



**Request for Proposal  
#18-WIOA-03**

**OneStop Operator**

**Funded by:  
Title I of the Workforce Innovation and Opportunity Act of 2014**

**Program Year 2019  
(July 1, 2019 – June 30, 2020 with extension options)**

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## **PART 1: INTRODUCTION**

### **A. Purpose**

The WorkLink Workforce Development Board (hereafter “WorkLink,” “WorkLink WDB,” and “WDB”), serving Anderson, Oconee, and Pickens Counties, is seeking proposals from organizations to operate and manage the SC Works Centers, authorized and funded under the Workforce Innovation and Opportunity Act (hereafter “WIOA”) of 2014. Funding for this Request for Proposals (RFP) and any grant(s) awarded to successful bidders is subject to federal allocation amounts awarded to the local area. **Any significant changes made to this request for proposals will be posted to the following website:** <http://www.worklinkweb.com/welcome/request-for-proposals/>.

Workforce development minded organizations with or without previous experience as a service provider with WorkLink are encouraged to submit proposals; however, only proposals from organizations that can demonstrate that they have the ability to provide workforce development services within the WorkLink region will be accepted.

### **B. Disclaimer**

President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law on July 22, 2014. WIOA 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. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

All proposed services under this RFP must be delivered in accordance with WIOA rules and regulations, guidance from US Department of Labor (hereafter “DOL”), the State of South Carolina (hereafter “the State”), and policies set forth by the WorkLink WDB. This request for proposals, any bids submitted by bidders to this request, and any final grants negotiated with the successful bidder(s) as a result of this proposal is subject to final laws and regulations. Successful bidders must be willing to change their services and/or service delivery model at any time in order to come into compliance with those laws and regulations.

### **C. Contact Information**

The sole point of contact for information on this program is:

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During the proposal and evaluation process, the individual identified above is the sole contact point for any inquiries or information relating to this RFP. Only if authorized by WorkLink’s contact may another staff member, board member, or elected official provide information. *Any violation of this procedure may be grounds for disqualification of the Bidder.*

## **PART 2: BACKGROUND INFORMATION**

### **A. Governing Authority**

The WorkLink WDB was formed as a result of the Workforce Innovation and Opportunity Act (WIOA) of 2014. The County Council local elected officials (LEOs) and the WorkLink WDB work in partnership to set policy for the region and all eligible WIOA participants. The WorkLink WDB is appointed by the LEOs to serve as an oversight and policy-making body for federally-funded employment and training programs and workforce development services in Anderson, Oconee, and Pickens Counties of South Carolina. The WorkLink WDB is currently a 25-member board comprised of business leaders and representatives from education, economic development, social services, rehabilitative agencies, labor, and other community entities. The WDB currently has a staff of five (5) individuals that carry out the business of the Board including oversight and monitoring of the contracts awarded to outside entities.

**For more information about WorkLink WDB, visit: [www.worklinkweb.com](http://www.worklinkweb.com).**

1. **Mission and Vision** - WorkLink has adopted the following:
  - **Vision Statement** - To have a fully employed, skilled workforce.
  - **Mission Statement** – To develop the link between employers and the workforce.
  - **Core Purpose** - To improve the workforce and the quality of life in the tri-county region and to be the vehicle for workforce development in the tri-county region.
2. **Strategic Planning** (Attachment I “WorkLink 2015 Strategic Plan”) – The WorkLink WDB has adopted a five-year strategic plan, finalized in July 2015. Out of this plan came the WDB’s four main goals:
  - Improve the skill level of the workforce to meet the demands of business and industry.
  - Increase employer engagement in WDB and WDB Activities.
  - Build upon existing partnerships and collaborations between workforce system service providers to better integrate the workforce development system.
  - Increase and improve outreach to inform and promote the SC Works Centers services and activities pertaining to workforce development.

### **3. Board’s Roles and Responsibilities**

The Board is responsible for the workforce development system throughout the tri-county area. This system must serve the needs of employers, job and training seekers, adults, welfare recipients transitioning to employment, and other priority populations. The system must provide reliable and valid information so customers can make informed decisions about training and employment; connect customers to other service providers in the system and the community; help customers access diverse funding sources for training; and provide quality job matching services for the job seekers and employers.

More information about the responsibilities of the Local Workforce Development Board may be found at the following links:

- *Leadership and Governance Fact Sheet*  
[https://doleta.gov/wioa/Docs/WIOA\\_GovernLeadership\\_FactSheet.pdf](https://doleta.gov/wioa/Docs/WIOA_GovernLeadership_FactSheet.pdf)
- *Local Board Responsibilities*  
<https://ion.workforcegps.org/resources/2017/03/17/13/42/Understanding-Board-Requirements>

#### **4. Administrative Entity**

The South Carolina Appalachian Council of Governments (ACOG) is WorkLink's Administrative Entity and Fiscal Agent. All grants and contracts are entered into with the ACOG on behalf of the WorkLink WDB. If any changes occur with WorkLink's administrative entity, a new contract will be executed with the service provider for the remaining timeframe outlined in this proposal.

#### **5. Local Considerations**

From time to time, WorkLink will pursue grants that it believes supports the mission and the vision of the WDB. In these instances, the successful bidder may be asked to collaborate with these grants as needed and as allowable by WIOA rules and regulations.

WorkLink WDB transitioned its service delivery model in August 2013, and does not foresee any further changes to our service delivery model at this time. In the event that new SC Works Center locations are formed, the successful bidder must be willing to work with the WDB to arrange for additional service points and/or re-location of service points so that services to the community will not lapse.

