REQUEST FOR PROPOSALS

ADULT & DISLOCATED WORKER PROGRAM SERVICES UNDER THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

RELEASED JANUARY 31, 2020
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SECTION 1: BASIC INFORMATION

1. Purpose of the Request for Proposals

This RFP seeks proposals from experienced organizations interested in providing Workforce Innovation and Opportunity Act (WIOA) services to Adults and Dislocated Workers served by the Guilford County Workforce Development Board (hereinafter referred to as WDB).

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

The City of Greensboro serves as the Administrative Entity and Grant Recipient for the Guilford County Workforce Development Consortium. The Office of Workforce Development (OWD), a Division of the City of Greensboro, administers funds received through WIOA via an agreement with the North Carolina Department of Commerce’s Division of Workforce Solutions. The Local Workforce Delivery Area consists of Guilford County only.

These programs are administered under the guidance and oversight of the Guilford County Workforce Development Board (WDB). The Workforce Development Board oversees the NCWorks Career Center one-stop system in Guilford County, approves the annual WIOA Workforce Development Plan, and approves all WIOA funded contractors and service providers.

1-2. WDB Administrative Entity

City of Greensboro
Office of Workforce Development (OWD)
Greensboro NC 27401

1-3. Contact Regarding the RFP

Matt Jeffreys, Administrative Manager
Office of Workforce Development (OWD)
2301 W Meadowview Road
Greensboro NC 27407
(336) 373-3036
matt.jeffreys@greensboro-nc.gov

Acronym Reference Guide

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIOA</td>
<td>Workforce Innovation Opportunity Act</td>
</tr>
<tr>
<td>OWD</td>
<td>Office of Workforce Development</td>
</tr>
<tr>
<td>WDB</td>
<td>Workforce Development Board</td>
</tr>
<tr>
<td>ADDW</td>
<td>Adult and Dislocated Worker Services</td>
</tr>
<tr>
<td>OJT</td>
<td>On-the-Job Training</td>
</tr>
</tbody>
</table>
1-4. Due Date and Submission of Proposals

Proposals are due by 5:00 PM on Friday, February 28, 2020 and must include both a hard copy submittal and an electronic copy submittal. Detailed instructions for submittal are found in Section 3 of this document.

1-5. Estimated WIOA Funds Available for the Contract

Proposals should be developed based on a maximum contracting availability of $1,350,000 for the twelve-month period starting July 1, 2020 and ending June 30, 2021. The actual budget for the Contract will be negotiated between the WDB and the selected Contractor.

1-6. Tentative Schedule of Events

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release Date</td>
<td>January 31, 2020</td>
</tr>
<tr>
<td>Bidder’s Conference</td>
<td>February 14, 2020</td>
</tr>
<tr>
<td>Proposal Deadline</td>
<td>February 28, 2020</td>
</tr>
<tr>
<td>Formal Review of Proposals Completed</td>
<td>March 16, 2020</td>
</tr>
<tr>
<td>Oral Presentation (if requested by WDB)</td>
<td>March 30 and/or 31, 2020</td>
</tr>
<tr>
<td>Guilford County WDB Approval</td>
<td>May 7, 2020</td>
</tr>
<tr>
<td>Contract Negotiations Conclude</td>
<td>May 31, 2020</td>
</tr>
<tr>
<td>Formal City Council Contract Approval</td>
<td>June 16, 2020</td>
</tr>
<tr>
<td>Anticipated Contract Start Date</td>
<td>July 1, 2020</td>
</tr>
</tbody>
</table>

1-7. Questions About the RFP and Bidder’s Conference

All questions regarding specifics of the RFP must be submitted via email only to Matt Jeffreys (matt.jeffreys@greensboro-nc.gov). All questions will be answered within 72 hours of receipt and written responses will be posted to the WDB RFP website page within that same time period.

Questions must be received no later than February 21, 2020 to be guaranteed a response.

In addition, a Go-To Meeting Bidder’s Conference will be hosted from 2:00 PM – 4:00 PM EST on February 14, 2020. If you would like to participate in this conference, please request an invitation to Matt Jeffreys (matt.jeffreys@greensboro-nc.gov) no later than February 12, 2020.
1-8. Availability of the Application Package

The RFP package is available in its entirety on the WDB website at https://guilfordworks.org/guilford-adult-dislocated-worker-program-rfp-2020 in a downloadable pdf format found here.

The required files will be e-mailed directly to you if requested to mailto:matt.jeffreys@greensboro-nc.gov.

1-9. Evaluation Criteria and Approval Process

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

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

The Request for Proposal Application is divided into six primary elements. A rating scale based on a total maximum award of 300 points will be used. The relative weights assigned to each section are provided in the chart below. Reviewers may be provided with additional points to consider when evaluating specific aspects of the proposals, but in general, the key factors will be clarity of descriptions and explanations; feasibility and reasonableness of the proposed plan, including relative budget line items compared to proposed services; consistency with WIOA regulations (proposals must demonstrate an understanding of the WIOA requirements); an emphasis on career pathways and sector strategies in moving adults to self-sufficiency; an emphasis on comprehensively serving all adult and dislocated worker priority groups; and an emphasis on partnership development.

<table>
<thead>
<tr>
<th>Request for Proposal Response Section</th>
<th>Maximum Points</th>
<th>Relative Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization history and experience</td>
<td>45</td>
<td>15%</td>
</tr>
<tr>
<td>Program Management</td>
<td>50</td>
<td>16%</td>
</tr>
<tr>
<td>Program plan description</td>
<td>125</td>
<td>42%</td>
</tr>
<tr>
<td>Past and planned performance</td>
<td>35</td>
<td>12%</td>
</tr>
<tr>
<td>Budget and budget narrative</td>
<td>45</td>
<td>15%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>300</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
An average score will be determined for each proposal based on those ratings. A committee recommendation will then be developed based on both numerical ratings and additional discussion regarding the relative merits of proposals received.

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

1-10. Contract Execution and Potential Extension

Contract instruments will be developed by WDB staff in accordance with the terms approved by the WDB and mutually agreeable negotiations with the Bidder. It is anticipated that contract documents will be finalized such that services would begin on or about July 1, 2020 with the initial contract period being July 1, 2020 through June 30, 2021 (twelve months). All contracts will be between the City of Greensboro and the Contractor. Subcontracts are prohibited without approval from the WDB.

Contract extensions beyond the initial term identified above, will be considered based on the following parameters and are subject to approval by the WDB and the City of Greensboro:

- Funding is sufficient to allow an extension for a longer time period
- Performance expectations under the existing Contract were met
- There have been no serious issues related to performance or invoicing
- The service being provided remains of value to participants and a need for the specific type of service remains
- The Contractor has met all external audit requirements

An initial extension would be for twelve additional months through June 30, 2022, with a potential second extension for an additional twelve months through June 30, 2023.

1-11. Appeal Process

The local appeal process is found in Attachment B.

1-12. RFP Pre-Award Conditions

WDB approval of a proposal does not negate the fact that the Bidder must meet certain pre-award conditions before contracts are executed:

- Each Bidder must indicate its ability to provide sufficient and qualified staff; maintain adequate fiscal, program, and management records; follow acceptable equal opportunity
and affirmative action policies; and effectively administer training and employment programs.

