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AND JOB SEEKERS TOGETHER  
**WORKLINK**  
**ANDERSON•OCONEE•PICKENS**

**ISSUANCE DATE:** February 28, 2018

**REQUEST FOR QUOTE:** 17-WIOA-01

**SUBMITTAL DEADLINE:** April 11, 2018, 2:00 p.m.

**TITLE:** Workforce Innovation and Opportunity Act - Youth

**REQUEST:** The WorkLink Workforce Development Board serving Anderson, Oconee, and Pickens Counties will issue one Request for Proposal (RFP) by February 28, 2018. The purpose of the Request for Proposal is to competitively procure for our Local Workforce Development Area innovative Out-of-School (age 17-24) Youth Employment and Training Services with the option to serve a limited/specific group of In-School Youth (age 18-21). The youth program will focus on youth that are most in-need, and operate youth services under the provision and in accordance with Workforce Innovation and Opportunity Act (WIOA).

You are invited to submit a Proposal in accordance with the requirements of the solicitation contained herein.

It is requested that your Proposal be submitted to the WorkLink Workforce Development Board Office by 2:00 p.m., April 11, 2018.

The Proposals must be signed by an official authorized to bind the bidder and they must contain a statement that the request is firm for a period of at least 90 days from the date of submission.

This solicitation does not commit the SC Appalachian Council of Governments and/or WorkLink Workforce Development Board to award a Contract, to pay any costs incurred in the preparation of a Proposal or to procure or contract for the articles of goods and services. The SC Appalachian Council of Governments and/or the WorkLink Workforce Development Board reserves the right to accept or reject any or all Quotes received as a result of this Request for Proposal, to negotiate with all qualified bidders, or to cancel in part or in whole this Request if it is in the best interest of the Workforce Innovation and Opportunity Act to do so.



Trent Acker, Executive Director  
WorkLink Workforce Development Board

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## **BACKGROUND AND GENERAL INFORMATION**

### **Introduction/Purpose**

The WorkLink Workforce Development Board (hereafter “WorkLink WDB”), serving Anderson, Oconee, and Pickens Counties will issue one Request for Proposal (RFP). The Request for Proposal is to competitively procure for our Local Workforce Development Area innovative Out-of-School (age 17-24) Youth Employment and Training Services with the option to serve a limited/specific group of In-School Youth (age 18-21). The youth program will focus on youth that are most in need and operate youth services under the provision and in accordance with Workforce Innovation and Opportunity Act (WIOA) regulations and the State of South Carolina (hereafter “the State”) mandates on behalf of the Local Workforce Development Area (hereafter “LWDA”). The South Carolina Appalachian Council of Governments (ACOG), through South Carolina Department of Employment and Workforce (SCDEW), is the designated entity that will be administering the Workforce Innovation and Opportunity Act (WIOA) funds on behalf of the WorkLink WDB through a contractual/grant agreement with the selected proposer or offeror. The WorkLink WDB intends to be as inclusive as possible in this solicitation. The aim is to receive a wide variety of innovative proposals that best meet the needs of the community at large.

President Barack Obama signed the **Workforce Innovation and Opportunity Act (WIOA)** into law on July 22, 2014. The Workforce Innovation and Opportunity Act is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Congress passed the Act by a wide bipartisan majority; it is the first legislative reform in 15 years of the public workforce system. The enactment of WIOA provides opportunity for reforms to ensure the American Job Center system is job-driven, responding to the needs of employers and preparing workers for jobs that are available now and in the future. WIOA supersedes the Workforce Development Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. In general, the Act takes effect on July 1, 2015, the first full program year after enactment, unless otherwise noted. **The U.S. Department of Labor (DOL) has a website for the latest on WIOA regulations: [www.doleta.gov/WIOA](http://www.doleta.gov/WIOA). [https://wdr.doleta.gov/directives/All\\_WIOA\\_Related\\_Advisories.cfm](https://wdr.doleta.gov/directives/All_WIOA_Related_Advisories.cfm)**

In the WorkLink Area (Anderson, Oconee and Pickens Counties, SC), the WorkLink WDB and the Appalachian Council of Governments envision a system that meets the needs of residents and businesses alike. The vision of the WorkLink WDB is to have a fully-employed, skilled workforce in Anderson, Oconee, and Pickens counties, South Carolina. The vision of the WorkLink Youth Committee is to have youth, educated and prepared for self-sufficiency in work and life. The mission of the WorkLink Youth

Committee is to facilitate collaboration and the delivery of services for youth, leading to educational, workplace, and personal success.

Any public, private non-profit, or private for-profit organization may submit applications in response to this solicitation.

The timeframe for this request for proposals is July 1, 2018 to June 30, 2019 for Program Costs, Program Activity Costs, Program Staff and acquisition of equipment.

Based upon funding availability and other factors, the Appalachian Council of Governments and/or WorkLink Workforce Development Board may extend a contract/grant resulting from this Request for Proposal if it appears to be in the best interest of the Workforce Innovation and Opportunity Act and is agreeable with the grantee. The extension may be less than, but shall not exceed four (4) total years. Similarly, the number of participants served and/or associated costs may be increased or decreased accordingly at any time during a grant period if agreeable with the grantee or necessitated by changes in fund allocation or fund availability. Past year's performance measures (must meet or exceed) will be a critical consideration germane to any decision to extend a contract/grant. Negotiation must occur each budget year and performance year. When the contracting parties are unable to agree on the terms and conditions for extending a contract/grant, the alternative will be to terminate the existing contract/grant. These conditions may change pending further guidance from the State or from USDOL.

If it becomes necessary to revise any part of the Request for Proposal, all such revisions will be provided in writing to all proposers or offerors. **Verbal comments or discussion relative to this solicitation will not add, subtract, or modify any written provisions contained herein. Any alteration must be in the form of a written revision to all proposers or offerors.**

**Disclaimer:** WorkLink Workforce Development Board may request modification of program design or the delivery of services due to WIOA Rules and Regulations, changes in Terms and Conditions, Training and Employment Guidance Letters (TEGL), Code of Federal Regulations (CFR), Polices, Procedures, etc. Should a request for a change occur, bidding organizations or service providers must allow for any changes to be made to the program design, delivery services, or any other area identified by legislation, DOL or State guidance, and/or Local Workforce Development Board (LWDB)/Youth Committee direction. Staff of Administrative Entity will assist bidding organizations or service providers in the redesign to ensure consistency and compliance with WIOA regulations and requirements, DOL, State, LWDB, and Youth Committee /Committee policy.

The Appalachian Council of Governments will administer grants awarded by the WorkLink Workforce Development Board through this Request for Proposal. The Appalachian Council of Governments will require applicants selected for funding to participate in contract/grant negotiations involving cost levels, technical correctness,

and/or other necessary revisions to their applications prior to grant finalization and execution. Negotiations may be done in person, written communication, or by telephone, depending on the level of involvement of the required revisions and agreements between parties. Additionally, grant amounts may be adjusted by the WorkLink Workforce Development Board and/or the Appalachian Council of Governments based on final allocation figures.

Approximate amount of funding available under this RFP is **\$600,000.00**. **(The proposer may choose to utilize up to 20% of available funds for the option to serve a limited, specific group of eligible in-school youth-classified as “senior status”, low-income, most-in-need, and meet WIOA definition of a youth barrier).**

**Priority:** At least 20 percent of the funds allocated to the local area shall be used to provide youth participants with paid and unpaid work experience activities identified on **P. 7 (C) (i-iv) listed under Required Program Elements for Youth Participants.**

### **WIOA Youth Program Description**

#### **Basic Youth Participant Eligibility Requirements**

The following participant eligibility criteria are termed “Basic” because additional criteria may be required when seeking particular activities or services in other elements of the one-stop delivery system. An individual eligibility determination shall be determined by South Carolina Works Online Services (**SCWOS**) and meet the following definition.

#### **Out-of-School Youth:**

1. Not attending any school (as defined by State law)
2. An individual 16-24 years of age (the WorkLink Youth Committee’s focus will be age 17-24 at time of enrollment)
3. Reside in Anderson, Oconee, or Pickens Counties, **and**
4. Is an individual who has one or more of the following barriers:
  - a. A school dropout
  - b. A youth who is within the age within the compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter
  - c. A recipient or secondary school diploma who is a low-income individual and is-
    - i. Basic skills deficient; or
    - ii. An English language learner
  - d. An offender, (an individual who is subject to the juvenile or adult justice system)
  - e. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child

eligible for assistance under the Social Security Act, or an out-of-home placement.