#### **6. State Considerations**

The Trade Adjustment Act administered by SC Department of Employment and Workforce is a partner in the SC Works System. Requirements regarding services available and co-enrollment with WIOA change from time to time. All successful bidders will be required to follow DOL, State, and local guidance regarding co-enrollment of Trade eligible participants. Please note that there is a possibility that Trade participants may be required to co-enroll into WIOA programs. The successful bidder will be required to comply if this mandate occurs.

#### **7. Federal Considerations**

On December 26, 2014, Department of Labor announced that the OMB Circulars had been revised. A-133, A-87, and A-122 were combined into one OMB circular. All 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 circular, and should reference TEGL 15-14, "Implementation of the New Uniform Guidance Regulations," for further information.

**Veterans Priority of Service** - Enacted on November 7, 2002, the Jobs for Veterans Act of 2002 (Public Law 107-288) has the overall objective of "revising and improving employment, training, and placement services furnished to veterans." One provision of the Act requires workforce development programs funded in whole or in part by the U.S. Department of Labor to provide priority of service to veterans and, under certain circumstances, spouses of veterans. The Workforce Innovation and Opportunity Act of 2014 and Wagner-Peyser (among other program partners) are subject to this law.

#### **B. Workforce Landscape**

For labor market information for the WorkLink area, please visit the Labor Market Info section of the SC Works Online Services website: <https://jobs.scworks.org/vosnet/Default.aspx>. The local area of WorkLink consists of Anderson, Oconee, and Pickens Counties of South Carolina.

**PART 3: WORKFORCE INNOVATION AND OPPORTUNITY ACT AT-A-GLANCE**

**A. WIOA Guiding Principles**

The Workforce Innovation and Opportunity Act (WIOA) is based on several guiding principles to be adopted by state and local workforce development systems:

- (1) Increase access to education, training, and employment—particularly for people with barriers to employment.
- (2) Create comprehensive, high-quality workforce development system by aligning workforce investment, education, and economic development.
- (3) Improve the quality and labor market relevance of workforce investment, education, and economic development efforts.
- (4) Promote improvement in the structure of and delivery of services.
- (5) Increase the prosperity of workers and employers.
- (6) Improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the nation.

**B. An Overview of the SC Works System**

The SC Works Center (also known as a One-Stop) system brings together a wide variety of Federal, State, and local program partners, integrates the provision of their services and provides a full-range of help to job seekers and employers, all under one roof.

Services are driven by business and focus on customer choice. There are two types of SC Works Centers: comprehensive and satellite. Comprehensive SC Works Centers provide access to all the services described above either on-site or through referral. Satellite SC Works Centers have some, but not all of the services available. Access Points are unmanned kiosk computer terminals made available throughout the community for job seekers.

The WorkLink Region has designated SC Works Centers currently located at:

Comprehensive Center	SC Works Clemson at East Park 1376 Tiger Blvd. Suite 102 Clemson, SC 29631 Hours: 8:30 – 5:00 M thru F Phone: (864) 643-0071 (TTY 711)
Satellites	SC Works Anderson Anderson County QuickJobs Development Center Across from the Tri-County Technical College Anderson Campus 512 Michelin Blvd Anderson, SC 29625 Hours: 8:30 – 5:00 M thru F (864) 260-6780 (TTY 711)
	SC Works Easley Pickens County QuickJobs Development Center Next to the Tri-County Technical College Easley Campus 1774 Powdersville Rd. Easley, SC 29642 Hours: 8:30 – 5:00 M thru Tu Phone: (864) 220-8990 (TTY 711)

	SC Works Seneca Oconee County QuickJobs Development Center Next to the Hamilton Career Center 104 Vocational Drive, Seneca, SC 29672 Hours: 8:30 – 5:00 M thru F Phone: (864) 646-1741 (TTY 711)
Access Points	Anderson Interfaith Ministries United Ways of Anderson County, Pickens County, and Oconee County Anderson, Oconee, and Pickens County Library Systems The Dream Center of Pickens SHARE

Other locations (comprehensive, satellites, or access points sites) may be determined and/or approved by the Board. The selected bidder will be notified of any changes. The selected bidder may also lead initiatives on new access points in the community.

**C. Title I-B WIOA Adult & Dislocated Worker Services**

The Adult and Dislocated Worker Programs, under Title I-B of the Workforce Innovation and Opportunity Act of 2014, are designed to provide quality employment and training services to assist eligible individuals in finding and qualifying for meaningful employment and to help employers find the skilled workers they need to compete and succeed in business.

**1. Services**

Career and training services are provided through the SC Works Centers.

**Career Services** are described as:

- Eligibility Determination for funding and services
- Outreach, intake (includes Unemployment Insurance (UI) Worker Profiling), and orientation to the information and other services available through the one-stop delivery system
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
- Job search and placement assistance and, in appropriate cases, career counseling, including—
  - Information on in-demand industry sectors and occupations, and nontraditional employment;
  - Appropriate recruitment and other business services on behalf of employers;
- Referrals to and coordination of activities with partner programs and services;
- Workforce and labor market employment statistics information, which includes job vacancy listings; job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements, and opportunities for advancement within those career pathways; and
- Performance information and program cost information on eligible providers of training;
- Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures;
- Information, in formats that are usable by and understandable to one-stop center customers, relating to the availability of supportive services or assistance, provided by partners;
- Referrals to supportive services or other needed assistance;