- The Bidder agrees to comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, the Non-Traditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all other applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34.

- The Bidder shall not be subject to disbarment or suspension from receipt of federal, state, or local funds; nor have a record of substandard performance in conducting training and employment programs.

- The Bidder shall assure that it will comply fully with the nondiscrimination and equal opportunity provisions of the applicable regulations.

- The Bidder shall not have any outstanding monetary audit claims by the NC Department of Commerce, the City of Greensboro, the City of High Point, or Guilford County. If there are outstanding monetary audit exceptions, the Bidder must provide proof that sufficient non-state or non-federal funds are available to satisfy the claim prior to contract award.

- The Bidder must be prepared to show proof that it has in place a fund accounting system that will qualify it to administer funds provided through the WDB.

- The City of Greensboro’s Internal Audit division will conduct a pre-award monitoring review as part of the contract contingencies. Each Bidder will be required to provide EITHER an audit completed by a Certified Public Accountant or the Office of the State Auditor (for North Carolina state agencies) for the most recent completed program year along with any Management Letters issued in conjunction with that audit OR in lieu of an external audit a profit & loss statement, a balance sheet and a copy of the most recent federal tax return will be required. Any deficiencies noted must be corrected prior to release of the contractual agreement.

- During the Bid review process, the WDB may request to review specific elements of the Bidder’s administrative policies and/or procedures

1-13. Limitations

This RFP does not commit the WDB to award a contract, to pay costs incurred in the preparation of the proposal, or to contract for services. The WDB or its designee reserves the right to accept or reject any or all proposals received as a result of the request, to negotiate with all qualified
sources, or to cancel in part or in its entirety, the RFP, if it is in the best interest of the Program to do so.

The WDB obligation to a Contractor is contingent upon the availability of grant funds from the State of North Carolina and/or the US Department of Labor from which payment for contract purposes can be made; it has no legal liability for payment of money unless and until projects are approved, contracts are executed and funds are made available by the NC Department of Commerce.

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

1-14. Procurement Guidelines

The Request for Proposal process shall be conducted with a level of confidentiality to ensure a fair opportunity for all Bidders to compete. Execution of the Statement of Compliance (Attachment A) indicates that the Bidder has adhered to the following procurement standards:

- The individual signing certifies that the prices quoted on this proposal have not been knowingly disclosed by the Bidder prior to an award, to any other Bidder or potential Bidder.

- The individual signing certifies that the Bidder is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to an employee of the Bidder.

- The individual signing certifies that the prices quoted in this proposal have been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition.

- The individual signing certifies that the Bidder has no agreement to subcontract or hire any person involved in the procurement process, nor has had unauthorized contact with City employees or WDB members for information related to the proposal.

- Actions that breach the confidentiality of the process or are done to give unfair advantage to a Bidder shall constitute grounds for elimination of the proposal from consideration.

1-15. Addenda to this Request for Proposals

At the discretion of the WDB, if it becomes necessary to revise any part of this RFP, an addendum will be provided to all known recipients of this RFP and posted on the WDB website at https://guilfordworks.org/guilford-adult-dislocated-worker-program-rfp-2020. Any clarification will become an addendum to this RFP.
Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFP (e.g. WIOA updates, changes to performance measures, and revisions to the timeline).

1-16. Other General Conditions

Service providers selected by the WDB, as a result of proposals submitted in response to this RFP, will contract directly with the City of Greensboro, acting on behalf of the Consortium and the WDB. All contracts resulting from the RFP are contingent upon the availability of funds and are subject to amendment or termination due to the lack of, or reduction in, funding.

Each agency, organization, or individual seeking a contract in response to this RFP must provide all of the information requested in Section 4: Request for Proposals Application, abide by administrative rules and procedures, and be able to demonstrate the ability to perform a plan of work successfully as described in the program design.
SECTION 2: Proposal Requirements (Information You Need to Know to Proceed)

2-1: Critical Experience Requirements

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

- case management and development of intensive service plans for the target population
- partnership with community organizations to provide wraparound services for residents in need, whether paid by the Bidder or accessed through a partner’s funds
- partnerships with employers and employer organizations for job placement including referrals of candidates and appropriate post-placement follow-up
- operating a system for authorization, payment and tracking of costs associated with school/training sponsorship
- provision of a work-based learning opportunities for participants that includes evidence of development and management of worksites, administration or oversight of a payroll processing system, provision of appropriate workers compensation and other insurance coverage, and monitoring and evaluation of worksites used for such a program
- disclosure of any potential conflicts of interest arising from the relationships of the program managers with particular training service providers or other service providers. Should there be a potential or perceived conflict a “concrete” firewall must be implemented, approved and adhered by all parties involved.

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

2-2: Current and Planned Infrastructure under Which Services Will Be Provided

As of the release date of this RFP, the Guilford County Local Workforce Area includes two certified NCWorks Career Centers (the North Carolina name for one-stop centers, otherwise referred to as American Job Centers in the WIOA legislation), High Point (607 Idol Street) and Greensboro (2301 W Meadowview Road). Both centers are staffed by a mix of contractor and DWS staff (as well as other partners). Three functional areas (Talent Engagement, Talent Development and Employment Solutions) are present at both centers. Youth programs are delivered out of both centers as well. A One-Stop Operator oversees center operations in coordination with program directors.

The NCWorks Centers have a common integrated customer flow system, managed by the WDB through its procured Program Service Provider for Adult and Dislocated Worker Services, which

In both locations, office equipment and other services will be made available to the contractor, to include individual office furnishings, telephones, computers, copiers, and certain common materials used by all customers (such as copy paper). The Contractor will not be expected to procure a separate rental space or computer network, but will be expected to budget for equipment and supplies unique to its operation and customers.

The Greensboro and High Point Centers are open 8:30-5:00 M, T, Th; 8:30-7:00 W; 8:30-2:00 F. Most staff work 8:00-5:00, with a rotating shift to cover the late Wednesday night. At least one manager is expected to cover the late Wednesday as well. A manager or their designee is expected to be on site if there are events during non-traditional hours.

Adult and Dislocated Worker services will be integrated to the maximum extent possible with the primary customer flow in the centers, so please keep this design in mind as you plan your approach to participant services for your RFP response. All locations have wired computer labs that are available on a scheduled basis and a Wi-Fi network is also available as needed. There are multiple classrooms in each location and it is possible to conduct group events on a scheduled basis.

For reference, here is the current make-up of center staff, with contractor included:

**Greensboro Career Center:**

- One-Stop Operator: 1 Two Hawk
- Center Manager: 1 Two Hawk
- DWS Manager: 1 DWS
- Admin Staff: 1 Two Hawk, 1 ResCare
- Talent Engagement: 2 ResCare, 5 DWS
- Talent Development: 2 ResCare, 2 DWS
- Veteran Staff: 4 DWS
- RESEA/EAI/TA/AA/Special Projects: 7 DWS
- Talent Employment Solutions: 3 ResCare, 1 DWS
- Youth: 7 EDSI

**High Point Career Center:**

- Center Manager: 1 Two Hawk
- Talent Engagement: 2 ResCare, 3 DWS
- Talent Development: 2 ResCare, 1 DWS
- Veteran Staff: 1 DWS
- RESEA/EAI/TA/AA/Special Projects: 3 DWS
- Talent Employment Solutions: 3 ResCare
- Youth : 2 EDSI
In addition to Career Center Staff, the WDB (City of Greensboro) directly employs a Director and Assistant Director, an admin team (5 staff), a Business Services team (4 staff), a marketing specialist, a strategic initiatives coordinator, and special projects staff (2-3 staff).

