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**Guilford County Workforce Development Board**

**REQUEST FOR PROPOSALS**

**for**

**Workforce Innovation and Opportunity Act**

**YOUTH, ADULT, DISLOCATED WORKER**

**SERVICE PROVIDER and ONE-STOP OPERATOR**

**Program Year 2024**

*Request for Proposals Release Date: March 26, 2024*

*Mandatory Bidder’s Conference April 9, 2024*

*Proposals Due: May 13, 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 One-Stop Operator, Youth, Adult and Dislocated Worker Programs bid solicitation is 100% supported by the Employment and Training Administration of the USDOL*

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**SECTION 1**

**Introduction and Project Information**

* 1. **Introduction**

The Guilford County Workforce Development Board (WDB) is issuing this Request for Proposals (RFP) to procure an experienced contractor that will provide Workforce Innovation and Opportunity Act (WIOA) One-Stop Operator, Adult and Dislocated Worker services and/or Youth services in an integrated workforce system in Guilford County, North Carolina in its two NCWorks Career Centers located one each in Greensboro and High Point and in its NextGen Center in Greensboro. WDB also has a mobile center that schedules popup options throughout the County. Respondents have the option of submitting two (2) proposals including one for WIOA Title I One-Stop Operator, Adult and Dislocated Worker services and/or one for WIOA Youth services. The successful bidder(s) will enter into a contract with the City of Greensboro, the fiscal agent/administrative entity of WDB. The Contractor(s) will deliver workforce development services as required by this Request for Proposal.

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. The successful Offeror(s) will be selected based upon its demonstrated ability to provide these services.

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 WDB oversees the NCWorks Career Center one-stop system in Guilford County, approves the annual WIOA Workforce Development Plan, and approves all WIOA funded service providers.

* 1. **Request for Proposal Contact Restrictions**

The Guilford County Workforce Development Board has contracted with PowerNotes LLC to manage the Request for Proposals process. Offerors may submit questions as outlined within this Request for Proposals document. Offerors are prohibited from discussing this Request for Proposals with the independent contractor facilitating the procurement process, Guilford County Workforce Development Board Members, Local Chief Elected Officials, the Administrative Entity, or the Board staff. Such contact will result in disqualification of the response. Official questions submitted or asked at the Bidder’s Conference will be responded to at or near after the mandated Bidders Conference.

* 1. **Time Line**

|  |  |
| --- | --- |
| Request for Proposals Released | was March 26, 2024  changed to April 2, 2024 |
| Question Submissions | email by close of business April 8, 2024  or at Bidder’s Conference April 9, 2024, at 2:00 p.m. eastern |
| Bidder’s Conference   * Mandatory attendance * At 2 p.m. eastern time | April 9, 2024 |
| Proposals Due   * Electronically by 5:00 p.m. eastern time to [malaw528@aol.com](mailto:malaw528@aol.com) with email RE *Guilford County WIOA Proposal* | May 13, 2024 |
| Contract Period Begins | July 1, 2024 |

* 1. **Estimated WIOA Funds Available**

Proposals should be developed based on a maximum contracting 12-month period availability of $1.1 million for WIOA Title I Youth and $1.2 million for WIOA Title I One-Stop Operator, Adult, Dislocated Worker. The actual budgets will be negotiated between the WDB and the selected Offeror(s). Funding amounts are contingent upon finalized WIOA Title I allocations provided to WDB, and carryover dollars confirmed. The WDB reserves the right to maintain program dollars the WDB will need to cover program charges by the Board and/or for special projects they may want to fund.

* 1. **Questions and Answers**

All questions regarding specifics of the RFP and proposal submissions must be provided at the Bidder’s Conference or via email in advance of the Bidder’s Conference to MaryAnn Lawrence of PowerNotes LLC ([malaw528@aol.com](mailto:malaw528@aol.com)). No questions will be accepted after the scheduled virtual Bidder’s Conference on April 3, 2024, at 2:00 p.m. eastern time. Questions will be answered at the Bidder’s Conference or within 48 hours following the Bidder’s Conference. Answers will be posted on <https://guilfordworks.org/rfp/> in a downloadable Microsoft Word format found under Supporting Documents.