- Information and assistance regarding filing claims for unemployment compensation;
- Information and assistance regarding establishing eligibility for financial aid assistance for training and education programs;
- Other services needed in order for an individual to obtain or retain employment, that consist of—
  - Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
  - Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
  - Group counseling;
  - Individual counseling;
  - Career planning;
  - Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
  - Internships and work experiences that are linked to careers;
  - Workforce preparation activities;
  - Financial literacy services;
  - Out-of-area job search assistance and relocation assistance; or
  - English language acquisition and integrated education and training programs; and
  - Follow-up services, including counseling regarding the workplace, for participants in Workforce Innovation and Opportunity Activities authorized under this subtitle that are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

**Training Services** are described as:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training;
- Incumbent worker training (as authorized by the local Board and the SWDB);
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs;
- Job readiness training provided in combination with services outlined in 1 through 8 of this section;
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described in any of bullets 1 through 7; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

All those that receive training services must be determined eligible for WIOA funding.

**2. Additional Services**

"Supportive" services such as transportation, childcare, dependent-care, housing and needs-related payments are provided under certain circumstances to allow an individual to participate in the program.

"Rapid Response" services at the employment site for employers and workers who are expected to lose their jobs as a result of company closings and mass layoffs.

Individuals whose layoff was created or affected by international trade may access information and services under the Trade Act programs.

**3. Performance Measures**

WIOA funding is in part based on achieving performance measures regarding employment and training. The grant recipient will be responsible for the follow-up and performance measures data for WIOA measures and should be prepared to track the data internally in order to ensure that performance measures will be met. WIOA performance measures are as follows:

- **Employment** - To increase employment, as measured by entry into unsubsidized employment (2<sup>nd</sup> quarter after exit);
- **Employment Retention** - To increase retention in unsubsidized employment six months after entry into employment (4<sup>th</sup> quarter after exit); and
- **Median Earnings** - To increase earnings received in unsubsidized employment (median of 2<sup>nd</sup> quarter wages after exit).
- **Credential Rate** – To increase credentials or diplomas obtained during or immediately after program exit. *Defined as:* Percentage of participants who obtain a recognized post-secondary credential or diploma during participation or within 1 year after program exit.
- **In-Program Skills Gain** – To increase the skills obtained through education leading to a credential or employment during the program year. *Defined as:* Percentage of participants in education leading to credential or employment during program year, achieving measurable gains. Measured in real-time.
- **Employer Services** – To indicate effectiveness in serving employers.

**4. WorkLink LWDA PY2018 & PY2019 Performance Goals**

Below are the performance measures for WorkLink for PY18 and PY19. Each local workforce board is responsible for negotiating these measures with the State. The performance measures listed below are provided as information and as a baseline for the purpose of this request for proposals.

<b>PY19</b>	<b>Adult</b>	<b>Dislocated Worker</b>
Employment 2 <sup>nd</sup> Qtr after Exit	76.8	80.1
Employment 4 <sup>th</sup> Qtr after Exit	73.0	76.0
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$5,301	\$6,500
Credential Attainment within 4 Qtrs after Exit	51.9	48.6
Measurable Skills Gains	Pending	Pending

\*These levels are subject to change each program year.

The WorkLink Workforce Development Board requires that the selected bidder maintain a minimum overall “Satisfactory” customer service satisfaction rating from job seekers and employers.

- 5. Definition of Terms** – For definitions for any terms under this RFP, reference Section 1(b)3 of the Workforce and Innovation Opportunity Act of 2014. Further clarification can be requested as part of the Technical RFP Questions answered at the Bidder’s Conference.

#### **PART 4: SCOPE OF SERVICES AND OPERATIONS**

The Scope of Services required for the SC Works Systems Operator will include, but are not limited to:

##### **A. SC Works Operator Role**

The scope of operations involves the delivery of the full array of Workforce Innovation and Opportunity Act (WIOA) services, including WIOA mandated and non-mandated partner organizations, to all interested job seekers and employers in the comprehensive SC Works Center, affiliated SC Works satellite sites, and Access Points as identified in the Memorandum of Understanding with Anderson, Oconee, and Pickens County agreed upon by our local elected officials.

Under this RFP:

- The SC Works Operator shall insure that employers have appropriate access to facilities and receive the highest level of service when engaged with the SC Works Centers.
- The Operator shall insure access to the labor market data, information and analysis, job search access, placement, recruitment, and other labor exchange services authorized by Wagner-Peyser. Wagner-Peyser services are mandated to co-locate within the SC Works Centers.
- The Operator shall provide information and access to programs and activities carried out by SC Works partners as described in the Memorandum of Understanding between the local WDB and the local elected officials.
- The Operator shall insure that SC Works partners, on an ongoing basis, deliver quality and timely career services in the SC Works Centers.
- The Operator shall insure customer access to information regarding training services offered in the WorkLink region.
- The Operator shall insure that all Center locations (including Satellites, Access Points, and SC Works On-the-Go Services sites), services, and outreach materials are accurate, ADA and EO compliant.
- The Operator shall serve as the face of the SC Works Centers (and the collaboration of all partners) in the community, attending and presenting information to organizations and businesses about SC Works and its offerings.
- The Operator shall serve as an “event manager” for workforce development activities planned in the WorkLink community, assessing the events for appropriate partner representation, and coordinating coverage of those community events with identified partners.

*For more information about the role of the Operator, please reference US Department of Labor’s Training and Employment Guidance Letter 16-16, “One-Stop Operations Guidance for the American Job Center Network.”*

**1. WorkLink WDB Strategic Plan**

The SC Works Operator supports the WorkLink WDB in achieving strategic plan goals and action items set forth by the WorkLink WDB.