2-3: Service Levels, Target Groups and Budget Limitations/Requirements

The maximum Adult and Dislocated Worker funds being made available for this RFP are $1,350,000 for the period of July 1, 2020 – June 30, 2021, the initial term of this RFP solicitation. That figure is subject to change in final contract negotiations and when final allocation and carry-over amounts are confirmed.

It is currently anticipated that roughly 350 existing WIOA participants would still be active as of July 1 and that at least 900 would be served from July 1, 2020 – June 30, 2021. In order to ensure the quality of service for carry-over participants and new enrollments, new enrollments beyond a caseload of 550 must be balanced by exits with positive outcomes; for example, if 20 participants are exited, 20 new participants may be enrolled.

This Request for Proposal (RFP) solicits proposals from agencies with the capacity and qualifications to provide comprehensive Workforce Innovation & Opportunity Act (WIOA) Title I-B “Adult and Dislocated Worker Program” services through local NCWorks Career Centers.

Eligibility Definitions
An adult is an individual who is 18 years of age or older.
A dislocated worker is an individual who:

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

Proposals should address innovative strategies that enhance a participant’s ability to move into self-sustaining employment, resulting in an upwardly mobile career path and higher earnings
potential. The provision of a full array of services should be included in your proposal response. Program designs should include: 1) strategies that reflect effective integration within the local Workforce Center; 2) proactive strategies to involve employers in the design of service strategies and implementation of the program; and 3) the delivery of services to both job seekers and employers.

2-4: Performance Expectations

There are three sets of performance measures to be aware of: WIOA common measures, NC Dept of Commerce measures, and local WDB measures.

PY 2020-21 Common Measures
Under WIOA, the following common measures are negotiated every two years. These measures have not yet been negotiated for PY 2020-22, but these represent the most recent negotiated common measures of PY 2018-19.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Adults 2018</th>
<th>Adults 2019</th>
<th>Dislocated Workers 2018</th>
<th>Dislocated Workers 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate 2nd Quarter</td>
<td>72.00%</td>
<td>73.0%</td>
<td>79.50%</td>
<td>80.50%</td>
</tr>
<tr>
<td>Employment Rate 4th Quarter</td>
<td>74.00%</td>
<td>75.0%</td>
<td>79.00%</td>
<td>80.00%</td>
</tr>
<tr>
<td>Credential Attainment by 4th Quarter after Exit</td>
<td>60.00%</td>
<td>62.0%</td>
<td>60.50%</td>
<td>61.50%</td>
</tr>
</tbody>
</table>

PY 2020-21 targets have not been released at the time of this RFP; however, the contractor will need to be prepared to adjust targets if the state institutes different measures or goals. The contractor will be expected to meet these measures at a 100% level at a minimum. Please complete the chart in Attachment D showing proposed actual numbers served with a % result. The North Carolina Workforce Commission has also issued a set of measures that the contractor must contribute to in order to meet board outcomes. The remaining common measures (median wages, measurable skills gain, and effectiveness in serving employers) will be negotiated with the contractor following additional guidance from the state.

WDB Measures
Attachment D consists of a chart that the Bidder will complete, identifying projected service levels for the period from July 1, 2020 – June 30, 2021, which will become part of the Bid evaluation, as well as serve as the starting point for Contract negotiations for the approved Bidder.

2-5: NCWorks Online and NCWorks Performs
North Carolina uses a web-based software product, *NCWorks Online*, to support WIOA data. The software was specifically developed to provide an automated client intake, tracking, case management and reporting system for WIA/WIOA. The *NCWorks Online* MIS System will fulfill the functions of eligibility determination and certification, comprehensive case management, and reporting participant outcomes and will be required as the case management system and data validation system used by all Contractors.

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

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

**2-6: WDB Policies**

The chosen Contractor will agree to abide by WDB policies related to classroom training, supportive services, OJT and other relevant WDB policies and guidelines. Several of those policies can be found as part of the WDB’s Workforce Development Plan on the Board’s website. Any changes will be incorporated into Contract agreements upon approval. The current approved occupational areas for classroom training are included here as Attachment D.

**2-7: WIOA Program Requirements**

**The Workforce Innovation and Opportunity Act**


WIOA presents an extraordinary opportunity to improve job and career options for our nation’s workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work.

WIOA retains the nationwide system of one-stop centers, which directly provide an array of employment services and connect customers to work-related training and education. WIOA furthers a high quality one-stop center system by continuing to align investments in workforce, education, and economic development. The new law places greater emphasis on one-stops achieving results for jobseekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for one stops to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and
stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

A convenient source of information about the Workforce Innovation and Opportunity Act can be found here: [http://www.doleta.gov/WIOA/](http://www.doleta.gov/WIOA/) and includes links to critical information about the legislation, including Training & Employment Guidance Letter 19-16, relating specifically to youth transition from WIA to WIOA; and the Notices of Proposed Rulemaking, of which Part 680 is specific to adult and dislocated worker services. In addition to providing detailed information regarding Adult and Dislocated Worker services available, TEGL 19-16 also provides a chart on services and references to other applicable Department of Labor information.

### A. Snapshot of Services Provided at Workforce Centers

<table>
<thead>
<tr>
<th>Job Seekers</th>
<th>Employers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resume Preparation and Job Search</td>
<td>Outreach/Recruitment Assistance</td>
</tr>
<tr>
<td>Assistance</td>
<td>Labor Market Information Services</td>
</tr>
<tr>
<td>Eligibility Determination and Financial Aid Info</td>
<td>Information on Unemployment Insurance</td>
</tr>
<tr>
<td>Assessments</td>
<td>Information on Tax Credits and other hiring incentives</td>
</tr>
<tr>
<td>Career and Training Information</td>
<td>A coordinated approach to obtain and fill job orders</td>
</tr>
<tr>
<td>Case Management</td>
<td>Worker Dislocation Services (Plant Closures)</td>
</tr>
<tr>
<td>Labor Market Information</td>
<td>Clearinghouse for Training Information</td>
</tr>
<tr>
<td>Job Placement and Follow-up Services</td>
<td></td>
</tr>
<tr>
<td>Support Services Information</td>
<td>• Apprenticeship Programs</td>
</tr>
<tr>
<td>Services to Disabled</td>
<td>• On-the-Job Training</td>
</tr>
<tr>
<td>School-to-Work Connections</td>
<td>• Customized Training</td>
</tr>
<tr>
<td>Occupational and Literacy Training</td>
<td>• Work Experience</td>
</tr>
<tr>
<td>Information on Upgrading Skills</td>
<td>• Skill Upgrade Training</td>
</tr>
<tr>
<td>Unemployment Insurance Information</td>
<td>• Workplace Literacy</td>
</tr>
<tr>
<td>Job Readiness Training</td>
<td>Seminars/informational workshops</td>
</tr>
</tbody>
</table>