* 1. **Bidder’s Conference**

Organizations intending to submit a proposal(s) is required to attend a mandatory bidder’s conference virtually at 2:00 p.m. eastern time on April 9, 2024.

Topic: Guilford County WDB WIOA Title I Bidder's Conference

Time: Apr 9, 2024, 02:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/84457483710?pwd=Y2xYSG9Sd2hMZnZwRWMrK2pnb3FnUT09>

Meeting ID: 844 5748 3710

Passcode: 273014

Organizations submitting an Intent to Apply will be emailed the zoom meeting access information. Please indicate your name and your organization in the chat once you have signed in to verify you are in attendance and keep your camera on.

* 1. **Availability of Application Package**

The RFP Package is available in its entirety on the WDB website at <https://guilfordworks.org/rfp/> in a downloadable Microsoft Word format found under Supporting Documents and will also be available on the National Association of Workforce Development Professionals website at <https://nawdp.org>. In addition, the package can be obtained by emailing [malaw528@aol.com](mailto:malaw528@aol.com) and requesting the package.

* 1. **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 Subrecipient 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. **Contract Period**

The contract period is July 1, 2024, through June 30, 2025. The WDB reserves the right to have an option to renew annually for up to three additional years with the following parameters:

* Funding is sufficient to allow an extension for a longer time period; or
* Performance expectations under the existing contract were met; or
* There have been no serious issues related to performance or invoicing; or
* Required corrective action related to monitoring reports has taken place; or
* The services being provided remains of value to participants and a need for the specific type of service remains; or
* The Contractor has met all external audit requirements.
  1. **Pre-Award Conditions**

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

* Offeror 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.
* Offeror 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.
* Offeror 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.
* Offeror 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 Offeror must provide proof that sufficient non- state or non-federal funds are available to satisfy the claim prior to contract award.
* The City of Greensboro’s Internal Audit division will conduct a pre-award monitoring review as part of the contract contingencies. Each Offeror 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 Offeror’s administrative policies and/or procedures.
* Offeror must provide an accurate listing of WIOA Title I contracts nationally and within the State of North Carolina in the last 2 years along with a contact name, phone number, and email. If the contract is no longer active, Offeror must indicate reason contract ended. Offeror agrees that WDB may contact any or all of the listed contacts.
  1. **WDB Appeal Process Policy**

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, subgrantees, 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.

WDB 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.

1. The service provider, potential service provider, or any entity adversely affected in the operator selection process may file a formal complaint by email with the Guilford County Workforce Development Board.
2. The written complaint submitted by email only 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.
3. The written complaint submitted by email only 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 by email to the Workforce Development Director within the same time frame.
4. 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.
5. The decision of the Chair of the WDB shall be provided by email no more than five (5) working days following the completion of the hearing and will be considered the final determination.
   1. **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/rfp/. 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. **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.

* 1. **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, 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.

Offerors must submit separate proposals if applying for both: 1) One-Stop Operator and Adult and Dislocated Worker Proposal; and/or 2) Youth Proposal.

* 1. **Information Resources**

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 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_checklist_value=All&items_per_page=10&sort_bef_combine=field_advisory_issue_date_value_DESC>

The PY23-PY24 Local Plan for Guilford County and the annual report can be found at https://guilfordworks.org/about-us/board-of-directors/workforce-development-plan/

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.

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. 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.
4. 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.

GuilfordWorks is required to establish local performance measures to evaluate program effectiveness and achieve continuous improvement in the delivery of Workforce Innovation and Opportunity Act programs. Please note, final performance measures have not been negotiated with DOL. All programs are required to be designed for maximum success in these measures.  The successful Offeror will be responsible for meeting the negotiated performance measures. Failure to meet any measure will result in a corrective action plan and if the same measure is missed two years in a row the WDB will discuss consequences.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Adult Performance Goals** | | | | |
| Employment Rate 2nd Quarter | Employment Rate 4th Quarter | Median Earnings | Credential Attainment | Measurable Skills Gains |
| 79.5% | 79.5% | $6,450 | 66.0% | 53.2% |
| **Dislocated Worker Performance Goals** | | | | |
| Employment Rate 2nd Quarter | Employment Rate 4th Quarter | Median Earnings | Credential Attainment | Measurable Skills Gains |
| 80% | 78% | $6,000 | 67.5% | 53.0% |
| **Youth Performance Goals** | | | | |
| 75.5% | 77.5% | $3,300 | 55.0% | 47.5% |
| **Wagner Peyser Title III** | | | | |
| 73.0% | 73.0% | $5,410 | - | - |