**2. One Stop Certification**

The SC Works Operator shall achieve the major work components and standards necessary to acquire and maintain One Stop Certification Standards. These standards are:

- One Stop Management Standards
- Systems Standards for Employer Services
- System Standards for Job Seeker Services

Under this component, the Operator is responsible for coordinating with the WorkLink WDB to ensure system-wide standards are achieved, and utilize continuous quality improvement assessment tools to document positive change and to systemize standards and their usage across the system. (For more information about the One Stop Certification Standards, see State Instruction Letter 16-09. <https://www.scworks.org/docs2.asp>)

**3. Oversight of the SC Works System**

The Operator will coordinate, facilitate, promote, design, and expedite services for the WorkLink WDB's designated SC Works Centers. The Operator will work in close partnership with the WorkLink WDB staff and partners to provide guidance and leadership to the SC Works system to achieve the following outcomes:

- Represent the SC Works Centers (and the collaboration of all partners) in the community, attending and presenting information to organizations and businesses about SC Works and its offerings;
- Manage workforce development activities planned in the WorkLink community, assessing the events for appropriate partner representation, and coordinating coverage of those community events with identified partners;
- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families;
- Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
- Participate in rigorous evaluations that support continuous improvement of SC Works Centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

**4. Partner Coordination** (see Attachment II – Memorandum of Understanding)

The SC Works Operator selected through this procurement will coordinate an integrated system of SC Works services offered by the required and additional SC Works Partners. The selected Operator will incorporate into the

system of partners, workforce development agencies, economic development offices, businesses, and community agencies that will seek to meet the needs of both employers and job seekers in the WorkLink region.

Required Partners (\*denotes core partners) as authorized by WIOA include:

- WIOA Adult Program\*
- WIOA Dislocated Worker Program\*
- WIOA Youth Program\*
- Wagner-Peyser Employment Services\*
- Adult Education\*
- Vocational Rehabilitation\*
- Career and Technical Education (Perkins Act)
- Community service Block Grant
- Indian and Native American Programs
- HUD Employment and Training Programs
- Job Corps
- Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program
- National Farmworker Jobs Program
- Senior Community Service Employment Program
- TANF (unless otherwise waived by Governor)
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- Youth Build

Additional SC Works Partners are organizations who voluntarily involve their services in the SC Works System.

Potential Partners listed in the Act include:

- Social Security Employment and training programs, e.g. Ticket to Work
- Supplemental Nutrition Assistance Program (SNAP)
- Vocational Rehabilitation Client Assistance Program
- National and Community Service Act programs
- Other federal, state, or local employment, education, or training programs, including those provided by libraries
- Additional potential Partners may be included in the Memorandum of Understanding.

Quarterly partner meetings will be held to encourage communication among partners, to leverage resources, to discuss effectiveness of the SC Works Centers, and to create strategies to more effectively serve the customer. The Operator will manage the dispute resolution process on behalf of all partner programs in the SC Works Centers, ensuring all partners are treated equitably, and not showing favoritism.

*Partner Requirements:*

The SC Works Operator will assist the WorkLink WDB in setting the Center budget and negotiating Individual Funding Agreements (IFAs) with partners. The SC Works Operator will collaborate with WDB staff to finalize the MOU for the local elected officials and the cost allocation plan with partners each year.

Partners are expected to make a commitment to support the following:

- A strong entrepreneurial approach designed to serve the customer, simplifying governmental systems;
- Sharing in the cost of Center operations;
- Bringing funded or in-kind resources if appropriate;
- Providing staff to be supervised (functionally) by the managing entity, or providing a state-of-the-art electronic linkage in lieu of a staff presence;
- Participating in outreach and recruitment efforts for mutual customers;
- Actively participating in the governance of the Center; and
- Supporting the Center's mission, goals and business plan

The SC Works Operator, working collaboratively with the SC Works Partners and WorkLink WDB, will drive the formation of an integrated, innovative SC Works System.

## 5. SC Works Center Management

The Operator will provide functional management and oversight of the partnership of agencies that comprise the SC Works Center system. The Operator is responsible for implementing and managing the SC Works system under policies and guidelines established by the WorkLink WDB, the State Workforce Development Board, the offices of SCDEW, and the Federal government. For more information on Functional Supervision, see State Instruction Letter 11-11. (<https://www.scworks.org/docs2.asp>)

The Operator:

- Ensures timely communication of partner and employer information to all SC Works Center staff.
- Facilitates integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the SC Works system.
- Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.
- Organizes and integrates SC Works system services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts.
  - Functional alignment includes having SC Works Center staff that perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams).
  - Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope, and requirements of each program.
  - Integrated SC Works Centers also ensure that:
    - Center staff are trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirements of each of the partner programs.
    - Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. This allows staff from differing programs to understand other partner programs'

services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.

- Center staff is routinely trained so they are keenly aware as to how their particular work function supports and contributes to the overall vision of the WorkLink WDB, as well as within the SC Works Center network. This enhances their ability to ensure that a direct linkage to partner programs is seamlessly integrated within the center.

## **6. Employer Service Coordination**

In conjunction with local SC DEW Wagner-Peyser staff and WorkLink WDB, the Operator will coordinate services, and develop strategies to improve and increase services to employers based on best practices, including but not limited to:

- Providing quality services to businesses.
- Identifying and integrating business services best practices into SC Works.
- Coordinating events based on local labor market needs and job seeker assessments.
- Participating in statewide planning activities related to business services.
- Coordinating and supporting partner's business service efforts as it relates to the SC Works Center.

