

NORTHEASTERN WORKFORCE DEVELOPMENT BOARD

REQUEST FOR PROPOSALS

for

Workforce Innovation and Opportunity Act YOUTH, ADULT, DISLOCATED WORKER SERVICE PROVIDER

Program Year 2024

Request for Proposals Release Date: February 16, 2024

Mandatory Bidder's Conference: February 29, 2024

Proposals Due: March 15, 2024

Equal Opportunity Employer/Program

Auxiliary Aids and Services Available upon Request to Persons with Disabilities

Language assistance services are available free of charge to individuals with Limited English Proficiency

*The WIOA Title I Adult and Dislocated Worker Program bid solicitation is 100% supported by the Employment and Training
Administration of the USDOL*

Introduction

The Northeastern Workforce Development Board (NWDB) is issuing this Request for Proposals (RFP) to procure a contractor that will provide Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker services and/or Youth services in an integrated workforce system in each of the Northeastern Workforce Development Board counties (Camden, Chowan, Currituck, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrrell, and Washington), including two Certified NCWorks Career Centers. Respondents have the option of submitting two (2) proposals including one for WIOA Adult and Dislocated Worker services and/or one for WIOA Youth services. The successful bidder(s) will enter into a contract with the Albemarle Commission, the fiscal agent/administrative entity of NWDB. The Contractor(s) will deliver workforce development services as required by this Request for Proposal. **The selected WIOA Adult and Dislocated Worker contractor will provide staffing in 2 Integrated NCWorks Career Centers (Pasquotank and Chowan Counties), working directly with staff from the North Carolina Department of Commerce, Division of Workforce Solutions (and other partners), and in stand-alone sites as approved by NWDB in all 10 counties. In addition, WIOA Youth Proposals must include the staffing plan.** Interested organizations should understand that NWDB is looking for an Adult and Dislocated Worker contractor that can ensure staffing the Centers full-time and physically provide services, at a minimum, one full day a week in the other counties (additional days are strongly preferred). NWDB requires that services are provided equitably in all the counties in the region.

In addition, The service provider must take into consideration the location of the sites providing services to youth. **There must be a minimum of one site in all 10 NWDB counties with at least 8 hours of staff presence per week. In addition, youth staff must be housed in each of the NCWorks Career Centers (Elizabeth City 40hrs/wk, and Chowan 16hrs/wk.** All sites must be approved by NWDB. Program services must be provided in a clean ADA accessible facility and in compliance with all Federal, State, and local regulatory standards. The sites must be accessible to the youth population that NWDB serves, as well as a safe location for the youth. The location should be set in a community environment that has outreach to other community partners, accessible transportation as much as possible and must suit the needs of the youth. Each site should provide youth with additional amenities that will aid in their successful achievement of goals.

Offerors MUST SUBMIT SEPARATE PROPOSALS IF BIDDING ON ADULT/DISLOCATED WORKER PROGRAM and YOUTH PROGRAM.

Programs are intended to be a component of a network of Department of Commerce, Division of Workforce Solutions, Career Centers, Community Colleges, local businesses, and community organizations working together to provide solutions to a challenged labor and employment market in the NWDB 10-

county region. Service providers are responsible for identifying the needs of their community, knowing community resources and challenges, and creating programs that meet the needs, minimizes the challenges, and provides opportunities for its most vulnerable members of the local communities.

NWDB is seeking interested organizations that demonstrate the objectives listed here. The proposal must address each of these specifically.

- Competent and cooperative management with a vision for staffing and supporting North Carolina Integrated Services Delivery System.
- A commitment and ability to ensure that customer service oriented professional staff are available to serve employers, job seekers, and youth as appropriate.
- A commitment to staff professional development.
- An understanding of Federal job training programs and the necessity to meet performance measures mandated by USDOL and the NWDB.
- A willingness to integrate resources and activities with other organizations.
- A demonstrated track record of working with Federal grant programs.
- Flexibility in deploying human resources and an ability to adapt to change as economic conditions and operational needs evolve.
- An understanding of the workforce system teams including Talent Engagement, Talent Development, and Business Solutions.
- A willingness to move between teams as the need is identified by the NCWorks Career Center Managers.
- A willingness to add additional services as requested by NWDB in the event new program funds are received.
- An understanding of the challenges faced in rural areas such as Northeastern NC and a demonstrated history of overcoming those challenges

Data related to the local area can be found in the current Local Plan at:

https://albemarlecommission-my.sharepoint.com/personal/dwhitmer_accog_org/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fdwhitmer%5Faccog%5Forg%2FDocuments%2FNWDB%20PY%2023%20Plan&ga=1

The proposal must demonstrate an alignment with the Local Plan.

NWDB compliance with the Stevens Amendment can be accessed at

<https://nwdbworks.com/about-nwdb/the-stevens-amendment/>

Technical Details

This Request for Proposals was prepared based upon the Workforce Innovation and Opportunity Act of 2014 (WIOA) and associated U.S. Department of Labor

Regulations and guidance. This Federal Law was implemented to consolidate, coordinate, and improve employment, training, literacy, and vocational rehabilitation programs in the United States. WIOA provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed. Mandatory core program partners include Adult, Dislocated Worker, Youth, Wagner-Peyser, Adult Education and Literacy, and Vocational Rehabilitation, along with required partners specified in the Act. Offerors are strongly encouraged to read Training and Employment Guidance

Letter 04-15 issued by the U.S. Department of Labor that outlines the vision for the One-Stop system under WIOA.

<https://www.dol.gov/agencies/eta/advisories/training-and-employment-guidance-letter-no-04-15>

The three hallmarks of WIOA include:

1. The needs of businesses and workers drive workforce solutions, and local boards are accountable for this within the communities they serve.
2. One-Stop Centers provide excellent customer-centric services and focus on continuous improvement; and,
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

WIOA is built around the following key principles:

- Increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market.
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages, and to provide employers with the skilled workers they need to succeed in a global economy.
- Promote improvement in the structure and delivery of services to better address the employment and skill needs of workers, jobseekers, and employers.
- Increase the prosperity of workers and employers and the economic growth of communities, regions, and states, and the global competitiveness of the United States.
- Provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants.

The Northeastern Workforce Development Board (Board) appointed by the Chief Elected Officials oversees the Workforce Innovation and Opportunity Act (WIOA) funds for the local ten county area.

The Northeastern Workforce Development Board has contracted with an independent consultant to manage the procurement of service provision for the WIOA Youth, Adult, and Dislocated Worker Programs.

Locations of existing services can be found on the Northeastern Workforce Development Board's website: <https://nwdbworks.com/locations-and-contact-information/>

Integrated Services Delivery Model

All Offerors should note that the following are fundamental principles of NWDB's Integrated Services Delivery System.

The NCWorks Career Center System will provide services through an integrated services delivery model. Included in this integration model will be staff who deliver services through Workforce Innovation and Opportunity Act (WIOA) Title I, and Wagner-Peyser (WP) programs at local NCWorks Career Centers and other sites throughout the region. The purpose of this RFP is to identify service providers that can provide operation and services through WIOA Title I funding in the context of this integrated environment, which includes consistent use of the name, logo, marketing materials, staff titles, etc. Service providers will be responsible for delivering Wagner-Peyser (WP) services in addition to WIOA Title I services including but not limited to enrolling clients in Wagner-Peyser and Reemployment Services and Eligibility Assessments (RESEA). RESEA's provide concentrated reemployment services to claimants receiving Unemployment Insurance (UI) Benefits. RESEA's are designed to assist UI claimants with their efforts to obtain employment through assessment, development of an individual work search plan, labor market information and referral to employment-related services and/or training, as appropriate.

Functional Manager

In the NCWorks integrated services model, functional supervision will play a key role in center operations. To implement this supervisory approach, the NCWorks Career Center includes a Functional Career Center Manager who is directly responsible for day-to-day operational activities. The Functional Manager will make operational decisions concerning customer flow, deploy staff as necessary to manage the customer flow, and be responsible for the overall quality and effectiveness of the NWDB integrated service delivery system. The functional supervision recognizes that the contracting organization is considered the employer of record and has internal human resource functions that must be managed with their respective organization. However, it should be noted that even

in these critical human resource areas, the Functional Manager will have input and the opportunity to influence decisions.