- f. An individual who is pregnant or parenting
  - g. A youth who is an individual with a disability
  - h. A low income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.
  - i. An individual who requires additional assistance to complete an education as determined by local area: (1) Does the applicant's physical, mental, emotional, or learning disability result in a substantial barrier to employment or to education? (2) Does applicant lack reliable transportation, defined as not having a valid driver's license or access to an automobile? (3) Is the applicant (youth 17-24) in need of work-readiness skills to include soft skills, life skills, occupational skills, and lack of work experience?
- 5. Authorized to work in the United States (I-9)
  - 6. Registered for selective service (applies to males 18 and older)

### **In-School Youth:**

- 1. Attending any school (as defined by State law) including secondary and post-secondary school
- 2. An individual 14-21 years of age (the WorkLink Youth Committee's focus will be age 18-21 at time of enrollment)
- 3. A low-income individual
- 4. Reside in Anderson, Oconee, or Pickens Counties, **and**
- 5. Is an individual who has one or more of the following barriers:
  - a. Basic skills deficient
  - b. An English language learner
  - c. An offender
  - d. A homeless individual, a homeless child or youth, a runaway, an individual in foster care or has aged out of the foster care system, a child eligible for assistance under the Social Security Act, or an out-of-home placement.
  - e. An individual who is pregnant or parenting
  - f. A youth who is an individual with a disability or
  - g. An individual who requires additional assistance to complete an educational program or to secure or hold employment.
  - h. An individual who requires additional assistance to complete an education as determined by local area: (1) Does the applicant's physical, mental, emotional, or learning disability result in a substantial barrier to employment or to education? (2) Does applicant lack reliable transportation, defined as not having a valid driver's license or access to an automobile? (3) Is the applicant (youth 17-24) in need of work-readiness skills to

include soft skills, life skills, occupational skills, and lack of work experience?

6. Authorized to work in the United States (I-9)
7. Registered for selective service (applies to males 18 and older)

Note that the term “low-income” used with respect to an individual also includes youth living in a high-poverty area.

### **Required Program Elements for Youth Participants**

Youth funds allocated to a local area shall be used to carry out eligible youth programs that provide:

- **Eligibility**-Under WIOA all youth participants must meet eligibility criteria. The youth participant must be certified and determined eligible for any WIOA funded program elements. Certification **must be** complete prior to enrollment.
- **Objective Assessment** - Each participant shall be provided with an objective assessment of his/her academic levels, skill levels, employment skills, prior work experience, employability, and service needs of each participant at the time of enrollment into WIOA activities. Standardized assessment tests will be used for assessment of basic skills, career interests and aptitudes (including interests and aptitudes for nontraditional jobs), and work readiness needs. Reasonable accommodations for individuals with disabilities and/or special needs will be provided to allow for participation in the assessment process. The service provider may assess supportive service needs and developmental needs of participants for the purpose of identifying appropriate services and career options.
- **Individual Service Strategy (ISS)** - Develop an individualized service strategies (ISS) with each youth participant that will reflect and utilize the information obtained from the objective assessment, individual interviews, and other sources of information and that are directly linked to one (1) or more of the WIOA performance outcomes (see Performance Expectations, p.16). The ISS must be documented in the SCWOS System in a timely manner. The ISS will be developed **with** the participant. The ISS shall identify career pathways that include the participant’s educational and employment goals (including in appropriate circumstances, nontraditional employment), appropriate services for the participant taking into account the objective assessment described above. The ISS is a plan that should be used to track services to be delivered and/or coordinated by the program and should be regularly reviewed and updated as changes occur. Also, included in eligible youth programs:
  - a. Activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential;

- b. Preparation for postsecondary educational and training opportunities;
  - c. Strong linkages between academic instruction, academic content, and occupational education that lead to the attainment of recognized postsecondary credentials;
  - d. Preparation for unsubsidized employment opportunities, in appropriate cases; and
  - e. Effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets;
- **Applicants Not Meeting Enrollment Requirements/Referral** - Each eligible provider of a program of youth workforce development activities shall ensure that an eligible applicant who does not meet the enrollment requirements of the particular program or who cannot be served shall be referred for further assessment, as necessary. A referral to appropriate training and educational programs that have the capacity to serve the participant either on a sequential or concurrent basis to meet the basic skills and training needs of the applicant. The referral(s) must be noted in the participant's file and followed up on.
  - **Supportive Services** - Supportive services needs are those necessary to assist participants to be successful in achieving their goals. This may include transportation, childcare, dependent care, work-related tools and clothing, housing, etc. To the extent possible, programs should address supportive service needs through leveraging existing resources and other partnerships before expending WIOA funds. (20 CFR 681.570). Supportive services needs should align with the ISS plan goal(s).

**Additional Youth Program Elements** - The Workforce Innovation and Opportunity Act Section 129(c) (2) requires that the following youth program elements are available for youth in their local area. However, a local program is not required to provide all additional youth elements to every participant. Local youth program operators must determine what youth program elements will be provided to each youth participant based on the participant's objective assessment and individualized service strategy (ISS). We envision that each youth will participate in more than one of the youth program elements required as part of any local youth program and all youth will receive twelve (12) months of follow-up services. In order to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants, the key program components described above shall include youth program elements consisting of:

- (A) Tutoring, study skills training, instruction, and evidence based drop-out 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;



- (B) Alternative secondary school services, or dropout recovery services, as appropriate;
- (C) Paid and unpaid work experiences that have as a component academic and occupational education, which may include:
  - i. Summer employment opportunities and other employment opportunities available throughout the school year;
  - ii. Pre-apprenticeship programs;
  - iii. Internships and job shadowing; and
  - iv. On-The-Job training opportunities;
- (D) Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area ;
- (E) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- (F) Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
- (G) Supportive services;
- (H) Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
- (I) Follow-up services for not less than 12 months after the completion of participation, as appropriate;
- (J) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
- (K) Financial literacy education;
- (L) Entrepreneurial skills training;
- (M) 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; and
- (N) Activities that help youth prepare for and transition to postsecondary education and training.

### **General Definitions**

**It will be the responsibility of the proposers or offerors to have a working knowledge of the WIOA Act and Regulations and Training and Employment Guidance Letters (TEGL). The U.S. Department of Labor (DOL) has a website for the latest on WIOA Regulations: [www.doleta.gov/WIOA](http://www.doleta.gov/WIOA) [https://www.scworks.org/media/WIOA/WIOA\\_DOL\\_Final\\_Rule\\_in\\_Federal\\_Register.pdf](https://www.scworks.org/media/WIOA/WIOA_DOL_Final_Rule_in_Federal_Register.pdf)**

**[https://wdr.doleta.gov/directives/All WIOA Related Advisories.cfm](https://wdr.doleta.gov/directives/All_WIOA_Related_Advisories.cfm)**

**Act** - The Workforce Innovation and Opportunity Act (WIOA) of 2014 amends the Workforce Investment Act of 1998.

**Administrative Entity** - The entity (South Carolina Appalachian Council of Governments) designated by the three-county committee Chairs to administer the Workforce Innovation and Opportunity Act plan for the counties of Anderson, Oconee, and Pickens in South Carolina.

**Agreement** - A grant agreement, which includes the WIOA Terms and Conditions Part III (revised 11/22/2016) and WorkLink Local Addendum to Terms and Conditions Part III, between the Awarding Entity and the Grantees/Recipients or between the Grantees/Recipients and Sub-Grantees/Sub-recipients.

**Basic Skills Deficient** - Is defined as an individual that has English reading, writing, or computing skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test; or is unable to compute or solve problems, or read, write or speak English at a level necessary to function on the job, in the individual's family, or in society.

**Capital Improvement** - Any modification, addition, restoration or other improvement:

- a) which increases the usefulness, productivity, or serviceable life of an existing building, structure or major item of equipment;
- b) which is classified for accounting purposes as a "fixed asset"; and
- c) the cost of which increases the recorded value of the existing building, structure or major item of equipment and is subject to depreciation.

**Career Pathway** - A combination of rigorous and high-quality education, training, and other services that aligns with the skill needs of industries in the economy of the State or regional economy involved. Prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships registered under the Act of August 16, 1937 (commonly known as the "National Apprenticeship Act"). To include counseling to support an individual in achieving the individual's education and career goal; as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable; enables an individual to attain a secondary school diploma or its recognized equivalent, and at least one (1) recognized postsecondary credential; and helps an individual enter or advance within a specific occupation or occupational cluster.