### B. Description of Services Provided to Workforce Center Customers

Services will include, but are not limited to the following:

a) Determination of eligibility to receive assistance;

b) Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the Center;

c) Assessments of skill levels, aptitudes, abilities, and supportive service needs;

d) Job search and placement assistance

e) Career counseling

f) Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas including job vacancy listings in such labor market areas, information on job skills necessary to obtain
the jobs, and information relating to local occupations in demand and the earnings and skill requirements for such occupations;

**g)** Provisions of performance information and program cost information on eligible providers of training services provided by programs and eligible providers of participant activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act and providers of vocational rehabilitation program activities described in title I of the Rehabilitation Act;

**h)** Provision of information regarding how the Local Area is performing on the local performance measures and any additional performance information with respect to the Center delivery system in the Local Area;

**i)** Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the Local Area, and referral to such services as appropriate;

**j)** Provision of information regarding filing claims for unemployment compensation;

**k)** Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under the WIOA and are available in the Local Area; and

**l)** Follow-up services including counseling regarding the workplace for participants in WIOA activities that are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.

**m)** Short term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

**n)** Training Services, that may include:

- occupational skills training, including training for nontraditional employment;
- on-the-job training;
- programs that combine workplace training with related instruction which may include cooperative education programs;
- training programs operated by the private sector;
- skill upgrading and retraining;
- entrepreneurial training;
- job readiness training;
- customized training conducted with a commitment by an employer or group of employers to employ an individual or group of individuals upon successful completion of the training.

**a)** Training services shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider of such services.

**b)** Training services shall be provided to eligible adults and dislocated workers through the use of Individual Training Accounts (ITAs).

**c)** It is expected that the provision of training will follow the Local Area’s WIOA approved occupational training programs.
d) It is expected that customers will exit training with an industry-recognized credential.

Other sources of training funding, such as Pell Grants, Scholarships, or other financial awards are expected to be utilized prior to the use of WIOA funds. Training services may be provided to an individual who meets the qualifications while an application for a Federal Pell Grant is pending. Contractors will use NCWorks Online as a source for eligible training providers available to participants receiving training funding.

**WIOA Eligibility**
Funds awarded through this RFP will be used for WIOA eligible individual enrolled under either the adult or dislocated worker programs. Individuals eligible for services must meet the following criteria:

Meet the general WIOA eligibility criteria:

- Authorized to work in the United States; and
- Registered for Selective Service, if applicable

An “Adult” participant shall be eligible to participate in these programs if such an individual is:

1. Be 18 years of age or older;
2. Priority of Service requires that the following priority groups receive services ahead of non-priority individuals:
   a. Veterans and military spouses
   b. Individuals who are basic skills deficient
   c. Public assistance recipients
   d. Low-income adults
   e. Other special priorities (e.g., other criteria defined by workforce boards)\(^1\)

A “Dislocated Worker” participant shall be eligible to participate in these programs if such an individual is:

- Has been terminated or laid off, or has received a notice of termination or layoff from employment;
- Is eligible for or has exhausted unemployment insurance;
- Has demonstrated an appropriate attachment to the workforce, but not eligible for unemployment insurance and unlikely to return to a previous industry or occupation;
- Has been terminated or laid off or received notification of termination or layoff from employment as a result of a permanent closure or substantial layoff;
- Is employed at a facility, where the employer has made the general announcement that the facility will close within 180 days;
- Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community or because of a natural disaster;

\(^1\) Refer to Priority Target Populations under WIOA Program Structure
- Is a displaced homemaker who is no longer supported by another family member
- Is currently and has remained unemployed for 13 consecutive weeks or longer

SECTION 3: SUBMISSION REQUIREMENTS AND INSTRUCTIONS

Proposals are due by **5:00 PM on Friday, February 28, 2020** and must include both a hard copy submittal and an electronic copy submittal.

Please submit two three-hole-punched and tabbed copies of each proposal (including the budget attachment) in a font size no smaller than 12, in a sealed package AND submit an electronic copy of the proposal and budget to matt.jeffreys@greensboro-nc.gov by the due date. One hard copy must include the original Statement of Compliance signature.

Receipt of all emailed copies will be confirmed by return email. Proposal packages may be hand-delivered or mailed to:

2020 WIOA ADULT & DISLOCATED WORKER PROVIDER PROPOSALS  
OFFICE OF WORKFORCE DEVELOPMENT  
2031 W MEADOWVIEW ROAD  
GREENSBORO NC 27407  
ATTN: MATT JEFFREYS

Sealed modifications of proposals already submitted will be considered if received at the designated location by the deadline for submittal.

If a bidder wishes to tour one or both Guilford County Career Centers, please contact Matt Jeffreys who will arrange a tour.

Proposals received after the time and date specified will not be considered, and shall be returned to the Bidder unopened. If hand-delivered, please request a receipt. If mailed, please use shipment confirmation.

Do not submit this entire RFP. You will need to submit only the components described below in the following order:

1. Attachment A: Statement of Compliance (1 page)  
2. RFP Application Section 4-1: Executive Summary (limited to 2 pages)  
3. RFP Application Section 4-2: Program Plan Narrative (limited to 15 pages)  
4. RFP Application Section 4-3: Budget Narrative (limited to 6 pages)  
5. Attachment C: Planned Performance Outcomes Chart as described in Section 4-2(d)(iii)
6. Budget (Excel spreadsheet)

7. Audit letter or alternate financial document as described in Section 4-2(b)(xii)
   Note that this document need only be included with the one “original” submittal referenced above.

8. Additional optional and relevant attachments supplied by Bidder and referenced in narrative

9. Prior funder references as described in Section 4-2(d)(ii)
SECTION 4: REQUEST FOR PROPOSAL APPLICATION

The Request for Proposal Application narrative will consist of these three parts:

1. The Executive Summary (limited to two pages) is an overview of the Bidder’s organization, a summary of the proposed program, the amount of funding requested, and the number of participants to be served.

2. The Program Plan Narrative (limited to 15 pages total in three unique sections) will describe the Bidder’s organizational structure, previous experience, financial structure and plan for providing services to WIOA participants in Guilford County.

3. The Budget Narrative (limited to 6 pages total) will describe the Bidder’s planned budget.

It is assumed that the Bidder has a working knowledge of the Workforce Innovation and Opportunity Act (WIOA). When addressing each area, do not quote the Workforce Innovation and Opportunity Act and/or corresponding regulations. The WDB is expecting a narrative outlining your plans for providing services to WIOA participants through the NCWorks Career Centers within Guilford County, within the framework of the Workforce Innovation and Opportunity Act. Bidders must number their pages for each section.