Team-Based Staff Deployment

In the NCWorks Career Center, staff will be employed in functional teams that work together to meet the needs of job seekers and employer customers. The specific functional that will operate in each Career Center will include Talent Engagement, Talent Development, and Business Solutions. Due to the small staff size in the Edenton Center, staff are not currently assigned to teams but work in all functions and assist customers as needed, when needed. NWDB is seeking a contractor that can staff the functional areas with high energy professional staff who can deliver high quality services to customers. The successful Offeror also must have the ability to determine the need for supportive services for employment and training, assessing availability and suitability, and identifying resources to meet those needs. All staff are expected to be cross-trained and able to work in all functional areas across the region.

Partners/Coordination/Linkages

WIOA and the NWDB require partnering and collaboration to deliver the most effective services to have the greatest possible community impact for customers and employers. Having as many partners as possible only strengthens the delivery of services. The successful Offeror must sign a Memorandum of Understanding (MOU). The MOU must document at a minimum the following information:

- Description of the customer services that will be provided by each partner.
- How cost of services and operating costs of the partnership will be funded.
- Methods of referral between partners.
- Duration of MOU and procedures for amending the MOU.
- Other provisions as agreed upon by the parties of the MOU.

Partners, coordination, and linkages ensure customers receive information on the full array of services

Background and General Information

- A. Offerors must submit separate proposals if applying for both: 1) Adult and Dislocated Worker Proposal; and/or 2) Youth Proposal.
- B. This Request for Proposal is intended to be as inclusive as possible. The goal is to receive a wide variety of high quality, innovative submittals that meet the workforce development needs of the communities served in Northeastern North Carolina

- C. The resulting award will be for a one-year-period starting July 1, 2024, to June 30, 2025.
- D. Successful Offerors will have the knowledge and experience necessary to fulfill the resulting contract without extensive training on WIOA fundamentals.
- E. Offerors are expected to review the Local Plan referenced herein and research the Law, Regulations, and USDOL Advisories to be aware of WIOA basic career services, individualized career services, training, and follow-up.
- F. Once the award is complete, the Local Workforce Area reserves the right to modify delivery design. In the event the modification requires additional labor hours on the part of the Successful Offeror terms will be negotiated and the contract/agreement modified. The Local Area also reserves the right to de-obligate funds from the Successful Offeror if it fails to meet contractual requirements.
- G. Funding for this Request for Proposals will vary, depending upon final allocations, number of participants to be served, services proposed and negotiated. Proposals must address serving Youth, Adults, and Dislocated Workers in all ten counties in Northeastern North Carolina. The Successful Offeror for the Adult and Dislocated Worker Program will lead Business Services and the integrated business services team throughout the ten-county area under the oversight of NWDB.
- H. The Local Workforce Area reserves the right to make an award based on the criteria in this Request for Proposals or to make no awards if that is deemed to serve the best interests of the Board, Chief Elected Officials and Northeastern North Carolina. The submittal process is competitive and follows government procurement rules.
- I. The Workforce Innovation and Opportunity Act of 2014 provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed. The Local Workforce Area envisions a system that meets the needs of residents and businesses alike.
- J. This Request for Proposals is not in itself an offer for work, nor does it commit the Local Workforce Development Area to fund any submittals. The Board and/or the Chief Elected Officials are not liable for any costs incurred in the preparation or research involved in the development of the response to this Request for Proposals.
- K. Offerors may be asked to answer questions electronically during the review process of this Request for Proposals if clarification is needed.
- L. All commitments made by the Local Workforce Development Area as a result of this Request for Proposals are contingent upon the availability of funds and the Local Workforce Development Area reserves the right to award an amount less than the total funds available.

- M. The Local Workforce Development Area Administrative Entity assures it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation and Opportunity Act of 2014 law and the related regulations; Title VI of the Civil Rights Act of 1964, as amended. Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. This assurance applies to the WIOA Title I financially assisted program or activity, and to all agreements that the Board makes to carry out the WIOA Title I financially assisted program or activity.
- N. By providing a submittal to this Request for Proposals all Offerors are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.
- O. Offerors should note that under the requirements of the Freedom of Information Act, the contents of submittals to the Procurement Task Force are subject to public release upon request, except those items specifically exempt from disclosure. The Offeror shall mark as “proprietary” those parts of its submittal that it deems proprietary. However, the Offeror is alerted that this marking is advisory only and not binding on the Local Workforce Development Area. If there is a request under the Freedom of Information Act to inspect any part of the submittal so marked, the Local Workforce Area will advise the Offeror and request further justification in support of the “proprietary” marking. If the Local Workforce Development Area determines, after receipt of the justification, that the material is releasable, the Offeror will be notified immediately. Under no circumstances will a submittal or any part of a submittal be released prior to the contract award decision.
- P. The Administrative Entity will negotiate a contract and/or agreement for the provision of programs arising from this Request for Proposals.
- Q. The Successful Offeror may not subcontract any part of the services unless approved in the Request for Proposals process.
- R. The Successful Offeror must assure that it will provide additional services that may become necessary as a result of new grants such as National Emergency Grants, National Dislocated Worker Grants, ARPA Funding, or other State or Federally funded workforce programs granted to Northeastern Workforce Development Board.
- S. The Successful Offeror must assure that it will comply with Local, State, and Federal program and fiscal monitoring requests.
- T. Offerors are prohibited from discussing this Request for Proposals with the independent contractor facilitating the procurement process, Northeastern Workforce Development Board Members, Local Chief Elected Officials, the Administrative Entity, or the Board staff. Such contact will result in disqualification of the response. Questions will be responded to at or near after the mandated Bidders Conference.

- U. Northeastern Workforce Development Board has required performance measures. Negotiated performance measures must be tracked and met or exceeded by the Successful Offeror. Offeror must have a proven track record of success in meeting or exceeding performance measures.
- V. The minimum hours of operation for the local Career Centers are 8:00 a.m. to 5:00 p.m. Monday through Friday. Chowan Career Center is open Tuesday and Thursday. Elizabeth City Center currently offers extended hours on Wednesday and is open until 6 p.m.
- W. Contract staff are expected to work 120 hours per week for Adults and Dislocated Workers and 16 hours per week in Chowan County, and 40 hours per week for Youth in Elizabeth City
- X. The successful Offeror must be present in each County. The two Centers must be adequately staffed and there must be staff at least 8 hours per week in the remaining 8 counties, with preference of more. Sites selected by the successful Offeror must be approved by the NWDB. Program services must be provided in a clean ADA accessible facility and in compliance with all Federal, local, and state regulatory standards. Each location must be safe for customers and be positioned in a community environment that has outreach to other community partners, accessible transportation to the degree possible and must suit the needs of the customers.
- Y. Staff vacancies experienced by the successful Offeror must be replaced within 30 days. NWDB shall be informed of staff turnover and provided information on new hires including resumes.
- Z. The successful Offeror is required to use NCWorks Online to track all participants from initial contact through intake/application, eligibility certification, WIOA registration, enrollment, case management/career coaching, program/case notes, activity status updates, outcomes reporting, and exiting. User access to NCWorks Online is allowed only upon completion of system training that is conducted by a designated NWDB "MIS Super Users." User names and passwords will be issued upon satisfactorily completing training.
- AA. The successful Offeror will be expected to participate in the development and implementation of Career Pathways. For more information on Career Pathways see: <https://labor.hawaii.gov/wdc/files/2013/01/Local-Plan-Definitions-061715.pdf>
- BB. NWDB requires all participant receiving training services, other than work-based training such as on-the-job training, to obtain their Career Readiness Certificate (CRC). For more information on the CRC see: <https://www.rccc.edu/workforce/north-carolina-career-readiness-certification/>
- CC. The successful Adult/Dislocated Worker Program Offeror will be expected to assist in coordinating with the Dislocated Worker Rapid Response Services teams.