**Career Planning** - The provision of a client-centered approach in the delivery of services designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce development activities and supportive services, using, where feasible, computer-based technologies; and to provide job, education, and career counseling, as appropriate during program participation and after job placement

**Construction** – The erection, installation, assembly or painting of a new structure or major addition, expansion or extension of an existing structure, and the related site preparation, excavation, filling and landscaping, or other land improvements.

**Direct Grantee** - The entity, usually a state or protectorate that receives WIOA funds directly from the federal government.

**GAAP** - Accounting rules and procedures established by authoritative bodies of convention that have evolved through custom and common usage (uniform minimum standards and guidelines). The acronym stands for Generally Accepted Accounting Principles.

**In-School** - An eligible youth who is attending school (as defined by State law), a low income individual and meet one or more youth barriers defined under WIOA Act Section 129(a) (1) (C).

**Local Workforce Development Areas (LWDA)** - The county or counties designated by the Governor to administer the Workforce Innovation and Opportunity Act in a designated area.

**Out-of-School** - An eligible youth who is a school dropout, or within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter, a recipient of a secondary school diploma or its recognized equivalent, a low-income individual, basic skills deficient or an English language learner, and meet one or more youth barriers defined under WIOA Act Section 129(a) (1) (B).

**Participant** – Is a reportable individual who has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment, and an individual service strategy, and received 1 of 14 Youth program elements identified under WIOA Act Sec.129(c) (2).

**Recipient** - A local area that receives grant funding from the direct grantee.

**SCWOS** - South Carolina Works Online Services - The Management Information System which captures participant demographic, economic and personal characteristics, services received and outcomes and the eligibility requirements for the various funding sources.

**Service Provider** - A public agency, a private non-profit organization, or a private-for-profit entity that delivers education, training, employment or supportive services to WIOA participants.

**Sub-recipient or Sub-grantee** - The legal entity to which a sub-grant is awarded and which is accountable to the recipient or direct grantee for the use of the funds provided.

**TEGL**- Training and Employment Guidance Letter; issued by U S Department of Labor (USDOL). <http://wdr.doleta.gov/directives>

**TEN** - Training and Employment Notice; issued by USDOL.  
<http://wdr.doleta.gov/directives>

**Vendor** - An entity responsible for providing generally required goods or services to be used in the WIOA program.

**Wagner-Peyser** - The federal legislation to provide for the establishment of a national employment system of a public labor exchange.

**Work Experience** - A short-term and/or part-time work assignment with an employer (private sector, public sector, and non-profit agency) that is subsidized or unsubsidized and which provides an individual with the opportunity to acquire skills and knowledge necessary to perform a job, including appropriate work habits and behaviors, combined with classroom or other training, including internships, and job shadowing.

**Work Readiness Skills** - Work Readiness Skills include world of work awareness, labor market information/knowledge, occupational information, career planning, decision making, soft skills, and job search techniques (resumes, applications, interviews, and follow-up letters).

**Youth Committee** - A subgroup within each Local Workforce Development Board (WDB); appointed by the Local WDB, in cooperation with the chief elected official(s) for the local area. The Youth Committee will have membership as designated in WIOA and will recommend youth service providers who are selected through a competitive process, provide information, assist with planning, operational, conduct oversight of eligible providers of youth activities, and other duties determined to be appropriate by the local WDB.

### **Key Events and Dates**

#### **Proposed timeline:**

- |    |   |                   |
|----|---|-------------------|
| 1. | Contract/Grant Application Issued/Released  | February 28, 2018 |
| 2. | Bidder's Conference   | March 23, 2018    |
| 3. | Deadline for Receipt of Formal applications by WorkLink Workforce Development Board | April 11, 2018    |
| 4. | Formal Review Process of Application Begins   | April 13, 2018    |
| 5. | Written Notification to Successful Bidders  | May 03, 2018      |
| 6. | Contract/Grant Negotiation Begins   | May 08, 2018      |
| 7. | Contract/Grant Issued   | June 14, 2018     |
| 8. | Program Year 2018 Contract Begins   | July 01, 2018     |

## **SCOPE OF SERVICES**

The proposer or offeror agrees to enroll and serve eligible out-of-school youth age 17-24, as emphasized by the LWDA, with the option to serve a limited/specific group of in-school youth age 18-21, classified as seniors in high school with a WIOA defined youth barrier(s), and most in need. Eligible youth participants must reside in Anderson, Oconee, and Pickens counties funded under the Workforce Innovation and Opportunity Act (WIOA) Title I youth program. Proposer or offeror must be capable and able to offer: Services strategies that include labor market information, career interest, career pathways that will include educational and employment goals, strong linkages between academic instruction and occupational education, effective connections to employers in in-demand industry sectors and occupations, work readiness preparation, soft skills, and meaningful work experience to WIOA youth participants in all three counties. Proposer or offeror must have the capability to make available to all participants the youth program elements, to meet enrollment goals, to meet or exceed federally required youth performance measures, and to make a priority of spending at least 20 percent of the funds allocated to the local area to provide youth participants with paid and unpaid work experience and activities listed under the work experience program element.

Proposer or offeror must be capable and able to provide services and training to WIOA youth participants including youth with disabilities according to the WIOA Act of 2014 Final Rules and Regulations in all three counties. Proposers or offeror will be accountable to the WorkLink Workforce Development Board and Youth Committee.

It will be the responsibility of the proposer or offeror to have a working knowledge of the WIOA Act of 2014 Final Rules and Regulations and Training and Employment Guidance Letter (TEGL). **The U.S. Department of Labor (DOL) has a website for the latest on WIOA regulations: [www.doleta.gov/WIOA](http://www.doleta.gov/WIOA)**

[https://www.scworks.org/media/WIOA/WIOA\\_DOL\\_Final\\_Rule\\_in\\_Federal\\_Register.pdf](https://www.scworks.org/media/WIOA/WIOA_DOL_Final_Rule_in_Federal_Register.pdf)

[https://wdr.doleta.gov/directives/All\\_WIOA\\_Related\\_Advisories.cfm](https://wdr.doleta.gov/directives/All_WIOA_Related_Advisories.cfm)

## **Program Design Requirements**

Successful proposer or offeror who become a program operator for youth program activities must be able to accomplish and implement the following program design requirements:

### **Case Management**

Case Management must be provided to ensure all youth are successful. Case Management is a participant-centered, goal-oriented approach to the delivery of services designed to coordinate comprehensive educational, employment, and career pathway goals and plans to ensure that participants have access to necessary training and support services.

1. **Participant Recruitment and Screening.** Responsible for recruitment and screening applicants for eligibility and suitability to participate in the applicable activity and/or service under the provisions of the WIOA and any contractual agreements resulting from this Request for Proposal. Proposer or offeror must develop/outline a detailed recruitment plan including outreach activities to recruit eligible youth in accordance with the youth eligibility requirements.
2. **Participant Referral.** Refer screened applicants to appropriate SC Works Center staff for program eligibility certification and comprehensive assessment. Proposal must demonstrate/outline in detail how the youth service provider will coordinate with other community agencies that are equipped to handle those referrals for ineligible youth that do not meet the WIOA youth eligibility requirements. **See p.6 Applicants Not Meeting Enrollment Requirement/Referral**
3. **Participant Orientation.** Provide all youth with a WIOA program orientation regarding the full array of applicable or appropriate services that are available through WIOA Title I youth programs and all services that are available through the SC Works Workforce Center prior to providing services. Documentation of the orientation must be filed and maintained in the participant's official WIOA file folder. Orientation will include youth completing a Participant Rights Handout and being advised of their rights and responsibility and appeal process under the WIOA program.
4. **Objective Assessment.** Each participant shall be provided with an objective assessment of his/her academic levels, skill levels, employment skills, prior work experience, employability, and service needs of each participant at the time of enrollment into WIOA activities. Standardized assessment tests will be used for

assessment of basic skills, career interests and aptitudes (including interests and aptitudes for nontraditional jobs), and work readiness needs. Reasonable accommodations for individuals with disabilities and/or special needs will be provided to allow for participation in the assessment process. The objective assessment must be documented in the South Carolina Works Online Services (SCWOS) as the first service and point of enrollment. The objective assessment is a more detailed examination of barriers to employment and results in recommendations to be incorporated into the development of a person's Individual Service Strategy (ISS). These might include some combination or all of the following: educational attainment; employment history; more in-depth information about basic literacy and occupational skill levels; interests; aptitudes; family and financial situation; emotional and physical health, including disabilities; attitudes toward work; motivation; and supportive service needs.