4-1: Executive Summary

The Executive Summary (2 pages only) must be submitted on the organization’s letterhead and must provide:

1. An overview of the organization’s qualifications, including the number of years it has successfully provided services, types of customers and communities served under WIOA or other employment and training programs;
2. A concise description of the proposed program, that identifies the program model(s) and includes the number of customers to be served (explain how this number was determined), existing partnerships and, if applicable, the occupations in which training is planned or has been previously conducted; and,
3. The amount of WIOA funding requested.

4-2: Program Plan Narrative

The Program Plan Narrative (limited to 15 pages, exclusive of attachments) must provide specific detailed responses and data for the items listed below:

4-2 (a). Organizational History and Experience

i) Provide a concise description of your organization including mission and vision statements. The Bidder is asked to provide more specific details about outcomes from past projects in a later question. Describe the relevant experience of the organization and partners/sub-contractors within the past two years in providing comparable
participant services as described in this RFP. Describe any special qualifications or expertise that may distinguish the entity’s programs and services from other agencies.

ii) Identify all of your current or proposed partners (if applicable) and briefly explain their services, roles provided, expertise and rationale for participation in the program model.

iii) Describe how the proposed program will integrate into your current structure and services through alignment of staff, physical and financial resources.

4-2 (b). Program Management

i) Identify proposed staffing structure, including titles, job descriptions, whether the position is full or part-time, qualifications sought, and hiring criteria. Describe any professional development and training workshops attended by staff. Explain your process for on-boarding new staff members on the regulations of WIOA and program requirements. Identify any special skills or certifications of staff. Upon award of contract, WDB may also request resumes of proposed staff members.

ii) Discuss your agency’s overall staffing and management structure and the extent to which this adequately supports program operations and goal attainment.

iii) Describe the Bidder’s fiscal capacity, including a description of any other grants over $500,000 and provide the organization’s total annual budget. Summarize the overall sources of funding, including WIOA.

iv) Provide a general description of the Bidder’s accounting/financial procedures and system of oversight. Describe the type of accounting software being utilized by either the Bidder or a third party accounting provider.

v) Describe the Bidder’s payroll system including internal controls for accuracy and validity. What is the method for documenting employee time? Are time studies utilized? If so, how often are they prepared?

vi) Describe the tool or process used to track individual training account costs and confirm that the system will adequately track costs; can report expenses by occupational training area; and can report both obligations and actual expenses.

vii) Describe how the agency will ensure that costs charged to the program are reasonable, allocable, allowable, and necessary.

viii) If staff or other costs charged to this budget will be shared between one or more funding sources, please detail the overall cost allocation plan for sharing costs, including the method of allocating shared costs, or submit a copy of the current plan. For guidance on preparing a cost allocation plan, please refer to the Omni Circular.
ix) If the agency has received an approved indirect cost rate, attach a copy of the most current Indirect Cost Determination Letter from the cognizant agency.

x) Attach a copy of the agency’s most recent audited financial statements (including Single Audit, if applicable) and management letter. In lieu of an external audit, attach the most recent Profit & Loss Statement, a Balance Sheet and a copy of the most recent Federal Tax Return. This information will only need to be provided on the “original” version of the ten required copies and does not have to be copied or replicated for the other copies.

xi) For audits, indicate what action has been taken in regard to either auditor’s opinions or recommendations regarding internal controls or to cost disallowances. Describe any other changes the Bidder has undertaken in response to audits.

xii) Describe any in-kind contributions to the program. Specify the estimated dollar amount of in-kind contributions.

xiii) Indicate the timeframes and strategy for effectively implementing the proposed program within the first 60 days after the contract is awarded.

xiv) If your agency is currently providing one-stop operator services in the Guilford County NCWorks Career Centers, please describe how you would create a concrete firewall in order to avoid potential or perceived conflicts of interest. If this does not apply to you, reply N/A.

4-2 (c). Program Description

i) Describe how you will serve large numbers of varying individuals who will receive career services within an integrated service delivery system. In your description, discuss service delivery for serving individuals with barriers to also include:
  • Individuals with limited English proficiency
  • Low-income individuals
  • Persons with limited literacy skills
  • Offenders
  • Highly skilled job seekers
  • Veterans
  • Persons with disabilities

ii) Describe your strategies for outreach, recruitment, eligibility determination, enrollment and orientation to your program. Please include strategies for maintaining an active caseload through the year.
iii) Describe how participants will be assessed upon enrollment. Include a description of any tools or methods used to determine the following: levels of basic skills, work readiness skills, interests and aptitudes, occupational skills and supportive service needs. Explain how these assessments inform the service strategy for participants. Note that the WDB provides access to the WorkKeys testing license (the WDB maintains status as a certified ACT testing location), but contractors will be expected to include testing costs (booklets, etc.) as part of their budget. Describe who will administer and interpret test results.

iv) Describe the procedures for referring participants to other programs who do not meet enrollment requirements or qualify for WIOA-funded activities.

v) Describe how an individual employment plan will be developed that identifies specific education and employment goals, and the appropriate combination of services for the participant to achieve the employment goals, including the use of labor market information and assessment results. Describe how the plan will be reviewed and updated.

vi) Describe planned guidance and counseling activities. Be specific about how and when counseling takes places, how progress and attendance will be monitored, and which staff are responsible for these activities.

vii) Describe how and why supportive services will be used for participants. Identify (if any) supportive services that you intend to provide that are beyond the scope of our current supportive services policy (on website). If applicable, provide an example of an agreement with another agency that you are currently using to provide supportive services (can attach, does not count towards page limit).

viii) Describe your strategies for, and experience with, engaging businesses and industry leaders in your program. Identify the volume of businesses served, nature of engagement, types of roles, and repeat business customers. Explain how employers, employer organizations and industry leaders are involved with your organization as a whole and specifically with program delivery. Describe your process of employer engagement from the initial contact to placement of participants and retention.

ix) Explain how you will provide Work-based Learning Opportunities to include Work Experience, Transitional Jobs, and/or On-the-Job training. Include criteria and guidelines for selecting job seekers and identifying employers for OJT, Transitional Jobs, and Work Experience opportunities.

x) Describe how your program will reestablish contact with participants at risk of exit due to lack of services in the last 90 days.

xi) Describe how and when your program will conduct follow-up with the participants who
exit into the previous program year, to maintain responsibility for program exiters.

xii) Describe how your staff will work as a part of the NCWorks Business Services Team to deliver employer services. What is the estimated time per week that staff will commit to serving employers?

xiii) Describe the services you plan to provide to area employers, to include strategic approaches you will use to support local employers with staffing needs, and jobs requiring skilled workers.

xiv) Describe how you will track and document services provided to employers, as well as track employer satisfaction.