Dislocated Worker Rapid Response Services are delivered to businesses and employees of companies experiencing downsizing or closure. Dislocated Worker Rapid Response services: Coordinating and conducting Rapid Response workshop presentations to assist with career transition, job search tools and skills, resume preparation, and interviewing techniques; assessing re-employment prospects for workers in the local community; providing information on available resources to meet the short and long-term needs of affected workers; establishing a process of referring affected employees to the NCWorks System; developing recruitment/job development activities including job fairs, positive recruitments, job lead development, and general recruitment notifications; and providing Rapid Response information with appropriate information relating to potential dislocations, available adjustment assistance, services, and when appropriate, information on the North American Free Trade Act (NAFTA).

- DD. NWDB is committed to increasing soft skills throughout the region's labor force. With this in mind, all Career Advisors are expected to be certified to teach Working Smart. Working Smart is a soft skills curriculum developed by Charlotte Workforce Development Partners. Contractor is expected to provide Working Smart workshops throughout the region as well as having Career Advisors use the course materials while working with customers one-on-one. Customized offerings of this training are also available for employers to use as part of their recruiting process. This, and other methods of increasing soft skills, should be acknowledged in the proposal.
- EE. The successful Offeror will be responsible for completing follow-up with individuals who have exited and will be responsible for providing continued services for all active WIOA participants in the awarded service provisions. For new enrollments, the successful Offeror is responsible for determining and verifying WIOA eligibility, obtaining appropriate documentation to verify eligibility, and maintaining verification documents in the NCWorks Online paperless system.
- FF. The successful Offeror(s) Career Advisors are expected to conduct an initial high-level assessment during the registration process. Assessments will include diverse options such as standardized tests, structured interviews, inventories, and career guidance instruments. Information must be current and reliable. Assessment results from other appropriate entities are accepted. The initial assessment will serve as the basis for individualized services.
- GG. An Individual Employment is required for all participants in an Adult and/or Dislocated Worker Program and an Individual Service Strategy is required for all Youth participants. For more information on these documents see:
<https://www.ecfr.gov/current/title-20/chapter-V/part-680/subpart-A/section-680.170>
and <https://www.lawinsider.com/dictionary/individual-service-strategy-iss>
- HH. The successful Offeror(s) must provide case management services and career coaching to all participants. Review the herein reference Plan to review case management information.

- II. The Division of Workforce Solutions conducts data validation annually to ensure the accuracy and integrity of information collected and reported on WIOA activities and program outcomes. NWDB staff will provide training and technical assistance on data validation to Career Advisors.
- JJ. As a federally funded Title I program, the Workforce Development Boards of North Carolina are each responsible for meeting certain performance measures in order to continue receiving funds for the WIOA program in North Carolina. Under Title I Sec. 116 (b) (2) (A) (i) (I-VI) both the Adult and Dislocated Worker Program measures are the same and are listed as follows:
1. Entered Employment Rate - The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.
 2. Employment Retention Rate - The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program.
 3. Median Earnings - The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.
 4. Credentials - The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program. Program participants who obtain a secondary school diploma or its recognized equivalent, have obtained or retained employment or are in an education or training program leading to a recognized postsecondary credential within 1 year after exit from the program.
 5. Skills Gain-The percentage of program participants who, during the program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.
 6. Effectiveness in Serving Employers -TDB

Contractor MUST meet performance goals as defined by the State of NC and WIOA. PY 2023 goals are shown below. Contractor must be able to demonstrate how all goals will be met.

Adult Performance Goals				
Employment Rate 2 nd Quarter	Employment Rate 4 th Quarter	Median Earnings	Credential Attainment	Measurable Skills Gains
77.5%	77.0%	\$6,450	64.0%	52.2%
Dislocated Worker Performance Goals				
Employment Rate 2 nd Quarter	Employment Rate 4 th Quarter	Median Earnings	Credential Attainment	Measurable Skills Gains
76%	68%	\$6,000	65.1%	59.3%
Youth Performance Goals				
66%	68.5%	\$3,300	51%	46%
Wagner-Peyser Title III				
71%	68.1%	\$5,410	-	-

Additional NWDB Required Performance Goals

- Contractor shall work with Center Management to ensure staff assisted services are provided to a percentage of the labor force that is equal to or larger than the annual employment rate for the NWDB region.
- Contractor shall provide training (classroom, on-the-job, and/or standardized training) services to at least 3% of adult participants. (Includes Adult, Dislocated Workers, and Title III participants)
- Contractor shall work with Center Management to ensure staff assisted services are provided to at least 603 employers within the NWDB 10-county region.
- Contractor must participate in the development, implementation, and promotion of Career Pathways.
- Contractor must have at least one-year experience providing Workforce Innovation and Opportunity Act (WIOA) Title I Adult/Dislocated Worker Services and/or Youth Services. This means the organization must have contracted with at least one other workforce board as the WIOA Title I Adult/Dislocated Worker and/or Youth services contractor for at least one year.

Youth Eligibility and Requirements (relevant to WIOA Title I Youth Proposals)

WIOA Funded Services must be provided to Out-of-School and In-School Youth.
WIOA Youth Eligibility Requirements:

- a. Be a US citizen or eligible non-citizen; **and**,
- b. Camden, Chowan, Currituck, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrrell, or Washington County resident; and,
- c. Comply with the military Selective Service Act; if applicable

Out-of-School Youth (OSY)

1. Not attending any school (as defined by State law)
2. Between the ages of 16 and 24
3. Be identified as one or more of the following:
 - a. A school dropout
 - b. A youth who is within the age compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter
 - c. A recipient of a secondary school diploma who is a low-income individual and is-
 - i. Basic skills deficient; or
 - ii. An English language learner

- d. An individual who is subject to the juvenile or adult justice system
- e. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under the Social Security Act, or an out-of-home placement.
- f. An individual who is pregnant or parenting
- g. A youth who is an individual with a disability
- h. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

In-School Youth (ISY)

- 1. Attending school (as defined by State Law)
- 2. Between the ages of 16 and 21
- 3. A low-income individual.
- 4. Be identified as one or more of the following:
 - a. Basic skills deficient
 - b. An English language learner
 - c. An offender
 - d. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under the Social Security Act, or in an out-of-home placement.
 - e. Pregnant and parenting
 - f. A youth who is an individual with a disability
 - g. An individual who requires additional assistance to complete an educational program or to secure or hold employment.

Service Level and Expenditure Requirements for Out-of-School Youth

For any program year, not less than 75% of the funds available for local areas shall be used to provide Youth WIOA activities for out-of-school youth. **Proposed budgets must reflect at least 75% expenditures for out-of-school youth and no more than 25% expenditures for in-school youth.** The proposal must address how you plan to track the percentages and an acknowledgement that you understand payments to you will be adjusted at the end of the program year to ensure that these percentages are met.

Expenditure Requirements for Work-Based Learning Activities

Workforce Development Boards must use no less than 20 percent of total youth funds to provide youth participants, both ISY and OSY, with paid and unpaid work experiences as described under the Youth Program Elements. **Estimated required expenditure amount for service provider is \$72K. This is subject to change based on actual PY 23 allocations.** The proposal must address how you plan to track the percentage and an acknowledgement that you understand payments to you will be adjusted at the end of the program year to ensure that these percentages are met.

Minimum Number of Participants

Service Providers will maintain an active caseload of at least an average of 10 active youth per county (100 total) per the Service Strategy approved by the NWDB Youth Committee. This does not include participants in follow-up. Services will be provided to those eligible youth based on the individual needs of the youth as identified in their Individual Employment Plans. This minimum number of participants may change at the discretion of NWDB and should only be seen as a minimum. Provider is strongly encouraged to carry a larger caseload.