The program operator may assess supportive service needs and developmental needs of participants, for the purpose of identifying services to help individuals to make decisions about appropriate educational, employment, and career pathway goals. Meaningful service planning cannot occur without effective assessment practices.

5. **Participant Activity Codes.** Enter and maintain appropriate WIOA program activity codes in the SCWOS System in a timely manner. WorkLink will provide the activity codes, timeline, and definitions.
6. **Program/Case Closure.** Close individual cases in the SCWOS System in a timely manner when no further services are planned or identified on the ISS or expected as outlined in the Training & Education Guidance Letter # 17-05 (TEGL 17-05).
7. **Individual Service Strategy (ISS).** Develop an individualized service strategies (ISS) with each youth participant that will reflect and utilize the information obtained from the objective assessment, individual interviews, and other sources of information and that are directly linked to one (1) or more of the WIOA performance outcomes (see Performance Expectations, p.16). The ISS must be documented in the SCWOS System in a timely manner. The ISS will be developed **with** the participant. The ISS shall identify career pathways that include the participant's educational and employment goals (including in appropriate circumstances, nontraditional employment), appropriate services for the participant taking into account the objective assessment described above. The ISS plan should describe activities, and supportive services the participant will receive to achieve those **mutually** agreed upon goals, objectives, and services. The ISS is a plan that should be used to track services to be delivered and/or coordinated by the program and should be regularly reviewed and updated as changes occur.

8. **Participant Goal Attainment.** Enter goal attainment of the ISS and other applicable participant related information into the SCWOS System in a timely manner. Maintain in file all pre-testing, progress testing, and post-testing documentation, grade reports, test scores, time and attendance records signed by participant and instructor or activity supervisor, documents showing skills acquired, certificates of completion issued, State certified licenses, credentials, diplomas, etc.
9. **Contractor/Grantee Staff Orientation.** Provide WIOA program orientation to all staff members funded in full or in part with WIOA funds. In addition to receiving program orientation, each funded staff member must be given a copy of the “Statement of Work” section of any contractual agreement resulting from this Request For Proposal. Documentation of staff orientation and proof of receipt of a copy of the Statement of Work must be maintained in the contractor’s central file system.
10. **On-going Assessment.** Program operator will be required to provide on-going assessment of participant’s capabilities and potential for obtaining educational, employment and training goals, career pathway goals, and the need for supportive services.
11. **Job Placement.** Program operator will be required to coordinate the development and maintenance of an effective job placement system and coordinate with the appropriate local SC Works Center to support the anticipated placement needs of WIOA participants, if applicable and necessary.
12. **Comprehensive Case Management.** The WIOA program will be required to provide experienced case managers in sufficient amounts to meet the needs of the active WIOA participant caseload. The program operator will provide comprehensive case management services to youth participants as part of the year round service strategy. Youth program staff will be expected to work closely with the youth participant to provide support and guidance, address needs and barriers, solve problems, serve as role models, and assist in the attainment of the objectives and goals agreed upon in the individualized service strategies (ISS). The ISS benchmarks will be used to measure progress and will be reviewed and updated by youth program staff to arrange for needed services, identify and address concerns as they arise, and document progress made during participation.



Regular personal contact between a case manager and the youth participant is essential. The frequency of the contact is based on an assessment of the participant's needs and ISS goals as they move through the process. At a minimum, monthly contact must be made with each youth participant. More frequent contact may be needed in certain circumstances. Case managers are to provide support and intervention in time of crisis, and assist in the development and implementation of a crisis plan. The youth participant should be aware that he/she has support and accountability in working to achieve his/her goals.

Documentation and monthly case notes are required and must be entered into the participant's case record and/or the SCWOS System in a timely manner. Case note summary are not limited to but should detail contacts per participant, missed appointments and attempted contacts, services provided to the participant, progress, barriers, interventions, and successes of the participant, etc. All WIOA staff is expected to be informed of, and adhere to, professional standards of client confidentiality. Staff with access to, or control over WIOA youth participant records or other confidential information is expected to safeguard such information.

13. **Youth Linkages/Coordination of Services**. Proposer or offeror should demonstrate a willingness and ability to coordinate and collaborate with programs and services provided by State and local education, public assistance agencies, community agencies, businesses, SC Works Center, rehabilitation agencies, programs for the homeless, post-secondary institutions, economic development agencies, other service providers and training agencies, and such other agencies as the Governor determines to have a direct interest in the employment and training program and human resource utilization within the State.
14. **Coordinate the use of WIOA Funds when other Federal or non-Federal Funds are received by the WIOA participant**. Program operator will be required to coordinate the use of WIOA funds with other agencies providing grants or aid to WIOA participants, when applicable, in order to prevent the use of WIOA funds for duplication of services. In addition, the disclosure of any/all funding sources outside of WIOA funding will be required.
15. **Record of Hours Worked or Time Sheet**. Program operator will be required to maintain a record of "**Hours Worked or a Time Sheet**" on all staff members funded in full or in part with WIOA funds as a result of any contractual agreement resulting from this Request For Proposal. Such record shall reflect actual hours worked, annual and/or sick leave hours taken, personal days, and holiday hours taken per pay period. The record of hours worked or time sheet shall be signed by

the employee and the employee's supervisor. The record or the time sheet must also reflect the time allocated to any and all WIOA projects, as well as any other non-WIOA projects.

- 16. Professional Development of WIOA Funded Staff.** Program operator will be required to support the continued professional development of fully or partially WIOA funded staff through attendance at WIOA related professional development training opportunities and WIOA announced Service Provider meetings. Prior approval is required for training opportunities, travel, and incurred expenses outside of the Local WIOA region.

**Performance Expectations**

PY 17 Youth Performance Measures	Minimum Levels
Placement in Employment, Education, and Training rate 2 <sup>nd</sup> Quarter after Exit.	75.1 %
Placement in Employment, Education, and Training rate 4th Quarter after Exit.	67.6%
Median Earnings	Data Unavailable
Credential Attainment with 4 Quarters after Exit	68.1%
In Program Skills Gain	Data Unavailable

**These youth performance measures and levels are subject to change.**

Successful contractor/grantee will be notified of updated youth performance measures for PY '18 as they become available.

**Disclaimer:** Successful contractor/grantee will review and prepare for Performance Accountability, Retention, and Performance Measures captured during second and fourth quarter after exit.

**Training and Employment Guidance Letter WIOA NO. 10-16, Change 1.**

## **Program Administration Requirements**

### **Fiscal Record Keeping**

The proposer or offeror administrative and fiscal capabilities will be assessed by a review of the completion of the Pre-Award survey, which must be completed before grants are finalized. A representative of the Appalachian Council of Governments may visit the offering entity to affirm certain items of the survey. Any serious discrepancies found will be brought to the attention of the WorkLink Workforce Development Board prior to grant finalization and could result in the cancellation of the commitment to fund.

In general, proposer or offeror who become operators, as a result of this RFP will be required to maintain records for a time period sufficient to cover Data Validation and Audits; however, not to exceed five (5) years.

### **Subcontracting**

The proposer or offeror may purchase or subcontract for the services and/or activities specified in the Scope of Work and Budget of this Agreement only with the prior written approval of such subcontracts and subcontractors by the WDB, and in accordance with procurement requirements in the U.S. Department of Labor's One Stop Comprehensive Financial Management Technical Assistance Guide, Chapter II-10 and the South Carolina Consolidated Procurement Code, as amended. The proposer or offeror, in subcontracting of any of the services and/or activities hereunder expressly understands that in entering such subcontracts, the WDB is in no way liable to the subcontractor. In order to assure the WDB of strict performance of this Section, the proposer or offeror must submit to the WDB subcontract agreements for review upon request.

### **Reporting**

The successful proposer or offeror who become program operator will be required to submit a Monthly Request for Payment Invoice to the WorkLink Workforce Development Area by the 10<sup>th</sup> calendar day of each month. Appropriate supporting backup documentation for the requested payment must be attached to each invoice submitted.

Successful proposer or offeror who become program operator will also be required to submit an Annual Financial Closeout Report to the Workforce Development Board by August 10<sup>th</sup>.