4-2 (d). Past and Planned Outcomes

i) Please describe your outcomes from implementing programs of a similar nature over the past two years. Include a list of WIOA and non-WIOA grants along with the targeted key benchmarks and your outcomes.

ii) Also include, as an attachment, three (3) references (along with contact information) of funders or organizations who can attest to your ability in serving the population, achieving grant deliverables, and meeting performance benchmarks. The WDB reserves the right to consider any and all previous performance data from workforce development programs.

iii) Please complete the Planned Performance Outcomes Chart- Attachment D. This chart will be used as a basis for evaluating your priorities for participant services, the feasibility of delivering the services as described, and as a comparison to other Proposals. Actual performance objectives will be negotiated as part of the Contract development process. Describe the specific outcomes to be achieved by the proposed program and the measures that will be used to determine the degree to which outcomes are being accomplished. Explain your process for internally monitoring your performance on an on-going basis. How will you evaluate and assess the effectiveness and quality of the program? Identify who will be responsible for data, reporting and general oversight of performance objectives.

iv) Describe continuous improvement procedures that will be used to obtain feedback from participants, employers, and other appropriate parties on the responsiveness and effectiveness of the training and services provided.
4-3: Budget Narrative (and budget instructions)

Please complete a proposed budget for your project using the Excel document “PY 2020 Guilford County WDB RFP Budget Template – Adult and Dislocated Worker Program” posted on the website at https://guilfordworks.org/guilford-adult-dislocated-worker-program-rfp-2020. Instructions for completing the form follow below, but each underlined section is asking for a narrative response defining or explaining certain aspects of the budget. Note that you should only enter data into gray-shaded cells on the worksheet; yellow cells contain formulas:

Page 1 of 4 – Overview and Totals:
Most of the fields on this page carry in totals from subsequent pages. The only field requiring an entry is the fixed fee amount (if the Bidder is a for-profit entity). If so, identify the fixed fee amount built into the proposed budget in this narrative, and describe the risk and other factors taken into consideration to arrive at this amount. For for-profit bidders, the board will negotiate profit based on attainment of agreed-upon performance measures. The factors that may be considered may include employment, retention, wages, and credential attainment. Profit proposed in the contract should reflect the maximum amount attainable given achievement of all performance measures.

Page 2 of 4: Section A - Personnel Expense:
The Bidder is asked to identify staff titles and how many of each position will be included; the hours per week for that job and the hourly salary. From that, a formula calculates a weekly salary. The Bidder will enter a single figure for the weekly benefits associated with that position. Please identify in this narrative which positions are benefitted and what is included in benefits provided by your organization. The Bidder will indicate the number of weeks each position will work and a formula calculates the total annual staff cost for each position.

Include in this narrative any additional information about specific or unique roles of proposed staff and explain any instances in which staff is not expected to work through the entire year, or may be shared with other projects.

Page 3 of 4: Section B – Operational Expense:
As indicated previously in this RFP, there will be no facilities-related expenses for this Contract. All services will be based out of NCWorks Career Centers; basic office furniture, telephone access, computer network access and desktop computers, copier access and common customer supplies such as copier paper will be provided. The Bidder will need to budget for all other equipment, proprietary assessment tools, office supplies, mileage reimbursement, staff training, etc. If specific computer or communications equipment is needed, such as laptops, cell phones, etc. those should be included in this section and the need for these items explained in this narrative.

These totals are calculated by entering line items, a unit of measurement, cost per unit
and number of units proposed. A formula will calculate that total.

Please describe any unique aspects of operational expenses you are proposing or any line items that are not self-explanatory.

Page 4 of 4: Section C – Participant Related Expense:
This section is set up similarly to Section B but is only for participant-related expenses to include instructional software, student occupational skills (ITA) expenses such as books, tuition, fees, tools, etc.; supportive service expenses such as transportation and other expenses and other types of expenses associated with your program proposal that are directly related to participants. Most of these types of expenses are unique to individual students and can be directly charged but many are allocated.

Expenses for training and supportive services are subject to WDB policy. Current policies are found on the WDB Workforce Plan page at [http://guilfordworks.org/about-us/workforce-development-plan/](http://guilfordworks.org/about-us/workforce-development-plan/).

There are two exceptions in the budget for participant services that will be paid directly by the WDB. The WDB has a contractual relationship with the Guilford County Department of Social Services, which will be maintained at least through the 2019-20 fiscal year, whereby individuals needing childcare are referred to DSS with an authorization to use WIOA funds in situations where an individual is eligible but is on a waiting list for subsidy. The WDB policy does not allow for payments for childcare for individuals who do not meet DSS eligibility requirements for childcare assistance; see the [Supportive Services Policy](http://guilfordworks.org/about-us/workforce-development-plan/) on the website for more detail. Childcare assistance requests are submitted to the WDB administrative unit from the contractor for processing; the budget is part of the larger WDB budget and will not be included in the Bidder’s submitted budget.

A similar situation occurs with WorkKeys testing in that the WDB is a certified ACT testing site for WorkKeys and the contractual arrangement is between WDB and ACT. Licensing will be paid by the WDB, but actual test costs should be included in the Bidder’s submitted budget.

This section also calculates costs directly related to work-based learning. For unit of measurement, use number of projected participants in the OJT, apprenticeship, or subsidized work experience. Please describe in the narrative your reasoning for cost per unit for these line items – what assumptions you made about average wage, amount of hours, etc.

The board’s priority is OJTs, apprenticeships, and adult work experiences in that order.

Please describe any unique aspects of participant-related expenses you are proposing or
any line items that are not self-explanatory.

**Page 4 of 4: Section D – Indirect Cost:**
This section only applies if the Bidder is proposing certain costs to be paid through an indirect line item. The Bidder must have a negotiated indirect cost rate and a letter confirming that must be attached in order for indirect costs to be considered. The Bidder will enter the amount used to compute the total figure and explain what cost basis is used, per the approved indirect cost plan, both in this narrative and on the spreadsheet.
ATTACHMENT A
STATEMENT OF COMPLIANCE
GUILFORD COUNTY WORKFORCE DEVELOPMENT BOARD
PY 2020-2021 WIOA ADULT AND DISLOCATED WORKER SERVICES

As the Authorized Signatory Official for __________________________________________________________

(Submitting Firm/Organization)

I hereby certify:

that the above-named Bidder is duly approved to submit this application requesting funding under the Workforce Innovation and Opportunity Act (WIOA), Title I, Public Law 113-128, and the Code of Federal Regulations, Parts 603, 651-54, 658, 675, and 679-688 652 applying to the Workforce Innovation and Opportunity Act; and other administrative requirements issued by the United States Department of Labor, Governor of North Carolina and the Guilford County Workforce Development Consortium and its administrative entity, the City of Greensboro NC; and that it will comply with any changes, revisions, or amendments to the above-named documents. This shall include changes resulting from WIOA re-authorization or passage of legislation to modify WIOA. The Bidder shall notify the Guilford County WDB within thirty (30) calendar days after issuance of any amended directives if it cannot so comply with the amendments; and

that the above-named Bidder will ensure special efforts to prevent fraud and other program abuses, such as but not limited to, deceitful practices, intentional misconduct, willful misrepresentation and improper conduct which may or may not be fraudulent in nature; and

that the contents of this application are truthful and accurate and the above-named Bidder agrees to comply with the policies stated in this application; and

that the above-named Bidder is not subject to disbarment or suspension from receipt of Federal, State, or Local funds; and

that this application represents a firm request subject only to mutually agreeable negotiations; and

that the above-named Bidder is in agreement that the Guilford County Workforce Development Board reserves the right to accept or reject any proposal for funding; and

that the above-named Bidder waives any right to claims against the Guilford Workforce Development Board and the City of Greensboro in their individual and collective capabilities.