Youth Summit

All service providers will be responsible for coordinating attendance to the annual NC Youth Summit. The planning for attendance to the Youth Summit is a joint responsibility of the service provider and NWDB staff. Every effort should be made to take at least one youth per county as a minimum. Service provider shall also coordinate an industry and community college/industry tour in conjunction with the youth summit.

Real World Simulation

Service Provider will be responsible for planning, implementing, and participating in a

Real-World Simulation on an annual basis. This event invites teenagers and young adults from all over the region to take part in a simulation where they have the opportunity to navigate the “Real World” on a budget that aligns with what they can expect to earn based on their education and career goals. This should be a regional event open to all WIOA youth participants, partner agencies and high schools in all 10 counties. This is a really large and significant event and takes many hours of planning. Last year there were over 40 volunteers and 123 youth representing schools and organizations from 8 of our 10 counties participated. Include these considerations in your budget. Provide prior experience with planning and executing a large event.

Fiscal and Administrative Requirements

- A. State and local government organizations that receive WIOA funds must comply with the Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments (29 CFR Part 97), Office of Management and Budget (OMB) Circulars A-87, and the Single Audit Act Amendments of 1996. Institutions of higher education and non-profit organizations must comply with the Uniform Administrative Requirements codified at 29 CFR Part 95 and OMB Circular A-87 as appropriate.
- B. The contract awarded for this RFP will be administered on a cost reimbursement basis. The successful Offeror must have adequate financial resources or the ability to obtain them. The proposal should demonstrate the Offeror’s ability to administer

the programs on a cost reimbursement basis. All expenses, to include program services, must be paid for by the contractor. Proof of payment and all required documentation must be submitted and approved by NWDB before reimbursement is provided.

- C. The successful Offeror will be responsible for all expenses associated with each site that is not at a Career Center (to include leases) and all supplies and equipment needed.

D. Internal Financial Management

All WIOA Service Providers/Contractors are required to conduct internal financial management reviews. The proposal must provide the process used for these reviews. The purpose is to provide adequate internal controls and ensure compliance with the following areas related to WIOA funds and services:

- Provisions of the Workforce Innovation and Opportunity Act and its regulations;
- Provisions of the NWDB Contract.
- Applicable State and Workforce Development Board Policies.
- Accepted financial management and accounting practices.
- Compliance with OMB CircularA-87.

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All reports of information creating suspicion of, or instances of criminal misconduct, fraud, or willful and gross misconduct, in connection with any WIOA-funded activity shall be reported immediately to NWDB, and to the U.S. Department of Labor. Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIOA funds and confirm adherence to policies regarding allowable costs and allocations of cost to proper cost categories. The WIOA Service Provider/Contractor shall document all internal financial compliance reviews.

E. Internal Program Management

WIOA service providers/contractors are required to establish internal program management procedures to ensure compliance with contract requirements, delivery of high-quality services to eligible Adults and Dislocated Workers and Youth, and achievement of planned outcomes. Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained to support the eligibility of all WIOA participants and confirm adherence to specific requirements and time limitations.

F. Submission of Most Recent Audit

As a recipient of WIOA funds, service providers must have an annual financial and compliance audit performed. The audits must be conducted in accordance with auditing standards set forth under the Single Audit Act Amendment of 1996 and

revised OMB (Office of Management and Budget) Circular A-87 for institutions of higher education, hospitals, and other non-profit organizations and at 29 CFR 97.26 for units of state and local government. This requirement will be met by providing NWDB a copy of the annual audit according to OMB Circular A-87. For-profit, WIOA contractors must have an annual financial and compliance audit performed under Generally Accepted Accounting Standards by an independent auditor. A copy of the audit will be forwarded to NWDB. During the contract period audits should be submitted within 30 days after the completion of the audit, but not later than six months after the end of the audit period.

G. Cooperation with WIOA Contract Monitoring and Audit Procedures

In Accordance with WIOA, contracted service providers must cooperate with any monitoring, inspection, audit, or investigation of activities related to WIOA contracts. These activities may be conducted by the North Carolina Division of Workforce Solutions, the U.S. Department of Labor, NWDB or their designated representatives. This cooperation includes access to, examination of, and/or photocopying of books, records, files, documents, property, or equipment related to all aspects of WIOA funded activities under this contractual agreement.

H. Records Retention

The following records and documents must be maintained. They must be available for monitoring and review by NWDB and must be retained, subject to audit, for five years following the final audit of the contract. If any aspect of the program is under investigation or in the process of audit resolution and/or debt collection, the service provider is required to retain records after the five (5) year period and until the final audit resolution of all disallowed and/or questioned costs are paid or accepted as allowable.

1. General ledger or equivalent.
2. Cash receipts and cash disbursements journals/reports or equivalent.
3. Bank statement, reconciliation, deposit slips and canceled checks for each bank account through which WIOA funds were received or disbursed.
4. All contracts with NWDB including all amendments.
5. All financial reports and documentation supporting requests for reimbursement.
6. Payroll records including Individual Earnings Record, Employee Withholding Authorization (W-4), FICA reporting forms, Federal and State withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plans.
7. Invoices and/or supporting data for non-payroll disbursements.
8. Inventory of all assets/equipment purchased with WIOA funds with a value of \$500 or more and a life expectancy of one year or more.

I. Program Income Requirements

The U.S. Department of Labor requires that all income generated under any WIOA contract shall be reported and used to further program objectives. The service provider assures that it will comply with the addition method, described at 29 CFR 95.24 or 29 CFR 97.25 (g)(2), as appropriate, for all program income earned under the WIOA.

J. Property Management Requirements

The service provider agrees to maintain careful accountability of all WIOA purchased non-expendable property (property with a life expectancy of one year or more and a unit cost of \$500.00 or more) and to maintain an inventory of all properties Issued by the WDB or subsequently acquired with WIOA funds. Acquisition of non-expendable property with a unit cost of \$500.00 (including taxes, shipping, and handling costs) or more must be approved by the WDB, **prior to the purchase**. The NWDB will maintain a fixed-asset listing to be verified for physical location and serviceability at your agency at least annually.

1. Any purchases made for \$5,000 or more with WIOA funds must be approved by the WDB and the State. The State will monitor the inventory of all items purchased or leased with a value of \$5,000 or more.
2. The service provider agrees not to dispose of or transfer any non-expendable property purchased with WIOA funds that has a unit cost of \$500 or more and/or a life expectancy of one year or more until written authorization is received from the WDB. Any disposal of WIOA property must be according to applicable Federal, State, and local disposal procedures. Any revenues derived from the sale of property purchased with WIOA funds must revert to a WIOA activity.
3. The service provider will be responsible for maintaining an accurate inventory of all WIOA property in their possession. A copy of the updated annual inventory shall be submitted by the subrecipient to the WDB with the contract closeout document.
4. In the event property purchased with WIOA funds is stolen or destroyed by criminal act, the subrecipient will notify appropriate law enforcement officials immediately. The WDB Director must be notified within three (3) working days of discovering the loss or damage. A copy of the police report will be maintained as documentation of loss, and a copy forwarded to the WDB.
5. The service provider agrees to pay for or replace any property purchased with WIOA funds that is lost, damaged, or destroyed. Funds may not be used to pay for, or replace, the missing property.

K. Equal Opportunity and Nondiscrimination

All service providers must ensure equal opportunity to all individuals. No individual in the NWDB region shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA-funded program or activity because of race, color, religion, sex including pregnancy, childbirth and related medical conditions, sex stereotyping, transgender status and gender identity, national origin (including English proficiency), age, disability, or political affiliation or belief.

Programs and activities funded in whole or in part under WIOA must comply with provisions under the Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

L. Wage and Labor and Health and Safety Standards

Participants employed in work-related activities under WIOA must be compensated in accordance with applicable law, but not less than the higher of the rate specified in the Fair Labor Standards Act of 1938 or the applicable State minimum wage law.

Health and safety standards under Federal and State law otherwise applicable to working conditions of employees are equally applicable to working conditions of WIOA participants engaged in work experience activities under WIOA. Workers' compensation insurance coverage must be secured for all participants in work experience.