Program Operator will be required to abide by all requirements of the South Carolina Works Online Services Users Guide, which specifies common definitions and reporting of participant demographic, economic and personal characteristics, services received and outcomes; and the eligibility requirements for the various funding sources. Contractors will be required to collect and enter the participant personal, demographic, service activity experiences and outcome information using the SCWOS System and SCWOS forms. The WDB Staff will provide training for program operator with regard to eligibility, reporting requirements, SCWOS forms, intensive services, case notes, performance, etc.

In addition to the contract/grant statement of work, program operators will be expected to comply with all Federal, State and Local Instruction Letter(s).

Successful contractor/grantee will be required to provide monthly, bi-monthly, or quarterly progress reports of program performance and expenditures in comparison to the deliverables agreed upon in the contract.

Successful proposer or offeror who become program operator will be required to submit accurate, current, and complete disclosure of the financial results of the WIOA contract/grant activities in accordance with SCDEW grant reporting requirements monthly. Successful proposers or offeror must report all allowable costs and activities, must identify and maintain in-house methodology for Individual Fund Tracking (IFT) for obligations, expenditures, and Individual Training Accounts (ITA) for participants. This information and reports must be available upon request by DOL, SCDEW, or WDB staff.

The successful proposer or offeror who becomes a program operator will also be required to submit all other necessary forms, documents, and/or reports that may be required from time to time. Additionally, these forms, documents and/or reports may be altered as necessary in the future to meet requirements of the WIOA Management Information System.

#### Audits

In accordance with 2 CFR 200, successful proposers must submit all finalized audit reports to the Awarding Entity within thirty (30) calendar days of receipt.

**On December 26, 2014, Department of Labor announced that the OMB Circulars has been revised. A-133, A-87, and A-122 were combined into one OMB circular. All WIA and WIOA funding will be subject to the new OMB circular 2 CFR 200. The successful bidder will need to be familiar with the new OMB circulars, and should reference TEGl 15-14, "Implementation of the New Uniform Guidance Regulations," for further information.**

#### Monitoring & Evaluation

The successful proposer or offeror who becomes a program operator will be required to develop internal monitoring procedures to ensure that program operations are conducted in compliance with the WIOA Final Rules and Regulations, and any contractual/grant agreement resulting from this Request for Proposal.

#### **Documents Required of Selected Bidders**

Successful proposer or offeror will be required to provide the following information prior to the effective date of the grant:

1. Current fiscal statement and copy of last audit
2. Bonding agreement
3. Evidence of signatory authority (Form Attached)

4. Financial reporting signatory authority (Form Attached)
5. Copy of indirect cost plan and approval letter by cognizant agency
6. Suspension and debarment certification (Form Attached)
7. Staff cost allocation plan/rate for Adult Program/Youth Program (Form Attached)
8. Certification of drug free work place (Form Attached)
9. Certification of lobbying activities (Form Attached)
10. Federal ID Number
11. List of current board members of governing body
12. Organizational chart
13. Grievance procedures
14. Staff/personnel travel policies
15. Charter and by-laws of organization
16. Banking agreements
17. Copy of General Liability Policy
18. Job Descriptions of Personnel Funded by WIOA (fully or partially)

#### South Carolina Law Clause

Upon award of a grant under provisions of this Request for Proposal, the entity to whom the award is made, must comply with the laws of South Carolina, which require such entity to be authorized and/or licensed to do business in the State. Notwithstanding the fact that applicable statutes may exempt or exclude the successful proposer from requirements that it be authorized and/or licensed to do business in the State; by submission of its signed application, the proposer agrees to subject itself and agency to the jurisdiction and process of the courts of the State of South Carolina as to all matters and disputes arising or to arise under any contract and the performance thereof, including any questions as to the liability for taxes, licenses or fees levied by the State.

#### Indirect Costs

All proposers or offerors who include indirect costs as a part of their application budget must have an indirect cost plan approved by their cognizant agency. Proposers or offerors must include a listing of all items included in the indirect cost pool.

#### Participant Time and Attendance

The successful proposer or offeror who becomes a program operator will be required to document participant's time and attendance throughout the period the participant is receiving training or services. Participants must abide by the attendance policy of the training provider. Time sheets must be signed by the participant and verified by the case manager, classroom instructor, training, or worksite supervisor, and maintained in the participant's official WIOA file.

### Participant Files

The successful proposer or offeror who becomes a program operator will be required to maintain WIOA participant files as specified in any contractual/grant agreement resulting from this Request for Proposal.

### Payments Made on Behalf of Participants

Participants may be eligible to receive supportive service payments and/or incentive payments. Work Experience payments must be paid in the form of an hourly stipend to a participant that meets the Fair Labor Standard Act (FLSA) trainee criteria, and participates in an established work experience with a trainee status.

The proposer or offeror contractor/grantee will be required to make sure that there are checks and balances between the maintenance of timesheets or other source documents, and the cutting and distribution of checks on behalf of the participants. Failure to document fully the basis for issuing any of the aforementioned payments made on behalf of participants may result in disallowed costs. The contractor/grantee must reimburse disallowed costs to the Local Workforce Development Area from Non-WIOA fund sources.

### Insurance for Participants

1. Classroom Training -The South Carolina Department of Workforce (SCDEW) will provide adequate Accident Insurance Coverage for WIOA participants participating in training conducted in a typical classroom training environment.
2. Work Experience and Limited Internships -The South Carolina Department of Workforce (SCDEW) will provide adequate Accident Insurance Coverage for WIOA participants while they are participating in scheduled, supervised, or sponsored activities verifiable training conducted in a typical work experience or limited internship, if applicable (generally, training conducted on an employer's work site).
3. The proposer or offeror who becomes a contractor/grantee will be required to provide general liability insurance certificate coverage and verification obtained annually as part of compliance documents.

### Refund Policy

Proposers or offerors who become contractor/grantees will be required to establish an internal refund policy and procedure for retrieving any unused tuition funds when a WIOA participant enrolled in tuition-based training concludes early.

### Type of Contract/Grant

Based on the type of proposing entity, contracts/grants may be offered to successful proposers or offerors as follows:

Funded public, private non-profit, and private for-profit entities will be offered Cost Reimbursement Contracts/Grants. Proposed profit margins may not exceed eight percent (8%) of the total requested grant amount. Criteria for profit may apply.

In accordance with 2 CFR 200 - Procurement Guidance, Department of Labor (DOL), and South Carolina Department of Employment and Workforce (SCDEW).

WorkLink WDB has the option to extend a contract with a Service Provider pending the following caveats are met:

- The grant should not exceed four (4) total years.
- The grantee must meet or exceed performance.
- The administrative entity and the grantee must negotiate each budget year.
- The administrative entity will issue performance measures each year after negotiation with the State.

**These conditions may change pending further guidance from the SCDEW or USDOL.**

#### Criteria for Profit

Criteria for profit may be established by the LWDA. Each established criteria must be able to be verified and validated by the LWDA. Criteria for profit may be used to evaluate the proposers or offerors request for payment of profit. Payment of profit to the selected proposer or offeror may be payable on a monthly, quarterly, mid-year, or end of year (close out) basis. Criteria for profit may be negotiated with selected proposer or offeror.

Affirmative Action (Executive Order 11246, as amended by Executive Order 11375, and Sections 503 and 504 of the Rehabilitation Act of 1973, as amended)

Executive Order 11246 prohibits employment discrimination on the basis of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex or national origin.

Institutions or agencies with federal grants or contracts of \$50,000 or more and 50 or more employees are required to develop a written Affirmative Action Plan to overcome the effects of past discrimination and to facilitate optimal utilization of qualified women and minorities throughout the workforce. An Affirmative Action Plan must contain a workforce utilization analysis to identify those areas in which women and minorities are under-utilized, a review of all employment policies and practices to identify and to eliminate any sources of discrimination, and a statement of numerical goals and timetables for the correction of any under-utilization identified. Although the grant or contract may involve only one unit within the institution or agency, the Affirmative Action Plan must cover all employees throughout the institution.

Section 504 of the Rehabilitation Act of 1973, as amended, prohibits discrimination based on disability. Section 503 of the Rehabilitation Act of 1973 prohibits discrimination and requires employers with federal contracts or subcontracts that exceed \$10,000 to take affirmative action to hire, retain, and promote qualified individuals with disabilities.

The recipient/subrecipient/subgrantee will not discriminate against any employee or applicant for employment or training because of physical or mental disability in regard to any position for which the employee or applicant for employment is otherwise qualified.