________________________________________________________

Authorized Official Signature

________________________________________________________

Date
BACKGROUND

The federal Workforce Innovation and Opportunity Act (WIOA) mandates the establishment and maintenance of a procedure for grievances or complaints about its services and activities from participants, sub grantees, sub-contractors, and other interested persons.

This policy applies to the Requests for Proposal (RFP) process only and provides a procedure to handle complaints by service providers or prospective service providers. For purposes of this document, any use of the words “complaints” or “grievance” refer to the appeals process relating to the procurement of WIOA services.

POLICY

Written notification of service provider selection is provided to each entity submitting a proposal. A service provider, potential service provider, or any entity adversely affected in the selection of the service provider may file a complaint. The following steps outline the procedure which these entities may follow to make an appeal of the service provider selection.

A. The service provider, potential service provider, or any entity adversely affected in the contractor selection process may file a formal complaint with the Guilford County Workforce Development Board.

B. The written complaint must specifically state the decision, the basis for the complaint, and the remedy sought by the complainant. All matters not raised in the complaint will be deemed waived.

C. The written complaint must be made to the Chairman of the WDB within seven (7) working days of the date of written notification to all bidders following the selection of service providers. To be considered valid, a copy shall also be sent to the Workforce Development Director within the same time frame.

D. In making a determination, the WDB Chair may call a hearing, at his or her discretion, at which time the Chair may take oral or written evidence and may entertain oral or written argument. Any entity that could be affected by the complaint shall be notified and permitted the opportunity to be present and/or submit evidence. Any such hearing will be held within ten (10) working days of receipt of the written complaint.

E. The decision of the WDB shall be reached by majority vote. A written response will be
provided no more than five (5) working days following the completion of the hearing.

F. WDB staff will forward information regarding procurement protests to the NC Division of Workforce Solutions.

G. Interim Determinations by the Workforce Development Board during the Appeals Process. While a procurement appeal is pending, the initial decision of the WDB regarding service providers shall be followed to avoid interruption in services to customers. The WDB may, however, by majority vote, determine that the initial decision shall be suspended until determination of the complaint and appeal, and may, by majority vote, determine that the situation is an emergency situation necessitating a change in the initial decision pending determination of the complaint and appeal. These interim determinations are not subject to appeal.
## ATTACHMENT C
### PLANNED PERFORMANCE OUTCOME MEASURES CHART
**July 1, 2020 – June 30, 2021**
(Bidder will enter planned outcomes in all shaded cells)

**Bidder Name: ________________________________**

<table>
<thead>
<tr>
<th>Outcomes Area</th>
<th>Definition</th>
<th>Success Indicator</th>
<th>Reporting Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Individualized Career Services Enrollments</td>
<td>Number of <strong>new</strong> customers enrolled in Individualized Career Services within the current Program Year.</td>
<td></td>
<td><strong>NCWorks:</strong> Enrollment Report (Adult and Dislocated Workers)</td>
</tr>
<tr>
<td>Total Individualized Career Services Enrollments</td>
<td>Number of new and carryover customers participating in Individualized Career Services within the current Program Year.</td>
<td></td>
<td><strong>NCWorks:</strong> Enrollment Report (Adult and Dislocated Workers)</td>
</tr>
<tr>
<td>New Individualized Training Services Enrollments</td>
<td>Number of <strong>new</strong> customers enrolled in Individualized Training Services within the current Program Year.</td>
<td></td>
<td><strong>NCWorks:</strong> Services Provided Individual Report (Activity Code 300/310/328)</td>
</tr>
<tr>
<td>On-the Job Training Enrollments</td>
<td>Number of <strong>new</strong> customers enrolled into On-the-Job Training services.</td>
<td></td>
<td><strong>NCWorks:</strong> Services Provided Individual Report (Activity Code 301)</td>
</tr>
<tr>
<td>Credential Attainment of training participants that completed training</td>
<td>Number of participants that completed training services within the current Program Year that obtained a recognized credential.</td>
<td></td>
<td><strong>NCWorks:</strong> Credential Attainment report</td>
</tr>
<tr>
<td>Placement success for closures that received individualized career and training services</td>
<td>Number of participants that completed and/or exited case managed services within the current Program Year that obtained employment.</td>
<td></td>
<td><strong>NCWorks:</strong> Case Closure - Employment report</td>
</tr>
<tr>
<td>Average Wage at Placement</td>
<td>Average wages earned by participants that completed and/or exited case managed services within the current Program Year.</td>
<td></td>
<td><strong>NCWorks:</strong> Case Closure - Employment report</td>
</tr>
</tbody>
</table>
In addition to board-specific outcomes, the contractor will be expected to meet the following state measures at least a 100% level. Please indicated in the planned outcome column your anticipated performance goals:

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Adult</th>
<th>Dislocated Worker</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PY 2017</td>
<td>PY 2018</td>
</tr>
<tr>
<td>Employment Rate 2nd Quarter</td>
<td>60.0%</td>
<td>63.0%</td>
</tr>
<tr>
<td>Employment Rate 4th Quarter</td>
<td>60.9%</td>
<td>63.9%</td>
</tr>
<tr>
<td>Credential Attainment Within 4 Quarters</td>
<td>59.7%</td>
<td>61.7%</td>
</tr>
</tbody>
</table>
The following occupational areas are approved for Workforce Innovation and Opportunity Act (WIOA) training sponsorship in Program Year 2020-21. The occupations were identified through an analysis of data from a number of sources including:

- US Bureau of Labor Statistics
- NC Department of Commerce Economic Development Intelligence System (EDIS)
- JobsEQ LMI
- NCWorks

Prior to a WIOA participant being approved for training sponsorship, that participant must meet all Local Workforce Development Area requirements for sponsorship including, but not limited to, specific assessment and identified suitability relating to the proposed area of study, application for the federal Pell Grant, and timely submittal of other currently required documents. The participant must have made intensive efforts to find a job using their existing skills and established that their previous work experience and/or training is not sufficient to enter or re-enter the job market. In addition, a specific program at a specific institution must be approved by the Local Area on www.ncworks.gov.

For bachelors or master’s degree programs, the Local Area may only sponsor the final two years of training. Approved areas that may be impacted by this restriction are marked with an asterisk (*) on the following charts.