M. Authority to Re-Capture and Re-Distribute Funds

Northeastern Workforce Development Board has the authority to recapture and redistribute funds based on the following criteria not being met.

- Staffing levels
- Enrollments
- Caseloads
- Spending levels
- Failure to meet performance requirements
- Release of confidential information without authorization
- Other criteria as determined by NWDB

Resource Information

The United States Department of Labor has a WIOA Online Community of Practice that provides information sharing needed to implement and maintain WIOA at: <http://on.workforcegps.org>.

WIOA law and regulations can be found at:

<https://www.dol.gov/agencies/eta/wioa>

Offerors may review TEGL's and TEN Advisories at:

https://www.dol.gov/agencies/eta/advisories?keywords=&field_advisory_category_target_id%5B18345%5D=18345&field_advisory_category_target_id%5B18346%5D=18346&field_advisory_issue_date_value%5Bmin%5D=&field_advisory_issue_date_value%5Bmax%5D=&field_advisory_fiscal_year_value=All&field_advisory_program_year_value=All&field_advisory_change_value=All&field_advisory_hecklist_value=All&items_per_page=10&sort_bef_combine=field_advisory_issue_date_value_DESC

RFP Timeline

Any changes to this schedule will be communicated by posting on the website and by emailing organizations who submitted an intent to apply.

2/16/24 Request for Proposals Released and Posted on <https://nwdbworks.com/>

2/29/24 Mandatory Bidders Conference and Questions/Answers 2:00 p.m. eastern

3/15/24 Proposals Due Electronically to MaryAnn Lawrence at malaw528@aol.com by 5:00 p.m. eastern

3/21/24 NWDB Reviews and Votes on Recommendations

7/01/24 Contract Start Date

Eligible Service Provider Applicants

Organizations eligible to respond to this Request for Proposals may fall within any of the following categories:

- Governmental Agencies
- Private Non-Profit Organizations
- Private For-Profit Businesses
- Educational Entities (other than elementary and secondary schools)

Organizations must have at least one year experience providing Workforce Innovation and Opportunity Act (WIOA) for a Local Workforce Board.

WIOA Title I Adult and Dislocated Worker Service Delivery Roles and Responsibilities that Must be Demonstrated in the Proposal

The Successful Offeror will provide jobseeker services for WIOA Title I Adults and Dislocated Workers. While the One-Stop Operator plays a key role in basic career service coordination and delivery, the Successful Offeror will be a core

program partner in regard to basic career services and will be the service provider for WIOA Title I Adults and Dislocated Workers including individualized career services and training services.

Adult and Dislocated Worker Activities, according to the WIOA, include eligibility determination, outreach and intake, initial assessment of skills, supportive service needs, job search and placement assistance, career counseling, provision of information on in-demand occupations and non-traditional employment, recruitment and other business services for employers, referrals to other One-Stop partner programs and other available programs in the communities, provision of labor market information, information on supportive services available through other programs, information and assistance with establishing eligibility for financial aid and assistance for educational programs other than WIOA, comprehensive skills assessments, in-depth interviewing and evaluation of barriers to employment, development of an Individual Employment Plan, group counseling, career planning, short-term prevocational services, soft skills training, work experience, financial literacy, out of area job search, training services, occupational skills training, supportive services, on-the-job training, incumbent worker training, private sector training programs, skill upgrading and retraining, job readiness training, adult education and literacy activities and follow-up services.

WIOA Title I Youth Service Delivery Roles and Responsibilities that Must be Demonstrated in the Proposal

Offerors must expend at least 75% of youth funds for out-of-school youth and up to 25% for in-school youth based on youth development principles and best practices that support, motivate, and prepare youth for continuing educational achievements, successful transition into adulthood, and long-term success in employment. The services design and implementation strategies must be appropriate, provide a customized mix of services to address individual needs and goals, and lead to attainment of the performance measures for in-school and out-of-school youth.

Under the WIOA, Youth funds contracted to the service provider for eligible youth shall be used to carry out programs that:

1. Provide an objective assessment of the academic levels, skill levels, and service needs of each participant.
2. Provide service strategies for each participant.
3. Provide activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized post-secondary credential.
4. Provide preparation for post-secondary educational and training opportunities.
5. Provide strong linkages between academic instruction and occupational education that lead to the attainment of recognized post-secondary credentials.

6. Provide preparation for unsubsidized employment opportunities, in appropriate cases.
7. Provide effective connections to employers in in-demand industry sectors and occupations of the regional labor market.

Youth programs must provide the fourteen elements listed below either through direct service, community referrals, or direct purchase:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
2. Alternative secondary school services, or dropout recovery services, as appropriate.
3. Paid and unpaid work experiences that have as a component academic and occupational education, which may include:
 - a. Summer employment opportunities and other employment opportunities available through the school year.
 - b. Pre-apprenticeship programs.
 - c. Internships and job shadowing.
 - d. On-the-job training opportunities.
4. Occupational skill training, which shall include priority considerations for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area.
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.
7. Supportive services.
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.
9. Follow up services for not less than 12 months after the completion of participation, as appropriate.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
14. Activities that help you prepare for and transition to post-secondary education and training.

Business Services Lead Roles and Responsibilities that Must be Demonstrated in the Proposal

The focal point of the workforce system is business and industry. The Successful Offeror will be the lead and work with a local business services team comprised of partner agencies to provide business development and job development activities. These activities are taking place in Northeastern North Carolina and may include:

- **Access to Facilities** – use of Workforce Center facilities by a business for a variety of purposes such as meetings, trainings, orientations, interviews, etc.
- **Assessments** – any test or assortment of tests used to measure the skills, interests and/or personality traits of a jobseeker, potential employee, or current employee.
- **Business Education** – seminars, round tables, workshops, focus groups, etc.
- **Business Information** – information given to a business pertaining to a variety of incentive programs or other information requested that provides a benefit to that business.
- **Hiring Events** – a customized event for a single employer that assists with recruiting, interviewing, and hiring of one or more positions.
- **Job Fairs** – event for multiple employers that assists with the recruiting, interviewing, and hiring of one or more positions.
- **Job Postings** – staff-entered or web-entered job orders approved by staff.
- **Labor Market Information** – information on state and local labor market conditions, industries, occupations, and characteristics of the workforce, area business identified skills needs, employer wage and benefit trends, short and long-term industry and occupational projections, worker supply and demand, and job vacancies survey results.
- **Rapid Response** – a variety of services to businesses that are facing restructuring or downsizing including onsite workshops for employees in

transition, job placement assistance, and information on unemployment benefits.

- **Screening** – any service that involves the initial evaluation of applications or resumes that assists the employer in the recruiting process.
- **Training and Retraining** – any service provided to a business that involves the training or retraining of current or future employees including on-the-job training, work experience, incumbent worker training, etc.

Project Budget

Exact funds available are unknown at this time. Funding allocations are formulated by the Federal Government and passed down through North Carolina. Offerors should use the funding estimates below for their proposals with the estimates being solely for the purpose of offering guidance. The amount below is based on the NWDB WIOA Adult, Dislocated Worker, and Youth allocations for Program Year 2023. This amount is subject to change as Program Year 2024 funds are finalized. The successful Offeror must be willing to enter into a contract with the understanding that funding for the contract may be adjusted up or down based upon the final allocation and according to the NWDB's discretion. Offerors budgets must be within the amounts indicated and must be reasonable based on proposed service level and service delivery plans. Subsequent revisions and negotiations of final contract budgets may be required due to actual allocation received and funding award decisions.

- | | |
|--|-----------|
| • WIOA Title I Adult and Dislocated Worker | \$450,000 |
| • WIOA Title I Youth | \$250,000 |

Matching funds are not required but strongly preferred. In addition to a WIOA budget, proposals may include a match budget in the form of cash or in-kind services. Extra points will be awarded during the evaluation process for proposed matching funds.