The recipient/subrecipient/subgrantee shall establish an Affirmative Action Plan for outreach to, and training, placement and advancement of, individuals with disabilities in employment and training programs under the Act.

### Regulations and Requirements

The recipient/sub-recipient/sub-grantee must comply with the following federal regulations and requirements:

1. 29 CFR Part 17, dated 7/1/91 (Executive Order 12372) and any amendments thereto;
2. 35 Federal Regulations 32874 et seq. (1973) or any replacements and subsequent revisions or amendments thereof;
3. 2 CFR 200 Uniform Administrative requirements, cost principles, and audit requirements for federal awards including 2 CFR Appendix II to part 200-Contract Provisions for Non-Federal Entity Contracts under Federal Awards.
4. 48 CFR Part 31 (applies to commercial organizations);
5. 29 CFR Part 95 refer to 2 CFR 200;
6. 29 CFR Part 97 refer to 2 CFR 200;
7. Section 504 of the Rehabilitation Act of 1973, as amended;
8. Section 508 of the Rehabilitation Act of 1973, as amended;
9. Age Discrimination Act of 1975, as amended;
10. Title IX of the Education Amendments of 1972, as amended;
11. "Jobs for Veterans Act," (38 U.S.C. §4215) and 20 CFR Part 1010 (Priority of Service for Covered Persons, Final Rule);
12. Section 188 of the Workforce Innovation and Opportunity Act of 2014 (29 CFR Part 38) and Section 188 of the Workforce Development Act of 1998;
13. Title II Subpart A of the Americans with Disabilities Act of 1990, as amended;
14. Title VI of the Civil Rights Act of 1964, as amended;
15. Title VII, Civil Rights Act of 1964, as amended, Section 2000e-16, employment by Federal Government;
16. Equal Pay Act of 1963, as amended;
17. 29 CFR Part 38: Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Development Act of 1998 (WIOA);
18. Executive Order 13160 Nondiscrimination on the Basis of Race, Sex, Color, National Origin, Disability, Religion, Age, Sexual Orientation, and Status as a Parent in Federally Conducted Education and Training Programs;
19. Executive Order 13145 to Prohibit Discrimination in Federal Employment Based on Genetic Information;



20. Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency; and
21. Executive Order 11478 Equal Employment Opportunity in the Federal Government.

## **PROPOSAL GUIDELINES**

### **General Submission and Format Instructions**

#### **Delivery of Applications**

Applications will be received by the WorkLink Workforce Development Board until 2:00 p.m. on Wednesday, April 11, 2018. Any applications received after the scheduled date and time will be immediately disqualified in accordance with the S.C. Consolidated Procurement Code and Regulations. Applications may be hand delivered or mailed to:

Trent Acker, Executive Director  
WorkLink Workforce Development Board  
1376 Tiger Blvd., Suite 102  
Clemson, SC 29631

Late applications will not be considered regardless of the delivery method chosen by the proposer or offeror. Late applications will not be opened and will only be returned at the request and expense of the proposer or offeror.

#### **Number of Applications to be Submitted Under Seal, Etc.**

Each proposer or offeror is to submit an original and eight (8) typed copies of each application under seal. The original of each application should have an original signature and be clearly marked "**Original Copy**" on the outside of the binder. Each copy of the application should be bound in a single volume when practical. All documentation submitted with the applications should be bound in that single volume. Each copy should be three (3) hole punched.

The proposer or offeror is required to have typed or written on the envelope or wrapping containing the Applications the RFP number (17-WIOA-01), the RFP date (April 11, 2018), and the program and activity for which funding is being requested. Pages of Applications should be numbered.

An example of proper labeling of an Application is as follows:

**ABC, Inc.**  
**100 My Road**  
**My Town, SC 29670**  
**RFP #17-WIOA-01, April 11, 2018**  
**Youth Case Management**

Format for Application

Applications are to be prepared simply and in a manner designed to provide a straightforward presentation of the proposer's or offeror's capability and intention to satisfy the requirements of this Request for Proposal. Therefore, the proposer's application must follow the RFP format as closely as practicable. Failure to provide all the information requested by the Request for Proposal may result in the application being deemed Non-Responsive and thus eliminating it from funding consideration

Bidder's Conference

There will be a Question/Answer session for offerors on Friday, March 23, 2018 at 10:30 a.m. in the SC Works Clemson Large Conference Room at 1376 Tiger Blvd., Suite 102, Clemson, SC 29631. The purpose of the conference is to provide proposers or offerors an opportunity to present questions and/or request additional information relative to this Grant Application Request.

All questions and/or requests for additional information must be submitted in writing via letter, e-mail, or fax by 3:00 p.m. on Friday, March 16, 2018. This should allow staff ample time to do any necessary research and ensure that accurate information is provided at the conference. Forward questions to:

Trent Acker, Executive Director  
WorkLink Workforce Development Board  
1376 Tiger Blvd., Suite 102  
Clemson, SC 29631  
Telephone (864) 646-1458  
Relay Service dial 711 (TTY)  
Fax: (864) 646-2814  
E-mail: [tacker@worklinkweb.com](mailto:tacker@worklinkweb.com)

No questions or requests for additional information will be accepted after the conference is adjourned and no questions can be answered by telephone at any time during the response period.

If auxiliary aids and services are necessary for this conference, requests must be made to the WorkLink Workforce Development Board within a reasonable period of time prior to the conference.

It is not required that bidders attend the conference. Any questions received will be posted on the WorkLink website <http://www.worklinkweb.com/welcome/request-for-proposals/> within one week of the bidder's conference.

### Presentations

Any proposer or offeror may be requested to make an oral presentation of their Application to the WorkLink Workforce Development Board's Executive Committee or Youth Committee after the Application opening. Such presentations provide an opportunity for the proposer or offeror to clarify their application and to ensure mutual understanding. The Appalachian Council of Governments staff will schedule these presentations if required.

### Price Not Determinative

The WorkLink Workforce Development Board reserves that right to select such proposers or offerors which it deems appropriate and are not bound to accept any application based on price alone, further reserving the right to reject any and all applications if it is deemed to be in the Local Workforce Development Area's best interest.

### Appeal/Protest Policy

Proposers or offerors dissatisfied with the decisions regarding grant awards and/or other aspects of the procurement process may appeal to the WorkLink Workforce Development Board Executive Committee. A written appeal must be received within 15 days of the date of the letter notifying the proposers or offerors of the decision.

### No Request Proposal Reply

Any person or entity who receives release of notification of WorkLink RFP 17-WIOA-01, but elects not to submit an application, should send a "Letter of Non-Reply" to the WorkLink Workforce Development Board by the cited deadline for receipt of application 2:00 p.m. on Wednesday, April 11, 2018. Individuals or entities who do not reply with either an application or "Letter of Non-Reply" to the Contract/Grant Application Request will be removed from the Bidder's List, and must reapply in writing to again be placed on the Bidders' List. A "Letter of Non-Reply" should include a request to remain on the Bidder's List or your agency will be removed.

### Disclosure of Proposal Contents

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

## Responsiveness of Applications

1. Applications will be reviewed for responsiveness based on the criteria established in the Proposal Guidelines, Evaluation Criteria and Rating System.
2. Applications will be opened and the Preliminary Review for Responsiveness by the WorkLink Workforce Development Board staff by 5:00 PM, Wednesday, April 11, 2018 in the WorkLink Office.
3. Proposers or offerors will be notified regarding non-responsive applications and the proposer or offeror will be given until 2:00 PM, Friday, April 13, 2018 to make appropriate corrections to the application. Notification will be sent to the contact person listed on the Cover Letter.
4. Applications deemed non-responsive at the Preliminary Review for Responsiveness will receive a Final Review for Responsiveness by the WorkLink Workforce Development Board staff by 5:00 PM, Friday, April 13, 2018 in the WorkLink Office.

## Request for Proposal Response Package

For the proposers or offerors convenience, the Request for Proposal and its attachments are located on the website <http://www.worklinkweb.com/welcome/request-for-proposals/>. If the proposer or offeror chooses not to use these items, the general format and sequence of the response package must be followed. Serious variances may cause the application to be deemed non-responsive.

## Required Signature

The original application must be signed and dated by a representative of the entity authorized to commit to the provisions of the Request For Proposal. **Unsigned and undated applications will be rejected as being non-responsive.**

## Proposal Narrative Instructions

In order to provide a clear picture of the program design, program activities/services, anticipated outcomes, and the proposer's or offeror's capability of delivering the services, please address all of the following areas in order.