**SECTION 2**

**Proposal Requirements (Information You Need to Know)**

* 1. **Critical Experience Requirements**

RFP’s will be accepted from any public or private, for profit or not-for profit agency, state or local unit of government, or a responsible coalition that can demonstrate the administrative and management capability to successfully provide the services identified in this RFP.

To be eligible to receive WIOA Title I funds, an Offeror must meet the following:

* Be a public, private, or nonprofit entity that has successfully provided human or social services for the past three years. (“Successfully” is defined for the purpose of this RFP as being able to demonstrate that the entity has been able to meet and/or exceed all WIOA Adult, Dislocated Worker and/or Youth performance measures and has maintained fiscal integrity).
* Contractor must participate in the development, implementation, and promotion of Career Pathways.
* Contractor must have at least two years 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 One-Stop Operator, Adult/Dislocated Worker and/or Youth services contractor for at least two years.
* Offerors are required to provide a list of ALL PY22 and PY23 WIOA contracts including Local Workforce Area, State, Programs Funded, Contact Person/Email/Phone Number, Performance in Each of the Funded Programs in PY22 and PY23. Contracts that have ended should indicate reason for no longer having contract. Failure to include ALL will result in disqualification.
* Discloses 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.
* Does not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as individualized career services, training, and education services.
* Complies with Federal regulations, and procurement policies, relating to the calculation and use of profits.
* Has the ability to fulfill Contract requirements, including the indemnification and insurance requirements.
* Has the ability to maintain adequate files and records and meet reporting requirements.
* Has the administrative and fiscal capacity to provide and manage the proposed services and to ensure an adequate audit trail.
* 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.
* 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.
* 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 (0MB) 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 0MB Circular A-87 as appropriate.
* 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 the WDB before reimbursement is provided.
* All WIOA Service Providers/Contractors are required to conduct internal financial management 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 0MB 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 the WDB, 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.
* WIOA service providers/contractors are required to establish internal program management procedures to ensure compliance with contract requirements, delive1y 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.
* 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 0MB (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 0MB 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 the WDB. 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.
* 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, the WDB 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.
* 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.
* General ledger or equivalent.
* Cash receipts and cash disbursements journals/reports or equivalent.
* Bank statement, reconciliation, deposit slips and canceled checks for each bank

account through which WIOA funds were received or disbursed.

* All contracts with the WDB including all amendments.
* All financial reports and documentation supporting requests for reimbursement.
* 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.

* Invoices and/or supporting data for non-payroll disbursements.
* 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.
* 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 29CFR 97.25 (g)(2), as appropriate, for all program income earned under the WIOA.
* 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 WDB will maintain a fixed-asset listing to be verified for physical location and serviceability at your agency at least annually.
  + 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.
  + 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 of 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.
  + 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.
  + 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.
  + 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.
* All service providers must ensure equal opportunity to all individuals. No individual in the WDB 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.
* 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.
* The successful Offeror MUST ACCEPT LIABILITY for all aspects of any services conducted under the executed contract with the WDB. 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. The WDB has decided not to have a maximum number of pages, however, expects Offerors to use discretion and be succinct in the responses and avoid repetition.
  + 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) and a dedicated Emerging Workforce Career Center (301 S. Greene St, Greensboro). Both NCWorks Career Centers are staffed by a mix of Subrecipient 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 the NCWorks Career Center – High Point and the Emerging Workforce Career Center - Greensboro.
  + The NCWorks Centers have a common integrated customer flow system, administered by the WDB. Customer flow and partnership information can be accessed at [http://guilfordworks.org/about- us/workforce-development-plan/](http://guilfordworks.org/about-%20us/workforce-development-plan/).
  + In all locations, office equipment and other services will be made available to the One Stop Operator Provider, to include individual office furnishings, telephones, computers, copiers, and certain common materials used by all customers (such as copy paper). The subrecipient 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.
* Meets other presentation and participation requirements listed in this RFP

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.