The NWDB has the option not to fund part or all of a proposal, if in the opinion of the NWDB:

- Services proposed are not needed; or
- The costs are higher than NWDB finds reasonable in relation to the overall funds available; or
- Management concerns lead NWDB to believe that the proposed contractor has undertaken more services than it can successfully handle; or
- References indicate concerns with current or recent service delivery in other workforce areas; or
- The proposal is not realistic or likely to meet the needs of the region.

The successful Offeror **MUST ACCEPT LIABILITY** for all aspects of any services conducted under the executed contract with NWDB. The successful Offeror must respond to any questioned cost inquiries and will be liable for any disallowed costs or illegal expenditure of funds or program operations conducted.

To be considered for funding, an entity must have submitted an Intent to Apply as advertised and must provide a submittal for this Request for Proposals (RFP) including supporting documentation in accordance with the instructions in this RFP. When evaluating a submittal, the reviewer will consider how well the Offeror has complied with these instructions and provided the required information.

The submittal, as well as any reference materials presented, must be typed in English in at least 12-point font and must be on standard portrait 8 ½" by 11" size with no less than one-inch margins. Landscape orientation containing charts, spreadsheets, and oversize exhibits is permissible. Submittals are limited to fifty pages or less excluding attachments.

Contract Funding Source

Funding is made possible by a grant from the Employment and Training Administration of the United States Department of Labor.

Compliance Requirements

Any award of a contract/agreement under this Request for Proposals will be subject to applicable requirements of the funding sources, including the U.S. Department of Labor, the State of Arkansas, the Local Chief Elected Officials, and the Workforce Development Board of Eastern Arkansas. These terms and conditions include, without limitation, provisions regarding reporting, insurance, indemnification, audits, nondiscrimination, minority and women's business enterprise requirements, veterans' priority of service, conflict of interest and local hiring provisions.

Available Funds Note

The successful Offeror(s) must demonstrate in the proposal that it has a minimum of three months operating capital on-hand throughout the term of the contract/agreement.

Public Records

Offerors are advised that documents in possession of the NWDB are considered public records and subject to disclosure under the Freedom of Information Act.

Contractor Qualifications and Responsibilities

All businesses/organizations must meet a minimum level of administrative and fiscal capacity in order to contract for the requested services. Therefore, the successful Offeror(s) must provide the following Documentation of Qualifications within a ten-day period after notification. Failure to satisfactorily provide the following documentation could result in disqualification of proposed award.

- Documentation of Organization's Qualifications:
 - Legal entity - Proof of Incorporation, 501(c) (3), etc. and designation from the IRS of tax-exempt status, if applicable. Must submit document proving legal entity.
 - Written personnel policies. Must submit table of contents of personnel policies.
- Written conflict of interest policy for staff and board. Must submit copy of Conflict-of-Interest Policy.
- Have an ongoing quality assurance process for services. Must submit description of process.
- For organizations that have more than one revenue source, must submit revenue documentation identifying the various sources of the amounts.
- Proven fiscal capacity including capacity for fund accounting. Must submit bound copy of most recent formal audit completed within last year. Must satisfactorily address all findings.
- Verify that the program has procured and will maintain during the life of the contract the following required insurance coverage: professional liability, errors and omissions; commercial general liability insurance, including contractual liability insurance; business automobile liability (if applicable); worker's compensation coverage; and employee dishonesty insurance. Must submit copies of certificate of insurance with contract.

Information, Instructions, and Guidelines for Submission of Proposals

The proposal reviewer reserves the right to request clarifications from any Offeror regarding information in their submittals and may request an oral presentation if deemed appropriate and necessary to make a final recommendation.

If it is determined that the Offeror has not been truthful or has not provided requested information in full, the proposal will be disqualified.

Offerors may request clarification to comply with instructions during the **mandatory** Bidders Conference taking place on February 29, 2024, at 2 p.m. eastern at the Northeastern Workforce Development Board office, 101 ARPDC Street, Hertford, North Carolina. Questions may be submitted in advance to MaryAnn Lawrence at malaw528@aol.com. Emailed questions must show NWDB RFP QUESTIONS in the RE portion of the email. Questions will be responded to at the Bidders Conference. No questions will be allowed after the close of the Bidders Conference.

Offerors may submit up to two proposals, one for WIOA Title I Adult and Dislocated Worker and/or one for WIOA Title I Youth. If proposals are submitted for both they should be submitted in separate emails and should both include referenced attachments/information.

To be considered, proposals submitted in response to this RFP must be received at Malaw528@aol.com on or before 5:00 p.m., Thursday March 15, 2024. Late proposals will not be considered. Email submissions must show NWDB WIOA PROPOSAL in the RE.

Amendments

If it becomes necessary to revise any part of the Request for Proposal, all amendments will be provided in writing to all individuals who submitted an Intent to Apply.

Verbal comments or discussion relative to this solicitation cannot add, delete, or modify any written provision. Any alteration must be in the form of a written amendment.

Right of Non-Commitment or Rejection

This solicitation does not commit the Northeastern Workforce Development Board to award a grant, to pay any cost incurred in the preparation of a proposal, or to procure or contract for services. The NWDB reserves the right to select proposals it deems most responsive and appropriate and is not bound to accept any proposal based on price alone. The Board also reserves the right to request additional information, documentation, or oral discussion in support of written proposals. The NWDB reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety, if NWDB believes it is in the best interest of NWDB to do so.

Appeal Process

The appeal process will consist of two levels: a debriefing and an appeal. The first level, a debriefing, may be requested in writing to malaw528@aol.com within ten (10) working days of notification of non-award. Discussion will be limited to a critique of the RFP response, i.e. specific information as to factors where the proposal manifested weaknesses and strengths. Comparisons between proposals or evaluations of the other proposals will not be considered. The NWDB Director will participate in the debriefing contact.

The second level, an appeal, must be submitted via email to malaw528@aol.com within five (5) working days following a debriefing. An appeal must identify an issue of fact concerning a matter of bias, discrimination, conflict of interest, or non-compliance with procedures described in the RFP document. Appeals not based on those conditions will not be considered. Appeals will be rejected as without merit if they address such issues as professional judgment on the quality of a proposal or the Board's assessment of Local Area needs, priorities, or requirements. The NWDB Director will issue a formal decision within 15 working days of receipt of a written appeal. The decision will be final.

Confidential Information

No documents relating to this procurement will be presented or made otherwise available to any other person, agency, or organization until after the funding awards

Commercial or financial information obtained in response to this RFP that is privileged and confidential and is clearly worded as such will not be disclosed at any time so long as all requirements of North Carolina General Statutes 132-1.2 have been met. Respondents must visibly mark as "Confidential" each part of their funding application that is considered proprietary information; otherwise, it will be considered public information.

Contract Negotiation and Administration

NWDB will administer the contract awarded through this RFP. NWDB may require successful respondents to participate in cost negotiations, technical revision, or other revisions to their proposal prior to final contract award. In addition, contract amounts may be adjusted by NWDB based on final WIOA allocations and/or subsequent contract negotiations.

No documents relating to this procurement will be presented or made otherwise available to any other person, agency, or organization until after the funding awards. Commercial or financial information obtained in response to this RFP that is privileged and confidential and is clearly worded as such will not be disclosed at any time so long as all requirements of North Carolina General Statutes 132-1.2 have been met. Respondents must visibly mark as "Confidential" each part of their funding application that is considered proprietary information; otherwise, it will be considered public information.

Administrative and Fiscal Capabilities

As part of the proposal review process under this solicitation, a pre-award review of the respondent organization's administrative and fiscal capabilities will be conducted. Any concerns or discrepancies will be brought to the attention of the Northeastern Workforce Development Board prior to final contract approval. Respondents who have outstanding audit or monitoring exceptions may not receive a contract unless the Board is satisfied with the current or proposed resolution of the findings, and the corrected measures are immediately forthcoming.

Time Frame

The initial contract term will be for the period beginning July 1, 2024, and ending June 30, 2025. All budgets submitted for activities under this Request for Proposal are to be for costs incurred between July 1, 2024, and June 30, 2025. Activities are to begin on July 1, 2024, and end on or before June 30, 2025. If awardees are granted an extension, they may be considered for extensions up to two (2) additional years.