- A) Executive Summary**-A brief summary highlighting such details as the number to be served, planned outcomes and the basic program approach.
- B) Main Purpose of Program**-Similar to a mission statement and should also be a brief statement of what the program intends to accomplish.
- C) Goals/Objectives/Performance Outcomes**- Describe your recruitment process for the population to be served. At a minimum this should include the number to be served (from target groups if appropriate) and projected performance levels of performance.

**D) Target Group(s)**-If a specific group will be served by this project, identify the target group and number to be served.

**E) Staffing Plan**-Describe the range of activities to be performed by the WIOA funded employment and training program staff. A Job Title and Job Description must be provided for each WIOA-funded position included in the proposed project. If an employee in a particular position is to be partially funded by one WIOA project and partially funded by another WIOA project, a Job Title and Job Description is required for both positions. The identity by name, job title, and last four digits of the social security number is required for each employee expected to be funded with WIOA funds. If identification of applicable employees cannot be made at this time, it should be so stated and all other required information should be included in the proposal or offer.

It is requested that youth program staff have a bachelor's degree or an associate's degree with relevant experience in an area related to human resource, sociology, psychology, business or other human service related field. A master's degree is not a requirement. Staff will be required to complete and pass their Career Development Facilitation training within one (1) year of hire or assignment to a WIOA-funded contract. Youth program staff shall be assigned and requested to dedicate 100% of their time and focus to delivery of youth program services. Job descriptions and resumes are requested for each position, and only staff listed in the budget may be paid utilizing WIOA funds from this grant. **Staff funded with WIOA funds may only perform WIOA duties.**

For each existing staff person include in addition to education and experience information, all workshops, conferences, seminars, professional organizations, and/or other activities that staff has participated in during the past two years to stay abreast of current information, procedures, practices, regulations, technological, or programmatic operations.

For vacant staff positions, the proposer or offeror should attach a statement which addresses their commitment to hire qualified staff and insure that staff stays current and knowledgeable in all areas associated with their job responsibilities. Special technological and computer skills possessed by staff persons are important for the efficient utilization and maintenance of the client tracking system.

**F) Facilities**-Describe the location where the program will operate. Satellite training sites must be included when applicable. Is the facility capable of housing the program? Is it accessible and safe? Is the facility ADA Compliant? Describe how you will ensure that all communities within the tri-county area will have access to WIOA services, include successful past experiences.

**G) Partnerships**-Describe any partnerships that will be used in the project. Who is involved? What are the roles and responsibilities of each partner? Include

letters of support from the partners and any Memorandum of Agreements already in place. Describe how you will coordinate services and collaborate with the WIOA required partners and other added partners as appropriate.

**H) Description of the Proposer or Offeror**-What is the legal organizational name, the legal status, and the main purpose of the organization? How is the organization currently funded? Include the names and titles of the organizational management. Include an organizational chart showing lines of authority for the agency. If possible, include a financial statement and the last audit report. Also include the following:

- Size of organization
- Number of years in operation
- How this program will fit into your overall agency organization
- Qualifications of key staff (including resume)
- Internal structure including management and supervision to operate this program
- Internal monitoring process to ensure program quality, customer satisfaction, and contract compliance
- Staff development plan (including how plan was developed)
- Electronic infrastructure and information sharing capabilities that can be used for client services

**I) Experience**-Outline specific programs that the organization has operated during the past two years. Give program descriptions, funding sources, performance information **(If including WIOA Youth Performance, provide official/confirmed PY'14 and PY'15 WIOA Quarterly Report Summary - 4<sup>th</sup> Quarter (Rolling 4 Quarters) and/or Annual Report of Local Area Youth Performance Data),** and references. If the organization has not provided specific programs in the past two years outline programs with similar services. Include the following:

- Number of years for each population
- Coordinated activities with schools, faith-based and/or community organizations, and business/employers in operating those programs and your role within those partnerships
- Actual figures showing past experience and performance for each population in your proposal
- Reporting documents and special projects used in past experiences
- Performance for each population including WIOA eligibility barrier populations using:
  - Additional Required Youth Program Elements
- How you measured success including which measures were the most important indicators? Indicate your Return on Development by program.
- Locations where services were provided. Describe how those locations met the accessibility, security, environmental, literacy requirements of each population.

**J) Administrative Capacity**-Describe the process the organization uses to capture and report information on program participants. What monitoring and evaluation of program operations and staff are routinely carried out?

**K) Fiscal Capacity**-Describe the process the organization uses to capture and report fiscal information. What systems are in place to ensure fiscal accountability and appropriate expenditure of funds?

1. Describe your fiscal system and how it will ensure integrity in using these funds. Provide the most recent audit and cash management reports.
2. Describe how you plan to provide financially for the expansion needed to locate services in the three (3) counties of this region.
3. Describe your plan to implement services and the timeline you will follow if awarded the contract.

**L) Subcontracts**-Are there plans to subcontract with others for services or activities contained in the proposal? If so, describe the nature of those subcontracts, the subcontractor, the services and activities to be provided by the subcontractor and the planned cost.

**M) Program Description**-For each Activity proposed (i.e. Eligibility, Objective Assessment, Youth Case Management and Follow-up) describe the overall plan of service that will be made available for the population to be served. How will you make the public aware of WIOA Services for Youth? How will you recruit in-school and out-of-school youth? How will participants flow through the program?

Describe how the following activities will be provided. How will you address the emphasis on Career Pathways? Additionally, for the Youth Program how will the additional youth required elements be provided?

- Outreach/Recruitment/Orientation
- Eligibility Determination/Objective Assessment/ISS Plan
- Case Management
- Program Services
- Obtain Credential Attainment/Placement in Employment, Training, Education/Post-Secondary Education
- Follow-up (All youth must receive twelve (12) months of follow-up services).

Describe in detail what will your Case Management services include and how will you accomplish the goals of the program, in addition to achieving positive outcomes with the at-risk youth population? Also, include how much time Case Managers will spend weekly with each participant to meet the WIOA youth program requirements, WIOA regulations, guidelines, activities, and any/all additional responsibilities to accomplish positive participant outcomes and exceed or meet performance measures?

Describe in detail how you will provide work experience and hourly stipends for youth? How will you develop work sites? How will you match youth to appropriate work experience training opportunities? **Under the Workforce Innovation and Opportunity Act of 2014, this required youth element is a priority.**

Describe in detail how you will provide work readiness preparation and soft skills? Identify what curriculum or resources will be used to provide training to in-school and out-of school youth?

Describe in detail how the program operator will supervise/monitor all Case Management services being provided to the participant? Include any tools, resources, or internal controls you may utilize.

Describe how you will ensure customer satisfaction through the continuous improvement of your program operations including who will be responsible for collecting customer feedback, and reviewing and utilizing the results.

Describe in detail how you will link, coordinate, and/or collaborate with other programs and services. How will you utilize your community and business ties to benefit youth?

Describe how you will ensure participant confidentiality and privacy.

#### **Additional Required Youth Program Elements**

Proposers or offerors must demonstrate how all WIOA required youth program elements will be made available to in/out-of-school youth. The proposal must clearly indicate who will provide each of the additional required youth program elements.



## **Proposal Budget and Program Planning Instructions**

### **Instructions for Completing Budget Forms**

The **Budget Summary** is a summary of allowable cost objectives or categories by line item.

The **Staff Salaries, Fringe Benefit and Indirect Cost Worksheet** and the **Cost and Price Analysis Worksheet** present a detailed cost and price analysis of the individual allowable cost by line item and cost objectives/categories as contained in the Budget Summary. The user of these forms should notice that the Budget Summary and the Cost and Price Analysis Worksheets are laid out in unison. With that point in mind, the Staff Salaries, Fringe Benefit and Indirect Cost Worksheet and the Cost and Price Analysis Worksheet should be completed first. The total of each appropriate line item should then be transferred to the corresponding line item on the Budget Summary. The worksheets are set up with formulas so that by filling in the yellow shaded cells, the lavender shaded cells should automatically fill in. The totals are set to fill in the Budget Summary page. If an error is detected in the worksheet formulas, please contact WorkLink to report the problem.