## **7. Services To Be Provided To Employers**

WorkLink SC Works Centers will offer a broad range of integrated services that are provided free-of-charge to all employers to support economic and workforce development efforts. The Operator will be responsible for coordinating the following employer services in conjunction with DEW Wagner-Peyser staff:

- Interview facilities at the Site;
- Access to labor market and related information through SC Works Online System (SCWOS);
- State and/or federally generated information on ADA;
- Information regarding workplace accommodations for persons with disabilities;
- Information and referral to business start-up, retention and expansion services;
- Information and referral to sources for developing customized training programs;
- Information on career preparation activities and career pathways;
- Information on Trade Adjustment Act (TAA) and certification;
- Information about incentives such as OJT programs, based on worker eligibility;
- State and/or federally generated information on tax credits for new hires;
- State and/or federal program information on Federal bonding;
- Access to information and services through the Center and online;
- Access to media to address the employment and training needs of businesses;
- Avenues to place job openings as well as access to SC Works.org; and
- Other services as appropriate.

All SC Works sites will work with the SC Works Operator to ensure that the preceding employer services are offered through the network of WorkLink SC Works Centers. Each SC Works Center employee (regardless of funding) will represent the SC Works System.

Additional comprehensive and higher level services to employers and businesses shall be provided by the Comprehensive SC Works Center. These services shall include:

- Referrals of well-qualified SC Works customers including all served populations;

- Staff-assisted employee pre-screening;
- Basic job matching of résumés and applications;
- Preliminary basic skills and other assessments;
- Industry specific job fairs;
- Positive recruitments;
- Relevant business seminars and information sessions;
- Job developer referrals and workshops; and
- Other WDB approved business services.

The Comprehensive SC Works Center may offer customized and innovative Business Services, which may be offered for a fee. Services that may be offered include:

- Employee background checks;
- Applicant pre-interview services;
- Screening, drug testing;
- In-depth assessment and testing of potential candidates;
- Locate and procure sites for the interviewing process;
- Business-specific job fairs; and
- Outreach and marketing services to small businesses and entrepreneurs

The WorkLink WDB must approve all fee-based services. All revenue generated from fee-based services must be handled in accordance with the Workforce Innovation and Opportunity Act. The Operator may not charge for services already funded by the Workforce Innovation and Opportunity Act.

The Operator will work with the Business Service lead for the WorkLink region to develop a systematic, equitable approach in determining (based on need) what level of services each business will receive from the SC Works Center. This methodology must be approved by the WorkLink WDB prior to implementation.

The Operator will work with the Business Services team in order to achieve employer satisfaction performance measures set forth by DOL.

#### *Rapid Response Services*

Rapid Response Services, as mandated by DOL, are services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the State. The Department of Employment and Workforce operates the Trade Adjustment Assistance program and coordinates the Rapid Response teams across the State of South Carolina. The Operator will be expected to participate as necessary in these outreach teams.

The Comprehensive SC Works Center shall provide the following Rapid Response Services to employees of businesses issuing WARN notices, in conjunction with the Department of Employment and Workforce and the local Economic Development offices in the WorkLink region. Services shall include:

- Developing a plan for averting layoff(s) with the affected business and/or in consultation with State or local economic development agencies, including private sector economic development entities;
- Reviewing affected workers' assistance needs;

- Coordinating and conducting Rapid Response workshop presentations to assist with career transition, job search tools and skills, résumé preparation, and interviewing techniques;
- Assessing re-employment prospects for workers in the local community;
- Providing information on available resources to meet the short and long-term needs of affected workers;
- Establishing a process of referring affected employees to the SC Works System;
- Developing recruitment/job development activities including job fairs, positive recruitments, job lead development, and general recruitment notifications;
- Providing Rapid Response Information Packets with appropriate information relating to potential dislocations, available adjustment assistance, and the effectiveness of Rapid Response strategies; and when appropriate, including information on TAA program and the North American Free Trade (NAFTA) – TAA program; and

## **8. Services To Be Provided To Job Seekers**

It is expected that a minimum standard set forth by One-Stop Certification Standards be met regarding the ability to provide career services and activities to all job seekers.

### *a. Accessibility*

The Selected Operator will meet all requirements regarding compliance with State and Federal disability laws and procedures for ensuring universally accessible physical and program environments for all customers. It is required that providers complete and adhere to the standards and expectations set forth in the national Equal Opportunity Self-Assessment Guides and checklists. The sites are monitored annually for compliance. Selected providers' staff may be required to attend training in program access for customers with disabilities and access to employment programs and services for the disabled. Successful bidders are responsible for bringing SC Works Center into compliance with ADA laws and ensuring ongoing standards are maintained in relation to accessibility.

### *b. Hours of Operation*

Regular hours of operation for the Comprehensive SC Works Center are Monday through Friday from 8:30am to 5:00pm. Hours vary by location for Satellites and Access Points. SC Works Centers will be closed on applicable State and Federal holidays. Center hours may be adjusted at the Board's discretion. In the event that services are required during non-mandated Center hours, the selected Operator will coordinate with partners and program staff to offer necessary services during those times.