Instructions for Submission

Proposals submitted for WIOA Title I Adult/Dislocated and/or for WIOA Title I Youth must include all of the sections listed below in the sequence provided herein.

1. **All submittals must contain the following documents in this order to be considered:**

- a. Entire submittal cannot exceed 50 pages (excluding attachments).
- b. Cover Letter that certifies the legal right to enter into a contract.
- c. Title Page Including Entity, Contact Person (email, phone, address), and the WIOA Program Applying For. (note: Youth must be separate from the Adult/Dislocated Worker Proposal)
- d. Proposal Follows Required Sequence of Information.
- e. Executive Summary (no longer than 2 pages).
- f. Proposal Narrative.
- g. Budget and Budget Narrative.
- h. Attachments:
 - Federal I.D. Number
 - List of ALL PY21 and PY22 WIOA contracts including Local Workforce Area, State, Programs Funded, Contact Person/Email/Phone Number, Performance in Each of the Funded Programs in PY21 and PY22.
 - Complete RISK ASSESSMENT Form included herein.
 - Complete ADMINISTRATIVE MANAGEMENT QUESTIONS Form
 - Copy of most recent IRS form 990 (not-for-profits only)
 - List of current Board Members (if applicable)
 - Audited Financial Statement
 - Operational organizational chart with all key staff and lines of authority
 - Letter of credit and/or performance bond in the total amount of funding being requested
 - Incorporation letter, IRS determination letter, Original Certificate of Insurance (as appropriate)
 - Proof of insurance to include but not limited to the following:
 - Workers' compensation
 - General business liability: \$500,000 minimum
 - Fidelity bonding (e.g. employee crime or dishonesty)
 - Professional liability
 - Automobile (owned, hired or non-owned)

2. **Qualifications and demonstrated organizational capacity**

Adult/Dislocated Worker WIOA Title I Proposal complete 2A, 2B, 2D
Youth WIOA Title I Proposal complete 2A(g), 2C, 2 D

A. Business Services

- a. Describe specific experience with providing business services and any “lead” role the organization has had in regard to business services.
- b. Describe specific experience in working with the WIOA Core Program Partners and a business services integrated team.
- c. Describe the organization’s approach to leading a business services team and how seamless services would be coordinated.
- d. Detail how the organization will go about collecting business intelligence from employers in the local area and how the organization will develop professional relationships with major contributors to the local economy.
- e. Detail a strategy for providing information and education to employers on services available to them.
- f. Describe services that will be offered to employers and approach.
- g. Describe how the organization will develop worksites and determine client placements for Youth work-based services.
- h. Explain any instances your organization has had contracts discontinued.
- i. Describe your vision for providing services in an Integrated Services Delivery system.
- j. Explain the challenges you feel exist with fulfilling a potential contract and how you will address them.
- k. Describe specific regional challenges your organization has encountered working in rural areas and how you have successfully dealt with them.
- l. Please provide additional relevant information.

B. Adult and Dislocated Worker Services

- a. Describe specific experience with providing adult and dislocated worker services.
- b. Describe the organization’s approach to customer flow, initial screening, partner coordination, referrals, and co-enrollments.
- c. Describe how the organization will communicate with core program partners to coordinate co-enrollments and exits.
- d. Detail your strategy for providing outreach and recruitment for Adults and Dislocated Workers in each of the 10 counties in NWDB’s region and provide challenges you anticipate and how you plan to overcome them.
- e. Describe how the organization will ensure barriers are documented and considered.
- f. Describe efforts the organization will make to support sector strategies and career pathways.
- g. Describe services that will be offered and the organization’s approach.
- h. Describe life skills and work readiness services offered by the organization.
- i. Describe case management and career counseling strategies and documentation of interactions with clients.
- j. Describe strategies for meeting performance measures, both mandated and Workforce Board established.

- k. Describe the organization's experience with mandated performance measures and the outcomes thereof.
- l. Describe how you will provide follow-up career services.
- m. List and describe the individualized career services that will be available (include proposed workshops).
- n. Describe specifically how your program will collaborate with the WIOA Title I Youth (NEXTGEN) program to seamlessly serve 18-24-year-old youth and how you will ascertain if a youth would be best served in the adult system instead of the youth.
- o. Describe your process for assessing customers' skills, needs, and interests. Include assessment tools you would use and your approach to customer choice related to selection of training institutions.
- p. Please provide additional relevant information.

C. Youth Services

- a. Describe specific experience with providing youth services.
- b. Describe specific experience with providing WIOA Title I youth services.
- c. Describe the organization's approach to customer flow, initial screening, partner coordination, referrals, and co-enrollments.
- d. Describe how the organization will communicate with core program partners to coordinate co-enrollments and exits.
- e. Detail your strategy for providing outreach and recruitment for Youth in each of the 10 counties in NWDB's region and provide challenges you anticipate and how you plan to overcome them.
- f. Describe how the organization will ensure barriers are documented and considered.
- g. Describe efforts the organization will make to support sector strategies and career pathways.
- h. Describe how the organization will ensure all fourteen youth elements are available to appropriate youth. This should include the elements you will offer in-house and how you will access community resources for elements you do not offer internally.
- i. Describe how referrals will be managed for youth who are not eligible or suitable for WIOA services.
- j. Describe case management and career counseling strategies and documentation of interactions with youth.
- k. Describe strategies for meeting performance measures.
- l. Describe the organization's experience with mandated performance measures and the outcomes thereof.
- m. Explain any instances your organization has had contracts discontinued.
- n. Explain the challenges you feel exist with fulfilling a potential contract and how you will address them.
- o. Describe how you will provide follow-up career services.
- p. Please provide additional relevant information.
- q. Please explain in detail the challenges youth in NWDB's region face and how you plan to assist with those challenges. Include the difference in the

challenges faced by youth in NWDB's region as compared to youth in more urban areas.

D. General Information

- a. Explain any instances your organization has had contracts discontinued.
- b. Describe your vision for providing services in an Integrated Services Delivery system.
- c. Explain the challenges you feel exist with fulfilling a potential contract and how you will address them.
- d. Demonstrate an understanding of specific regional challenges your organization has encountered and how you have successfully dealt with them.
- e. Describe any pending litigation your organization is involved in.
- f. Please explain in detail your plan for providing services equitably in each of the 10 counties in NWDB's region and describe the challenges you anticipate and how you plan to overcome them.
- g. Please explain your prior experience in providing WIOA Title I services in a large rural region and challenges you faced and if and how you overcame them.

3. **Budget, Budget Narrative, and Service Levels**

Based on the current budget information provided under the ***Project Budget*** section of this Request for Proposals, provide a detailed anticipated budget. This budget and service information will be used to assist in determining the Successful Offeror, however, it is recognized that actual budget negotiations will take place when funding levels are confirmed with funding sources. Please consider staffing requirements indicated previously in this request for proposal. Include costs for access points within the counties. For the purposes of your submittal include in your anticipated budget:

- A. Staffing structure including positions, access locations, job descriptions, full or part-time, education, salary range, and benefit package.
- B. Corporate structure and support services that will be provided .
- C. Matched funding description.
- D. Profit or program income proposed.
- E. Indirect cost detail.
- F. Number of proposed youth or adults/dislocated worker service numbers.
- G. Estimate the average caseload for each funding stream.
- H. Estimate cost per participant through exit and follow-up.
- I. Estimate administrative cost percentage.