**SECTION 3**

**Roles and Responsibilities**

* 1. **One-Stop Operator**

The primary responsibilities of the One-Stop Operator include the coordination of partners and service delivery. The One-Stop Operator will ensure the ongoing participation, support, collaboration, and consensus-building needed for success among the primary groups working at the Career Center (e.g. Division of Workforce Services staff, WDB staff, Subrecipient staff, and partners). Accordingly, the One-Stop Operator will have functional supervision authority over the primary groups, as necessary, to ensure ongoing growth of unduplicated numbers of services provided.

**The budget for the one-stop operator function should be included in the WIOA Title I Adult/Dislocated Worker Proposal.**

The One-Stop Operator will be responsible for the following:

* Coordinating and leading Service Delivery efforts for businesses and job seekers, on behalf of staff, partners, and across the local area system, at the Guilford County NCWorks Career Centers, including establishing site hours, work schedules, and operations, space configuration, customer flow, and integration necessary to deliver high quality and timely support and services.
* In collaboration with Career Center leadership, ensure that basic services such as orientations, career and labor market information, and resource rooms are properly staffed, with appropriate resources to meet client needs.
* Addressing and resolving issues relating to growth and space usage, including coordinating with the WIOA Fiscal Agent for building lease, utilities, and other Career Center needs.
* Being knowledgeable of the mission and performance standards of all partners and facilitating cross-training among all staff as necessary to meet the strategic goals established by the WDB.
* Assisting with the development of a training/communication plan for Center staff and partners.
* Working with the partners to determine a process for meeting the goals set forth in the Workforce Innovation and Opportunity Act and subsequent local Memorandum of Understanding (MOU).
* Leading, convening, and managing responsibilities of partners in the design and implementation of functional integration in cooperation with the WDB (i.e. MOU).
* Participate in the Career Center Certification process for Guilford County.
* Operationalizing the vision of the WDB.
* Provide oversight over services requested by individuals and/or businesses.
* Promoting the services available at or by the Guilford County NCWorks Career Centers, including the development of outreach materials, with support from WDB staff.
* At the highest level, coordinating outreach to business and job seeker customers, which includes coordinating the development of marketing, outreach, and labor market information materials.
* Evaluating customer needs and satisfaction data to continually refine and improve service strategies, including exploring implementing a real-time customer feedback model.
* Serving as liaison between the WDB staff and the Guilford County NCWorks Career Centers.
* Ensuring that the WDB’s approved policies and procedures are effectively communicated and carried out at the Guilford County NCWorks Career Centers.
* Working with the WDB staff to recruit and train additional partners of the Guilford County NCWorks Career Centers.
* Complying with all policies governing the operations of a one-stop center and providing draft changes to policies to the WDB staff for their approval consideration.
* Reviewing and updating Center procedures as future WIOA changes are released to maintain currency of procedures.
* Working with the partners to determine a process for meeting the goals set forth in the Workforce Innovation and Opportunity Act and subsequent local Memorandum of Understanding (MOU).
* Working with the WDB staff and partners to define and provide a means to meet common operational needs, such as training, technical assistance, and additional resources, etc.
* Facilitating sharing of data and information.
* Representing the Guilford County NCWorks Career Centers at community meetings to promote services or discuss recruitment or partnership opportunities.
* Maintain close collaboration with regional workforce development boards, NCWorks Career Centers, regional Economic Development, and Chamber of Commerce to ensure continuity of efforts across the region.
* Provide periodic updates to the WDB, elected officials, and regional partner groups of past, ongoing, and upcoming activities.
* Providing monthly reports to the WDB on operations, performance accountability, and continual improvement.
* Ensuring non-program EEO requirements are met, including coordinating staff training, and assuring EEO posters and processes are in place.
* Continuously identify funding opportunities that may be sought out to enhance services throughout Guilford County while assisting in the research, writing and application process in concert with WDB staff.
* Utilize the mobile career center for recruitment, outreach, and community events.
* Consider non-traditional hours in the NCWorks Career Centers to allow for greater access.