### *c. Resource Room*

The Operator will ensure career and training services are available in the SC Works Centers. All WorkLink SC Works Centers shall host resource rooms for use by job seekers. Therefore, each SC Works Center site must have a self-serve resource area or "resource room" that offers the following services to customers:

- Labor exchange tools
- Computer applications software
- Résumé writing software
- Career exploration software
- Job, career, and skill self-assessment tools
- Career, job, and labor market information
- Career planning information
- Job search information

- Interviewing information
- Information on writing résumés and cover letters
- Information on job retention
- Directories
- Periodicals

The resource room will house computers with Internet access, appropriate software to create letters, résumés and job applications, email capability, and computer software for customers to engage in self-learning activities. Shared printers shall accompany the computers. A phone bank area must be arranged in such a way that individuals may talk privately to employers with minimal noise and distraction. At minimum, one dedicated telephone line must be available for filing unemployment compensation claims. The room shall be equipped with fax machines and copier(s) completely accessible to the public with written instructions for use.

Limitations or restrictions placed on this equipment must meet WDB staff approval prior to implementation.

Special equipment should be available for those customers who are hearing and seeing impaired. Auxiliary aids and services, including a TTY phone line, should be available upon request to individuals with disabilities. The physical layout of the room must meet ADA requirements.

The Operator will staff the resource room to provide labor market and job information, to answer questions, and provide assistance in operating equipment and software in the resource room. Partner staff may cover staffing of the resource room. All staff in the resource room must have the ability to provide basic information on all partner programs participating in the SC Works (including those partners electronically linked and/or physically located outside the Center).

*d. SC Works Orientation*

The selected Operator will provide an orientation that informs individuals of the full array of services available, including all partner services conducted at the SC Works site and any other pertinent resources to ensure successful return to employment. The orientation shall include a complete overview of the processes and procedures for participating in the WorkLink WIOA program.

Selected contractors are responsible for ensuring that all program specific requirements are addressed in the orientation. The frequency of delivery of these orientations shall be included in a master calendar and published on a monthly basis for the public. A minimum of one (1) orientation per week must be offered. One-on-one orientations should also be available for the public, when necessary.

*e. Workshops*

The SC Works Centers will offer a wide range of informational workshops to jobseekers. Workshops shall be offered on a regular basis throughout the month. The Operator is responsible for coordinating these workshops, including at a minimum one financial workshop per month.

**9. Establishing Workforce Services in the Community**

In addition to the comprehensive SC Works Center and affiliated SC Works satellite sites, the Operator will establish, maintain, and coordinate services through:

a. *SC Works On-the-Go Services*

In an effort to reach remote communities with high levels of poverty and to break down the walls of the SC Works System, the Operator will make such SC Works basic career services available to those communities on an “as needed” basis. The Operator is responsible for determining SC Works On-the-Go site visits, including frequencies and services to be delivered, and coordinating partner delivery of services. The use of laptops to provide services are not required, but may be used at the discretion of the selected Operator.

b. *Access Points*

Access Points are permanent, unstaffed locations set up throughout the WorkLink community. Each site has a staff person from the hosting agency/organization that is trained to provide assistance to job seekers in accessing the information.

Each Access Point has a WorkLink computer with internet access available for job seeking services. WorkLink has created a web portal that brings all these services together for the jobseeker in one convenient location. This web portal will track customer usage.

The Operator will be responsible for establishing Access Points across the region as appropriate and maintaining current Access Points. The Operator must execute a Memorandum of Agreement with each Access Point agency/organization.

The Operator will determine maintenance and replacement of equipment associated with Access Points.

## **10. Outreach**

The selected Operator will develop an outreach plan, both for the general population and for priority populations as appropriate, that shall include development of brochures (in addition to, but not duplicative of WDB or State mandated brochures), PowerPoint presentations, community-based print and radio ads, and if appropriate, website information detailing business offerings and an overall strategy for announcing the resources of the SC Works System. All materials produced and published must be approved and shared with the WDB staff. The selected Operator will use all mandated brochures developed by the WDB or the State.

The SC Works Center will have a coordinated outreach plan with local chambers of commerce, economic development organizations, local units of government, and other relevant business organizations to achieve the goal of reaching and providing quality services to businesses. The WDB maintains a website ([www.worklinkweb.com](http://www.worklinkweb.com)) to allow customer’s access to SC Works and Business Services information 24 hours a day.

Printed material and other written information at the Center must be language accessible for WorkLink’s diverse population of jobseekers. Whenever feasible, language barriers should be removed so that all visitors to the Center feel welcome and can benefit from the experience.

The Operator will establish and maintain a Limited English Proficiency Plan, including services for individuals with a hearing impairment. The Operator will be required to train all staff on how to use the Limited English Proficiency plan.

### **11. Special Grants and Outside Sources of Funding**

The SC Works Operator will assist in developing a cost allocation plan for the SC Works system operations, and will support the incorporation of resource development and fund diversification into the SC Works system. In partnership with the WDB, the Operator may identify and secure resources (such as grants and private funding) to support the efforts of the WDB in developing best strategies to meet the needs of WorkLink residents.