Evaluation Tool – WIOA Adults and Dislocated Worker Proposals

1. All proposals must contain the following documents in this order:		
Submittal is fifty pages or less (excluding attachments)		Yes or No
Cover Letter indicating legal right to enter into contract		Yes or No
Title Page Including Entity, Contact Person (email, phone, address) and Programs Applying For		Yes or No
Proposal follows required sequence of information		Yes or No
Executive Summary (no longer than 2 pages)		Yes or No
Proposal Narrative		Yes or No
Budget and Budget Narrative		Yes or No
Attachments that Must be Included:		
Federal I.D. Number		Yes or No
List of ALL PY21 and PY22 WIOA contracts including Local Workforce Area, State, Programs Funded, Contact Person/Email/Phone Number, Performance in Each of the Funded Programs in PY 21 and PY22		Yes or No
Risk Assessment Form is completed.		Yes or No
Administrative Management Questions Form is completed		Yes or No
Copy of most recent IRS Form 990 (not-for-profits only)		Yes or No
List of current Board Members (if applicable)		Yes or No
Audited Financial Statement		Yes or No
Operational organizational chart with all key staff and lines of authority		Yes or No
Letter of credit and/or performance bond in the total amount of funding being requested		Yes or No
Incorporation letter - IRS determination – Original Certificate of Insurance (as appropriate)		Yes or No
Proof of Insurance: Workers' Compensation, General Business Liability w/\$500,000 minimum, Fidelity Bonding e.g. employee crime or dishonesty, Professional Liability		Yes or No
Automobile (owned, hired, or non-owned)		Yes or No
<p>If all the of the answers are YES proceed to evaluation. If not, disqualify the submission.</p> <p>QUALIFIED or DISQUALIFIED</p>		
2. Qualifications and Demonstrated Organizational Capacity (36 elements with up to 540 points)		
0 = did not address 1-5 = poor 6 - 10 = acceptable 11 - 15 = exceeds expectations		
A. Business Services	Comments (use separate page if needed)	Score
a. Describes specific experience with providing business services and any "lead" role the organization has had in regard to business services.		

b. Describes specific experience in working with the WIOA Core Program Partners and a business services integrated team.		
c. Describes the organization's approach to leading a business services team and how seamless services would be coordinated.		
d. Details how the organization will go about collecting business intelligence from employers in the local area and how the organization will develop professional relationships with major contributors to the local economy.		
e. Details how the organization will go about collecting business intelligence from employers in the local area and how the organization will develop professional relationships with major contributors to the local economy.		
f. Describes services that will be offered to employers and approach.		
g. Describes how the organization will develop worksites and determine client placements for Youth work-based services.		
h. Explains any instances your organization has had contracts discontinued.		
i. Describes your vision for providing services in an Integrated Services Delivery system.		
j. Explains the challenges you feel exist with fulfilling a potential contract and how you will address them.		
k. Describes specific regional challenges your organization has encountered working in rural areas and how you have successfully dealt with them.		
0 = did not address 1-5 = poor 6 - 10 = acceptable 11 - 15 = exceeds expectations		
B. Adult and Dislocated Worker Services	Comments (use separate page if needed)	Score
a. Describe specific experience with providing adult and dislocated worker services.		
b. Describe the organization's approach to customer flow, initial screening, partner coordination, referrals, and co-enrollments.		
c. Describe how the organization will communicate with core program partners to coordinate co-enrollments and exits.		
d. Detail your strategy for providing outreach and recruitment for Adults and Dislocated Workers in each of the 10 counties in NWDB's region and provide challenges you anticipate and how you plan to overcome them.		
e. Describe how the organization will ensure barriers are documented and considered.		
f. Describe efforts the organization will make to support sector strategies and career pathways.		
g. Describe services that will be offered and the organization's approach.		
h. Describe life skills and work readiness services offered by the organization.		

i.	Describe case management and career counseling strategies and documentation of interactions with clients.		
j.	Describe strategies for meeting performance measures, both mandated and Workforce Board established.		
k.	Describe the organization's experience with mandated performance measures and the outcomes thereof.		
l.	Describe how you will provide follow-up career services.		
m.	List and describe the individualized career services that will be available (include proposed workshops).		
n.	Describe specifically how your program will collaborate with the WIOA Title I Youth (NEXTGEN) program to seamlessly serve 18-24-year-old youth and how you will ascertain if a youth would be best served in the adult system instead of the youth.		
o.	Describe your process for assessing customers' skills, needs, and interests. Include assessment tools you would use and your approach to customer choice related to selection of training institutions.		
<div> <div>0 = did not address</div> <div>1-5 = poor</div> <div>6 - 10 = acceptable</div> <div>11 - 15 = exceeds expectations</div> </div>			
C. General Information		Comments (use separate page if needed)	Score
a.	Explain any instances your organization has had contracts discontinued.		
b.	Describe your vision for providing services in an Integrated Services Delivery system.		
c.	Explain the challenges you feel exist with fulfilling a potential contract and how you will address them.		
d.	Demonstrate an understanding of specific regional challenges your organization has encountered and how you have successfully dealt with them.		
e.	Describe any pending litigation your organization is involved in.		
f.	Please explain in detail your plan for providing services equitability in each of the 10 counties in NWDB's region and describe the challenges you anticipate and how you plan to overcome them.		
g.	Please explain your prior experience in providing WIOA Title I services in a large rural region and challenges you faced and if and how you overcame them.		
3. Budget, Budget Narrative, and Service Levels			
There is no scoring for this section but will be analyzed and an overall score provided			
		Comments (use separate page if needed)	Yes or No In Proposal
A.	Staffing structure including positions, access locations, job descriptions, full or part-time, education, salary range, and benefit package.		Yes or No
B.	Corporate structure and support services that will be provided.		Yes or No
C.	Matched funding description.		Yes or No
D.	Profit or program income proposed.		Yes or No

E. Indirect cost detail.		Yes or No
F. Number of proposed youth or adults/dislocated worker service numbers.		Yes or No
G. Estimate the average caseload for each funding stream.		Yes or No
H. Estimate cost per participant through exit and follow-up.		Yes or No
I. Estimate administrative cost percentage.		Yes or No

ADMINISTRATIVE MANAGEMENT QUESTIONS

Answer the following questions regarding your administrative management system. If selected for award of a contract, some items listed below may be required during the pre-award review prior to entering into a contract with Northeastern Workforce Development Board.

Yes, No or N/A

1. Does your organization have current Articles of Incorporation?

2. Does your organization have written personnel policies?

3. Do your written personnel policies contain procedures for:
 - a. open employee recruitment, selection and promotional opportunities based on ability, knowledge, and skills. _____
 - b. providing equitable and adequate compensation. _____
 - c. training of employees to assure high-quality performance. _____
 - d. retaining employees based on the adequacy of their performance, and for making adequate efforts for correcting inadequate performance. _____
 - e. assuring fair treatment of applicants and employers in all aspects of personnel without regard to political affiliation, race, color, national origin, sex, age, disability, religion, or creed, with proper regard for their privacy and constitutional rights as a citizen; and _____
 - f. assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for the purpose of interfering with or affecting the result of an election or nomination for office? _____
4. Can your organization revise its present written personnel policies to include the above procedures? _____
5. Do your written personnel policies contain a prohibition against nepotism? _____
6. Do your written personnel policies contain a prohibition against employees using their positions for private gain for themselves or other parties? _____
7. Does your organization have an authorized, written travel policy for employees and authorized agents that provides for reimbursement for mileage and per diem at a specified rate? _____

8. Does your organization have a written employee grievance procedure to resolve employment complaints? _____
9. Does your organization have the capacity or staff to produce and maintain participant records, reports, and other information as needed/ required by Northeastern Workforce Development Board? _____
10. If any costs are determined to be disallowed, does your organization have a procedure and source for reimbursing such costs to the Board? _____
11. Is your organization governed by a Board/Council? _____
12. Does your organization operate under local rules or by-laws? _____
13. Has your Board/Council reviewed and approved this proposal? _____
14. Does your organization have a current approved Fidelity Bond? _____
15. Does your organization have an Equal Opportunity (EO) Policy? _____
16. Does your organization have a Complaint or Grievance process? _____
17. Does your organization have any legal judgments, claims, arbitration proceedings, lawsuits, or other legal proceedings pending against the organization, its owners, or principles? _____

I certify that the information provided on this form is an accurate and true representation of the administrative management systems of this organization.

Organization Name: _____

Type/Printed Name and Title of Authorized Representative

Signature