The One-Stop Operator goals include:

* With guidance from the WDB staff, fully implement the requirements and offerings outlined in the Workforce Innovation and Opportunity Act.
* Establish a methodology for measuring and ensuring services, especially workshops, are of the highest quality and are meeting customer needs and the needs of the local labor market.
* Lead the movement to establish the Guilford County NCWorks Career Centers and affiliated partners as the “go-to” resource for workforce development offerings in our area.
* Work with the WDB staff to enhance the reputation and appearance of the Guilford County NCWorks Career Centers.
  1. **Youth Service Delivery**
* 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:
   1. Summer employment opportunities and other employment opportunities available through the school year.
   2. Pre-apprenticeship programs.
   3. Internships and job shadowing.
   4. 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.
    1. **Business Services**

**The budget for business services function should be primarily included in the WIOA Title I Adult/Dislocated Worker Proposal but also may be included related to work-based learning and on-the-job training for the Youth 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.
  1. **Adults and Dislocated Workers**

**The budget for the one-stop operator function and primary business services function should be included in the WIOA Title I Adult/Dislocated Worker 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.

**SECTION 4**

**Proposal Submissions**

* 1. **Instructions for Submission**

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

An Offeror must submit separate proposals for WIOA Title I Youth and for WIOA Title I One-Stop Operator/Adult/Dislocated Worker. Proposals need to be clearly labeled which of the two it is for.

Proposals are due by 5 p.m. eastern time electronically to [malaw528@aol.com](mailto:malaw528@aol.com) on May 13, 2024, with the RE ***Guilford County WIOA Proposal.***

1. **All submittals must contain the following documents in this order to be considered:**
2. Cover Letter that certifies the legal right to enter into a contract.
3. 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)
4. Proposal Follows Required Sequence of Information.
5. Executive Summary.
6. Proposal Narrative.
7. Budget and Budget Narrative.
8. Attachments:
   * Federal I.D. Number
   * List of ALL PY22 and PY23 WIOA contracts including Local Workforce Area, State, Programs Funded, Contact Person/Email/Phone Number, Performance in Each of the Funded Programs in PY22 and PY23. Include reason for contracts ended during this period.
   * 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)
9. **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

1. Business Services
   1. Describe specific experience with providing business services and any “lead” role the organization has had in regard to business services.
   2. Describe specific experience in working with the WIOA Core Program Partners and a business services integrated team.
   3. Describe the organization’s approach to leading a business services team and how seamless services would be coordinated.
   4. 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.
   5. Detail a strategy for providing information and education to employers on services available to them.
   6. Describe services that will be offered to employers and approach.
   7. Describe how the organization will develop worksites and determine client placements for Youth work-based services.
   8. Explain any instances your organization has had contracts discontinued.
   9. Describe your vision for providing services in an Integrated Services Delivery system.
   10. Explain the challenges you feel exist with fulfilling a potential contract and how you will address them.
   11. Please provide additional relevant information.
2. One-Stop Operator, Adult and Dislocated Worker Services
   1. Describe specific experience with providing one-stop operator, adult, and dislocated worker services.
   2. Describe the organization’s approach to customer flow, initial screening, partner coordination, referrals, and co-enrollments.
   3. Describe how the organization will communicate with core program partners to coordinate co-enrollments and exits.
   4. Detail your strategy for providing outreach and recruitment for Adults and Dislocated Workers in Guilford County and provide challenges you anticipate and how you plan to overcome them.
   5. Describe how the organization will ensure barriers are documented and considered.
   6. Describe efforts the organization will make to support sector strategies and career pathways.
   7. Describe services that will be offered and the organization’s approach.
   8. Describe life skills and work readiness services offered by the organization.
   9. Describe case management and career counseling strategies and documentation of interactions with clients.
   10. Describe strategies for meeting performance
   11. Describe the organization’s experience with mandated performance measures and the outcomes thereof.
   12. Describe how you will provide follow-up career services.
   13. List and describe the individualized career services that will be available (include proposed workshops).
   14. 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.
   15. 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.
   16. Describe your approach to One-Stop Operator and how it will complement the workforce services and partner relationships.
   17. Explain how you will utilize the mobile career center.
   18. Describe how you would establish a non-traditional hours schedule in the NCWorks Career Centers.
   19. Please provide additional relevant information.
3. Youth Services
   1. Describe specific experience with providing youth services.
   2. Address each of the 14 elements and indicate those your organization will deliver versus how you will identify and access those you will not deliver.
   3. Describe specifically how your program will collaborate with the WIOA Title I Adult 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.
   4. Detail your strategy for providing outreach and recruitment for Youth in Guilford County and provide challenges you anticipate and how you plan to overcome them.
   5. Describe your process for assessing customers’ skills, needs, and interests. Include assessment tools you would use and your approach to customer choice
   6. Describe how the organization will ensure barriers are documented and considered.
   7. Describe efforts the organization will make to support sector strategies and career pathways.
   8. Describe services that will be offered and the organization’s approach.
   9. Describe the skills and work readiness services offered by the organization.
   10. Describe case management and career counseling strategies and documentation of interactions with youth.
   11. Describe strategies for meeting performance measures.
   12. Describe the organization’s experience with mandated performance measures and the outcomes thereof.
   13. Describe how you will provide follow-up career services.
   14. Please provide additional relevant information.
4. General Information
   1. Explain any instances your organization has had contracts discontinued.
   2. Describe your vision for providing services in an Integrated Services Delivery system.
   3. Explain the challenges you feel exist with fulfilling a potential contract and how you will address them.
   4. Demonstrate an understanding of specific regional challenges your organization has encountered and how you have successfully dealt with them.
   5. Describe any pending litigation your organization is involved in.
   6. Please explain in detail your plan for providing services equitability in Guilford County and describe the challenges you anticipate and how you plan to overcome them.
5. **Budget, Budget Narrative, and Service Levels**