### **B. Deliverables**

The Contractor will be required to provide the following deliverables:

1. One Stop Certification of all Centers
2. Executed Infrastructure Funding Agreements (in partnership with WorkLink WDB staff)
3. Business Plans for each Center (or one Business Plan for the region with subsections for each Center)
4. At a minimum, meets all performance measures (WIOA measures, Business Plan, WDB goals, customer satisfaction, etc.)
5. Ongoing, executed Staff Development and Training plan for all SC Works Center staff, includes partners
6. Maintain (and expand if necessary) Access Points service locations
7. Coordinate all services in the SC Works Center services and programs
8. Ongoing participation in workforce development related community events
9. Ongoing collaboration and information sharing with the WDB staff
10. Workshop schedules on a monthly basis
11. Partner coverage for resource rooms
12. Partner Resource Manual or equivalent for staff and partners
13. Up-to-date and executed Outreach plan for the SC Works Centers
14. Expend a minimum of 90% of total grant
15. Other goals that support the Scope of Work outlined in this RFP

### **C. Reports**

*Monthly and Quarterly Reports:* Routine monthly and quarterly written programmatic reports shall be due by the tenth (10th) calendar day of the month following the month being reported on.

Note: Specific required reports will be negotiated at the beginning of the awarded contract. (Other reports may be required throughout the year at the request of the WDB.)

*Financial Reports:* Financial reports will be prepared and submitted to the WDB office by the 10th day of the following month. Financial Reports include:

- Monthly Request for Payment
- FSR-S form
- General Ledger Detail
- YTD Expenditure Reports
- Contract Obligations by Fund Stream

**PART 5: CONTRACTOR REQUIREMENTS** (See Attachment III & IV, WIOA Terms and Conditions)

**A. Record of Hours Worked or Time Sheet**

Program managers 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 RFP. Such records 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.

**B. Professional Development of WIOA Funded Staff**

The Program Manager should support the continued professional development of its 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.

The WorkLink Workforce Development Board will provide training for selected bidders with regard to eligibility, reporting requirements, SCWOS forms, participant activity codes, case notes, performance, etc. Program management will be required to abide by all requirements of the South Carolina Works Online System (SCWOS) manual and/or instructions issued by SC DEW and/or WorkLink WDB.

**C. Program Administration Requirements**

*1. Fiscal Record Keeping*

The bidder's administrative and fiscal capabilities will be assessed by a preliminary review of compliance documents (reference number 6, “Documents Required of Selected Bidders”), which must be completed before Contracts are finalized. WorkLink staff may visit or request supporting documentation from 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 finalizing the contract award and could result in the cancellation of the commitment to fund.

*2. Subcontracting*

The bidder may purchase or subcontract for the services and/or activities specified in the Scope of Work and Budget of the contract only with the prior written approval of such subcontracts and subcontractors by the WDB, and in accordance with procurement requirements in the Uniform Guidance (2 CFR 200) and the SC Appalachian Council of Governments procurement policy. The bidder, 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 bidder must submit to the WDB subcontract agreements for review upon request.

*3. Reporting*

All selected bidders 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 grant. WorkLink has forms that may be used by the selected bidder, or the selected bidder may propose their own reporting forms.

Selected bidders awarded a grant will be required to submit a Monthly Request for Payment Invoice and Financial Status Report – Supplemental form to the WorkLink Workforce Development Board staff by the 10th calendar day of each month. Appropriate supporting backup documentation for the requested payment must be attached to each invoice submitted. Successful bidders awarded a grant will also be required to submit an Annual Financial Closeout Report to WDB Staff by August 10 (or the Friday before).

4. *Audits*

In accordance 2 CFR 200, Subpart F – Audit Requirements, successful bidders must submit all finalized audit reports to the Awarding Entity within thirty (30) calendar days of receipt.

5. *Monitoring & Evaluation*

Successful bidders awarded a grant 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 agreement resulting from this RFP.

6. *Documents Required of Selected Bidders*

Successful bidders will be required to provide the following compliance documents as part of their response to this RFP:

Organizational Information

- Federal ID Number
- Organization's Mission and Vision Statements
- Charter and by-laws of organization
- List of current board members of governing body
- Evidence of signatory authority (Form Attached)

Fiscal Responsibility

- Financial reporting signatory authority (Form Attached)
- Banking agreements\*\*
- Current fiscal statement and copy of last audit
- Copy of indirect cost plan and approval letter by cognizant agency
- Copy of General Liability Insurance Policy

Certifications & Assurances

- Bonding agreement
- Suspension and debarment certification (Form Attached)
- Certification of drug free work place (Form Attached)
- Certification of lobbying activities (Form Attached)

Personnel and Oversight

- Organizational chart
- Job Descriptions of Personnel Funded by WIOA (fully or partially)
- Staff cost allocation plan/rate for staff providing services in or on behalf of the WorkLink region (Form Attached)
- Staff/personnel policies, including travel
- Grievance procedures

*\*\*The bidder is not required to share their bank account number until they have been officially selected.*

Note: All compliance documents listed above are required to be submitted at the beginning of each new contract period. If the awarded contractor does not submit all documents listed above prior to the start date of the contract, the contractor will not be reimbursed for any services delivered between the start date of the contract and the date the compliance documents are received. Non-submittal of documents may disqualify a bidder from receiving a grant award.

7. *South Carolina Law Clause*

Upon award of a contract under provisions of this RFP, 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 bidder from requirements that it be authorized and/or licensed to do business in the State; by submission of its signed application, the bidder 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, license or fees levied by the State.

8. *Indirect Costs*

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

9. *Participant Time and Attendance*

Successful bidders awarded a grant will be required to document participant's time and attendance throughout the period the participant is receiving training or supportive services. Participants 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 customer's official WIOA file folder.

10. *Participant Files*

Successful bidders awarded a grant will be required to maintain WIOA participant files (either in a hard file or electronic file) as specified in any contractual agreement resulting from this RFP.

11. *Payments Made on Behalf of Participants*

Participants may be eligible to receive supportive service payments and/or needs-based payments. Bidders 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 must reimburse disallowed costs to the local Workforce Development Area from Non-WIOA fund sources.

