where applicable, comply with 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 sub-grant funds; income from the sale of commodities or items fabricated under a grant or sub-grant; 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 sub-grant funds. If any program income is expected to be earned, the budget narrative must address this.

E. Time-Line

Provide a time-line chart so that all activities to be performed can be seen in relation to one another and as a whole. While discussion in the methodology should reference sequence of events, here the object is to "draw a picture" of the activities to be conducted. The time-line shall include all administrative and operational activities.

3. Financial 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 & 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

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.

- 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.”

- 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 agency letterhead, internal communication email, etc. **“TDD / TYY 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 EO / 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 / NC-125, 425 Old Kersey Road, Kersey, PA 15846.

Section XX: Additional Resources:

The following links are provided as helpful supplementary information:

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

- [Public Law \(Pub. L.\) 113-128, Workforce Innovation and Opportunity Act \(WIOA\)](#)
- [20 Code of Federal Regulations \(CFR\), WIOA Final Rules and Regulations](#)
- [29 CFR Part 97, Monitoring and Reporting Program Performance](#)
- [2 CFR Part 200 et al, and Part 2900, Office of Management and Budget \(OMB\) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards](#)
- [USDOL Employment and Training Administration’s \(ETA\) Training and Employment Guidance Letter \(TEGL\) No. 19-14, Vision for the Workforce System and Initial Implementation of the Workforce Innovation and Opportunity Act](#)
- [TEGL No. 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping Are Prohibited Forms of Sex Discrimination in the Workforce Development System](#)
- [TEGL No. 3-15, Guidance on Services Provided Through the Adult and Dislocated Worker Program under Workforce Innovation and Opportunity Act \(WIOA or Opportunity Act\) and Wagner-Peyser, as Amended by WIOA, and Guidance for Transition to WIOA Services](#)
- [TEGL No. 4-15, Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act \(WIOA\)](#)
- [TEGL No. 8-15, Second Title I WIOA Youth Program Transition Guidance](#)
- [USDOL Employment and Training Administration’s Training and Employment Notice \(TEN\) No. 1-15, Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide](#)
- [Pennsylvania Workforce System Policies](#) – this link includes the Commonwealth’s PA CareerLink System Operator Guidance – WSP 121-04

Section XXI – 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 Delivery System Committee. 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:

| POINTS | APPLICANT RESPONSE | SCORE | COMMENTS |
|-------------|---------------------------|-------|----------|
| Max = 10 | Proposal Summary Sheet | | |
| Max = 50 | Program Narrative | | |
| Max = 30 | Budget & Budget Narrative | | |
| Max = 10 | Timeline | | |
| Max 100 | TOTAL POINTS | | |