Based on the current budget information provided herein 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. For the purposes of your submittal include in your anticipated budget:

1. Staffing structure including positions, access locations, job descriptions, full or part-time, education, salary range, and benefit package.
2. Corporate structure and support services that will be provided .
3. Matched funding description.
4. Profit or program income proposed.
5. Indirect cost detail.
6. Number of proposed youth or adults/dislocated worker service numbers.
7. Estimate the average caseload for each funding stream.
8. Estimate administrative cost percentage.

**SECTION 5**

**Evaluation Tool**

* 1. **Evaluation Tool**

|  |  |  |
| --- | --- | --- |
| **1.** **All proposals must contain the following documents in this order:** | | |
| 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 |  | 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 PY22 and PY23 WIOA contracts including Local Workforce Area, State, Programs Funded, Contact Person/Email/Phone Number, Performance in Each of the Funded Programs in PY 222 and PY23. . Include reason for contracts ended during this period. |  | 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 |
| **If all the of the answers are YES proceed to evaluation. If not, disqualify the submission.**  **QUALIFIED**  or **DISQUALIFIED** | | |
| **2. Qualifications and Demonstrated Organizational Capacity (47 elements with up to 705 points)** | | |
| **0 = did not address 1-5 = poor**  **6 - 10 = acceptable 11 - 15 = exceeds expectations** | | |
| * + 1. Business Services | Comments  (use separate page if needed) | Score |
| * 1. Describes specific experience with providing business services and any “lead” role the organization has had in regard to business services. |  |  |
| * 1. Describes specific experience in working with the WIOA Core Program Partners and a business services integrated team. |  |  |
| * 1. Describes the organization’s approach to leading a business services team and how seamless services would be coordinated. |  |  |
| * 1. 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. |  |  |
| * 1. 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. |  |  |
| * 1. Describes services that will be offered to employers and approach. |  |  |
| * 1. Describes how the organization will develop worksites and determine client placements for Youth work-based services. |  |  |
| * 1. Explains any instances your organization has had contracts discontinued. |  |  |
| * 1. Describes your vision for providing services in an Integrated Services Delivery system. |  |  |
| * 1. Explains the challenges you feel exist with fulfilling a potential contract and how you will address them. |  |  |
| **0 = did not address 1-5 = poor**  **6 - 10 = acceptable 11 - 15 = exceeds expectations** | | |
| * + 1. One-Stop Operator and Adult and Dislocated Worker Services | Comments  (use separate page if needed) | Score |
| 1. Describe specific experience with providing adult and dislocated worker services. |  |  |
| 1. Describe the organization’s approach to customer flow, initial screening, partner coordination, referrals, and co-enrollments. |  |  |
| 1. Describe how the organization will communicate with core program partners to coordinate co-enrollments and exits. |  |  |
| 1. Detail your strategy for providing outreach and recruitment for Adults and Dislocated Workers in Guilford County and provide challenges you anticipate and how you plan to overcome them. |  |  |
| 1. Describe how the organization will ensure barriers are documented and considered. |  |  |
| 1. Describe efforts the organization will make to support sector strategies and career pathways. |  |  |
| 1. Describe services that will be offered and the organization’s approach. |  |  |
| 1. Describe life skills and work readiness services offered by the organization. |  |  |
| 1. Describe case management and career counseling strategies and documentation of interactions with clients. |  |  |