The proposer or offeror should fill-in appropriate lines of the Cost and Price Analysis Worksheets based on its projected personnel and non-personnel cost of operating its proposed WIOA project. One primary purpose of the Cost and Price Analysis Worksheets is to determine the proposer's or offeror's projected cost and price in operating such WIOA project; therefore, it is imperative that each applicable line and/or blank be filled in completely. Where necessary, additional information must be attached as exhibit(s) to the extent that the basis for all cost is clearly and fully identified. All pages of the Cost and Price Analysis Worksheets should be completed and attached (including blank pages) to the Budget Summary.

The **Client Flow** form is a projection of the number of the participants to be enrolled and served throughout the year. Care should be taken in completing this form. It is not anticipated that the same numbers of participants will be enrolled each month.

## **EVALUATION CRITERIA AND RATING SYSTEM**

### **Evaluation Panel Briefing**

The Chairperson of the Workforce Development Board (WDB) and/or Youth Committee Chair, or his/her designee, will address each of the following areas with the review panel before the evaluation process begins.

1. Conflict of Interest – Does any member of the panel have a conflict of interest by sitting on the evaluation panel? The following are examples of conflicts of interest: (1) Part ownership in company; (2) Family member works for or has part ownership in company; and/or (3) any other reason a member of the evaluation panel cannot give an impartial decision.
2. Independent Evaluation – Each member of the evaluation panel must score each and every proposal independently. Members may not confer with each other in determining a score and no two proposals can be compared to each other for the purposes of determining scores.
3. Rating Structure – The evaluation points for each award criteria will be assigned before the evaluation process begins.
4. Documentation of Scoring – Each member of the evaluation panel must support their reasoning with appropriate documentation and explanation.
5. Oral Presentation – The panel may feel that an oral presentation is necessary to reach a final decision
6. Protest Hearing – All decisions by the panel are subject to protest. Each member and/or the whole panel may be called upon to explain or defend each rating.
7. Confidentiality – Anything discussed during the whole evaluation process is to be considered confidential.

## EVALUATION CRITERIA

The criteria that will be used to evaluate proposers or offerors are listed below along with their point values. An application must receive an aggregate score of 70 from the Review Panel in order to be considered for funding.

	WEIGHT
A. Program Design Considerations	25
1. Are the target groups clearly identified and does the proposer or offeror have the ability to reach these groups? Does the proposer or offeror identify outreach and/or recruitment strategies? (Target Groups)	
2. Are the facilities described adequate to serve the number of participants proposed? Are the facilities accessible and safe? Do the facilities comply with Americans with Disabilities Act requirements? (Facilities)	
3. Does the proposer or offeror describe the partners that will be used? Are the roles clearly defined? Are letters of support from the partners included? (Partnerships)	
4. If the proposer or offeror is subcontracting, are the agreements fully described? (Subcontracts)	
5. Does the agency have the capability to provide or arrange, through coordination with SC Works Centers and other community organization/businesses, appropriate supportive services or financial assistance as specified in accordance with the participants service strategy? (Program Description)	
6. Does the proposer or offeror have the capability to provide services beyond standard case management (i.e., assessment, employability skills, etc.) Does the proposer or offeror indicate its plan for monitoring participant progress? (Program Description)	
7. Does the proposer or offeror have relevant program experience from the last two years included in the description?	
8. Does the proposer or offeror present an acceptable plan for job development which demonstrates the ability to place skilled workers with employers seeking a skilled workforce? (Program Description)	
B. Proposer or Offeror Qualifications	25
1. Does the proposer or offeror have the organizational Structure to properly administer the program proposed? (Description of Proposer or Offeror)	
2. Does the proposer or offeror have the background and experience in providing training services to citizens of the local community? Does the proposer or offeror include a current organization chart and job descriptions for all budgeted staff? (Experience)	
3. Does the proposed staff have the appropriate education and/or experience to provide the services outlined? Has staff participated in	

workshops, conferences, seminars, professional organizations and/or other activities to stay current? For vacant positions, is the required educational and experience of applicants sufficient to enable the proposer or offeror to meet the goals of case management? (Staffing Plan)

C. Proposed Performance

20

1. Has the proposer or offeror clearly outlined the goals and objectives of the program? Has the proposer or offeror proposed outcomes which are acceptable?
2. Does the proposer or offeror have successful experience in providing intensive services to the eligible population?
3. Does the proposer or offeror have relevant program data provided from the last two years?
4. For proposer or offeror who have been awarded previous contracts/grants with the Workforce Development Board, do the results of the proposer or offeror most recent grant(s)/contracts(s) demonstrate successful performance? (If including WIOA Youth Performance, provide official/confirmed PY'14 and PY'15 WIOA Quarterly Report Summary - 4<sup>th</sup> Quarter (Rolling 4 Quarters) and/or Annual Report of Local Area Youth Performance Data) Has the proposer or offeror demonstrated successful service strategies, counseling, and case managing techniques as demonstrated by successful placement, monitoring, and customer satisfaction? Did the most recent monitoring of the South Carolina Department of Employment and Workforce and/or Local Workforce Development Area require correction of the proposer or offeror? If yes, has improvement been realized in the area(s) identified and/or was the plan of correction acceptable?

D. Fiscal Responsibility

10

1. Has the proposer or offeror demonstrated ability to safeguard federal funds? Does the proposer or offeror have the ability to repay disallowed costs if such disallowances are made in the monitoring or audit of the contract/grant? Does the availability of this source and the amount available provide security the Workforce Development Board needs to contract with the entity?
2. Does the proposer or offeror have a history which is not characterized by fraud or criminal activity of a significant nature? Does the proposer or offeror have a history which is not characterized by administrative deficiencies and/or disallowed costs? Does the proposer or offeror have a history which is not characterized by failure to comply with audit, monitoring, or reporting requirements that has been ongoing for two or more consecutive years?

E. Budget 10

1. Are costs reasonable in terms of the activities to be provided and the performance outcomes to be achieved?
2. Was the budget detailed and accompanied by a budget narrative?

F. General Responsiveness 10

1. Does the application demonstrate an understanding of information requested and conform to the requirements of the Request for Proposal?
2. Is the response complete with the items requested?
3. Is there internal consistency of data presented?
4. Is the abstract clear and concise?

## **RESOURCES**

### **Workforce Innovation and Opportunity Act of 2014**

It will be the responsibility of the proposers or offerors to have a working knowledge of the WIOA Act of 2014 Rules and Regulations and Training and Employment Guidance Letters (TEGL). The U.S. Department of Labor (DOL) has a website for the latest on WIOA ACT of 2014 Regulations:

[www.doleta.gov/WIOA](http://www.doleta.gov/WIOA)

[https://www.scworks.org/media/WIOA/WIOA\\_DOL\\_Final\\_Rule\\_in\\_Federal\\_Register.pdf](https://www.scworks.org/media/WIOA/WIOA_DOL_Final_Rule_in_Federal_Register.pdf)

[https://wdr.doleta.gov/directives/All\\_WIOA\\_Related\\_Advisories.cfm](https://wdr.doleta.gov/directives/All_WIOA_Related_Advisories.cfm)

### **Demographics and Labor Market Information**

It is recommended proposers or offerors research and review demographic and labor market information of the Local Workforce Development Area for the Counties of Anderson, Oconee, and Pickens in South Carolina.

<https://jobs.scworks.org/vosnet/lmi/default.aspx?pu=1&plang=E>

**Disclaimer:** WorkLink Workforce Development Board may request modification of program design or the delivery of services due to WIOA Rules and Regulations, changes in Terms and Conditions, Training and Employment Guidance Letters (TEGL), Code of Federal Regulations (CFR), Policies, Procedures, etc. Should a request for a change occur, bidding organizations or service providers must allow for any changes to be made to the program design, delivery services, or any other area identified by legislation, DOL or State guidance, and/or Local Workforce Development Board/Youth Committee direction. Staff of Administrative Entity will assist bidding organizations or service providers in the redesign to ensure consistency and compliance with WIOA regulations and requirements, DOL, State, LWDB, and Youth Committee /Committee policy.

**On December 26, 2014, Department of Labor announced that the OMB Circulars has been revised. A-133, A87, and A-122 were combined into one OMB circular. All WIA and WIOA funding will be subject to the new OMB circular 2 CFR 200. The successful bidder will need to be familiar with the new OMB circulars, and should reference TEGL 15-14, "Implementation of the New Uniform Guidance Regulations," for further information.**

## **ATTACHMENTS**

- WIOA Terms and Conditions Part III
- WorkLink Local Addendum to WIOA Terms and Conditions Part III
- Application Signature Sheet
- Budget Forms
- Proposal Checklist
- Proposal Rating Sheet