For programs with lower average entry wages, the Local Area may only sponsor the area if it is being used as part of a career pathway, and not as a standalone program. Approved areas that may be impacted by this restriction are marked with a pound (#) on the following charts.
### OCCUPATIONS IN HEALTHCARE

<table>
<thead>
<tr>
<th>ONET TITLE</th>
<th>JOB TITLE (if different)</th>
<th>ONET CODE</th>
<th>AVERAGE ENTRY WAGE IN GUILFORD COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiovascular Technologist or Technician</td>
<td></td>
<td>29-2031</td>
<td>$27.05</td>
</tr>
<tr>
<td>Diagnostic Sonographer</td>
<td>Medical Sonographer</td>
<td>29-2032</td>
<td>$25.96</td>
</tr>
<tr>
<td>Nuclear Medicine Technologist</td>
<td></td>
<td>29-2033</td>
<td>$25.43</td>
</tr>
<tr>
<td>Medical or Clinical Laboratory Technologist*</td>
<td></td>
<td>29-2011</td>
<td>$24.41</td>
</tr>
<tr>
<td>Dental Hygienist</td>
<td></td>
<td>29-2021</td>
<td>$23.35</td>
</tr>
<tr>
<td>Respiratory Therapist</td>
<td></td>
<td>29-1126</td>
<td>$22.72</td>
</tr>
<tr>
<td>Registered Nurse*</td>
<td></td>
<td>29-1111</td>
<td>$21.76</td>
</tr>
<tr>
<td>Radiologic Technologist or Technician*</td>
<td></td>
<td>29-2034</td>
<td>$21.02</td>
</tr>
<tr>
<td>Licensed Practical or Vocational Nurse</td>
<td></td>
<td>29-2061</td>
<td>$16.41</td>
</tr>
<tr>
<td>Surgical Technologist</td>
<td></td>
<td>29-2055</td>
<td>$15.91</td>
</tr>
<tr>
<td>Dental Assistant</td>
<td></td>
<td>31-9091</td>
<td>$14.63</td>
</tr>
<tr>
<td>Medical or Clinical Laboratory Technician</td>
<td></td>
<td>29-2012</td>
<td>$13.92</td>
</tr>
<tr>
<td>Certified Medical Assistant</td>
<td></td>
<td>31-9092</td>
<td>$12.28</td>
</tr>
<tr>
<td>Emergency Medical Technician or Paramedic</td>
<td></td>
<td>29-2041</td>
<td>$12.28</td>
</tr>
<tr>
<td>Phlebotomist</td>
<td></td>
<td>31-9097</td>
<td>$12.15</td>
</tr>
<tr>
<td>Medical Records Technician</td>
<td></td>
<td>29-2071</td>
<td>$11.42</td>
</tr>
<tr>
<td>Nursing Assistant#</td>
<td>CNA</td>
<td>31-1014</td>
<td>$8.85</td>
</tr>
</tbody>
</table>

* For bachelors or masters programs, only the final two years of training may be sponsored with WIOA funds
# For programs with lower average entry wages, the Local Area may only sponsor the area if it is being used as part of a career pathway, and not as a standalone program.

### OCCUPATIONS IN TRANSPORTATION (INCLUDES LOGISTICS AND AVIATION)

<table>
<thead>
<tr>
<th>ONET TITLE</th>
<th>JOB TITLE (if different)</th>
<th>ONET CODE</th>
<th>AVERAGE ENTRY WAGE IN GUILFORD COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply Chain Manager*</td>
<td></td>
<td>11-9199</td>
<td>$34.61</td>
</tr>
<tr>
<td>Logistician*</td>
<td>Logistics Director, Production Planner</td>
<td>13-1081</td>
<td>$21.08</td>
</tr>
<tr>
<td>Avionics Technician</td>
<td></td>
<td>49-2091</td>
<td>$20.77</td>
</tr>
<tr>
<td>Aircraft Mechanic or Service Technician</td>
<td>A&amp;P Mechanic</td>
<td>49-3011</td>
<td>$19.29</td>
</tr>
<tr>
<td>Purchasing Agent</td>
<td></td>
<td>13-1023</td>
<td>$18.13</td>
</tr>
<tr>
<td>ONET TITLE</td>
<td>JOB TITLE (if different)</td>
<td>ONET CODE</td>
<td>AVERAGE ENTRY WAGE IN GUILFORD COUNTY</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>--------------------------</td>
<td>-----------</td>
<td>---------------------------------------</td>
</tr>
<tr>
<td>Bus and Truck Mechanic or Diesel Engine Specialist</td>
<td></td>
<td>49-3042</td>
<td>$15.48</td>
</tr>
<tr>
<td>Automotive Body and Related Repairer</td>
<td></td>
<td>49-3021</td>
<td>$14.71</td>
</tr>
<tr>
<td>Truck Driver, Heavy and Tractor Trailer</td>
<td></td>
<td>53-3032</td>
<td>$13.75</td>
</tr>
</tbody>
</table>

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### OCCUPATIONS IN ADVANCED MANUFACTURING, CONSTRUCTION/AVIATION

<table>
<thead>
<tr>
<th>ONET TITLE</th>
<th>JOB TITLE (if different)</th>
<th>ONET CODE</th>
<th>AVERAGE ENTRY WAGE IN GUILFORD COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial Production Manager*</td>
<td></td>
<td>11-3051</td>
<td>$30.14</td>
</tr>
<tr>
<td>Aircraft Pilots and Flight Engineers</td>
<td></td>
<td>53-2010</td>
<td>$27.88</td>
</tr>
<tr>
<td>Engineers (may include Aerospace, Industrial, Mechanical, Environmental, Civil or Electrical)*</td>
<td></td>
<td>17-xxxx</td>
<td>$26.91</td>
</tr>
<tr>
<td>Electrical or Electronics Repairer, Commercial and Industrial Equipment</td>
<td></td>
<td>49-2094</td>
<td>$19.70</td>
</tr>
<tr>
<td>Electrical or Electronic Engineering Technician*</td>
<td></td>
<td>17-3023</td>
<td>$18.39</td>
</tr>
<tr>
<td>Numerical Tool and Process Control Programmers or Computer-Controlled Machine Tool Operator</td>
<td>CNC Machinist</td>
<td>51-4012 51-4011</td>
<td>$17.34</td>
</tr>
<tr>
<td>Mechanical Engineering Technician*</td>
<td></td>
<td>17-3027</td>
<td>$16.49</td>
</tr>
<tr>
<td>Plumber, Pipefitter or Steamfitter</td>
<td></td>
<td>47-2152</td>
<td>$15.12</td>
</tr>
<tr>
<td>Heating and Air Conditioning Mechanics and Installers</td>
<td></td>
<td>49-9021</td>
<td>$15.12</td>
</tr>
<tr>
<td>Aircraft Structure and Systems Assemblers</td>
<td></td>
<td>51-2011</td>
<td>$14.85</td>
</tr>
<tr>
<td>Industrial Machinery Mechanic</td>
<td></td>
<td>49-9041</td>
<td>$14.65</td>
</tr>
<tr>
<td>Environmental Science and Protection Technician*</td>
<td>Environmental Health Tech, Water Quality Analyst</td>
<td>19-4091</td>
<td>$13.19</td>
</tr>
<tr>
<td>Occupation</td>
<td>Code</td>
<td>Salary</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>---------</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>Maintenance Worker, Machinery</td>
<td>49-9043</td>
<td>$13.14</td>
<td></td>
</tr>
<tr>
<td>Welder, Cutter, Solderer or Brazer</td>
<td>51-4121</td>
<td>$13.10</td>
<td></td>
</tr>
<tr>
<td>Electromechanical Equipment Assembler</td>
<td>51-2023</td>
<td>$11.49</td>
<td></td>
</tr>
<tr>
<td>Machine Operator</td>
<td>51-4041</td>
<td>$10.68</td>
<td></td>
</tr>
</tbody>
</table>

* For bachelors or masters programs, only the final two years of training may be sponsored with WIA funds