| 1. Describe strategies for meeting performance measures, both mandated and Workforce Board established. |  |  |
| 1. Describe the organization’s experience with mandated performance measures and the outcomes thereof. |  |  |
| 1. Describe how you will provide follow-up career services. |  |  |
| 1. List and describe the individualized career services that will be available (include proposed workshops). |  |  |
| 1. 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. |  |  |
| 1. 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. |  |  |
| 1. Describe your approach to One-Stop Operator and how it will complement the workforce services and partner relationships. |  |  |
| 1. Explain how you will utilize the mobile career center. |  |  |
| 1. Describe how you would establish a non-traditional hours schedule in the NCWorks Career Centers. |  |  |
| **0 = did not address 1-5 = poor**  **6 - 10 = acceptable 11 - 15 = exceeds expectations** | | |
| * + 1. Youth Services | Comments  (use separate page if needed) | Score |
| 1. Describe specific experience with providing youth services. |  |  |
| 1. Address each of the 14 elements and indicate those your organization will deliver versus how you will identify and access those you will not deliver. |  |  |
| 1. Describe specifically how your program will collaborate with the WIOA Title I Adult 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. |  |  |
| 1. Detail your strategy for providing outreach and recruitment for Adults and Dislocated Workers in Guilford County and provide challenges you anticipate and how you plan to overcome them. |  |  |
| 1. Describe your process for assessing customers’ skills, needs, and interests. Include assessment tools you would use and your approach to customer choice |  |  |
| 1. Describe how the organization will ensure barriers are documented and considered. |  |  |
| 1. Describe efforts the organization will make to support sector strategies and career pathways. |  |  |
| 1. Describe services that will be offered and the organization’s approach. |  |  |
| 1. Describe life skills and work readiness services offered by the organization. |  |  |
| 1. Describe case management and career counseling strategies and documentation of interactions with clients. |  |  |
| 1. Describe strategies for meeting performance measures, both mandated and Workforce Board established. |  |  |
| 1. Describe the organization’s experience with mandated performance measures and the outcomes thereof. |  |  |
| 1. Describe how you will provide follow-up career services. |  |  |
| **0 = did not address 1-5 = poor**  **6 - 10 = acceptable 11 - 15 = exceeds expectations** | | |
| * + 1. General Information | Comments  (use separate page if needed) | Score |
| 1. Explain any instances your organization has had contracts discontinued. |  |  |
| 1. Describe your vision for providing services in an Integrated Services Delivery system. |  |  |
| 1. Explain the challenges you feel exist with fulfilling a potential contract and how you will address them. |  |  |
| 1. Demonstrate an understanding of specific regional challenges your organization has encountered and how you have successfully dealt with them. |  |  |
| 1. Describe any pending litigation your organization is involved in. |  |  |
| 1. 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. |  |  |
| **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 |
| 1. Staffing structure including positions, access locations, job descriptions, full or part-time, education, salary range, and benefit package. |  | Yes or No |
| 1. Corporate structure and support services that will be provided. |  | Yes or No |
| 1. Matched funding description. |  | Yes or No |
| 1. Profit or program income proposed. |  | Yes or No |
| 1. Indirect cost detail. |  | Yes or No |
| 1. Number of proposed youth or adults/dislocated worker service numbers. |  | Yes or No |
| 1. Estimate the average caseload for each funding stream. |  | Yes or No |
| 1. Estimate administrative cost percentage. |  | Yes or No |