12. *Insurance for Participants*

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, and for WIOA participants while they are participating in training conducted in a typical work experience or limited internship mode (generally, training conducted on an employer's work site).

*13. Refund Policy*

Bidders who become contractors 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.

*14. Type of Contract*

- a. Cost Reimbursement Based Proposals
- b. Hybrid Contract – this budget must have an accompanying narrative that differentiates between the cost reimbursement items and the proposed performance based items. Performance based items should follow similar guidance provided below for Criteria for Profit.
- c. Criteria for Earning Profit – Under Cost Reimbursement contracts, criteria for profit may be established by the LWDA and may be used to evaluate bidders request for payment of profit. In order to earn profit allotted in the grantee’s budget, the grantee must provide track-able data and reports upon request in a manner that enables the LWDA to comply with requests and reporting requirements of SCDEW and USDOL and make timely payments to vendors and employers. All criteria proposed must be quantifiable, track-able (evidence can be produced), and reasonable. Profit margins shall not exceed ten percent (10%) of the Contract. Criteria for Profit will be reviewed and included in negotiating final contracts.

*15. Affirmative Action*

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.

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 selected bidder 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.

As a condition to the award of financial assistance under the Workforce Innovation and Opportunity Act from the Department of Labor, the contract application assures, with respect to the operation of the WIOA-funded program or activity, that it will comply fully with the nondiscrimination and equal employment opportunity provisions laid out by the Federal Government.

*16. Regulations and Requirements*

The selected bidder must comply with the following federal regulations and requirements:

- i. 29 CFR Part 17, dated 7/1/91 (Executive Order 12372) and any amendments thereto;
- ii. 35 Federal Regulations 32874 et seq. (1973) or any replacements and subsequent revisions or amendments thereof;
- iii. 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
- iv. 48 CFR Part 31 (applies to commercial organizations);
- v. 29 CFR Part 95 refer to 2 CFR 200;
- vi. 29 CFR Part 97 refer to 2 CFR 200;

- vii. Section 504 of the Rehabilitation Act of 1973, as amended;
- viii. Section 508 of the Rehabilitation Act of 1973, as amended;
- ix. Age Discrimination Act of 1975, as amended;
- x. Title IX of the Education Amendments of 1972, as amended;
- xi. "Jobs for Veterans Act," (38 U.S.C. §4215) and 20 CFR Part 1010 (Priority of Service for Covered Persons, Final Rule)
- xii. Section 188 of the Workforce Innovation and Opportunity Act of 2014 (29 CFR Part 38);
- xiii. Title II Subpart A of the Americans with Disabilities Act of 1990, as amended;
- xiv. Title VI of the Civil Rights Act of 1964, as amended; Title VII, Civil Rights Act of 1964, as amended, Section 2000e-16, employment by Federal Government;
- xv. Equal Pay Act of 1963, as amended;
- xvi. 29 CFR Part 38: Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act of 2014 (WIOA);
- xvii. 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;
- xviii. Executive Order 13145 to Prohibit Discrimination in Federal Employment Based on Genetic Information;
- xix. Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency; and
- xx. Executive Order 11478 Equal Employment Opportunity in the Federal Government.

## **PART 6: PROPOSAL APPLICATION & SUBMISSION INSTRUCTIONS**

### **A. Funding Available**

#### **Estimated Total Funding for WIOA One Stop Operator = \$95,000**

##### *Funding Considerations:*

- Funding levels identified in this RFP are preliminary estimates and are used for planning purposes only. Total final contract amounts are subject to local allocations for PY19.
- WIOA allows for up to 100% transfer between Adult to Dislocated Worker funding. The Bidder may propose the desired funding split between Adults and DWs.
- WorkLink awards contracts based on allocations approved by the State at the beginning of each program year, and has historically had additional funds available in mid-October. The Selected Bidder will be given an opportunity each fall to request additional funds to serve customers.
- The selected bidder will be expected to expend no less than 90% of their total budget each program year with the understanding that the 100% expenditure of the grant is the goal.
- No large purchases may be made between July 1 and September 30 each program year.
- Caps for salary, fringe, insurance, fees, profit, and indirect costs may be negotiated and finalized during the grant award negotiations process.

### **B. Eligible Applicants**

RFPs will be accepted from entities that can demonstrate the administrative and management capability to successfully provide the services identified in this RFP.

To be eligible to receive funds made available to operate a One Stop Center, a bidder must meet the following:

- Be a public, private, or nonprofit entity that has successfully provided workforce development services for the past two years (“Successfully” is defined for the purpose of this RFP as being able to demonstrate that the entity has maintained fiscal integrity, AND has operated a One Stop System/Center for more than two years OR can demonstrate successful performance in operating similar employment and training focused centers for more than two years.); OR
- Be a consortium of entities which includes, at a minimum, three or more of the one stop partners of demonstrated effectiveness, located in the local area.

*Acceptable partners may include – an institution of higher education; an employment service State agency established under the Wagner-Peyser Act; a community-based organization, nonprofit organization, or intermediary; a private for-profit entity, a government agency; and another interested organization or entity which may include a local chamber of commerce or other business organization, or a labor organization. Traditional elementary and secondary schools are NOT eligible partners.*

AND the Operator understands and agrees as part of submission of their bid to meeting the following conditions:

- Discloses any potential conflicts of interest arising from the relationship of the Operator with particular partners or service providers;
- Does not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, 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; and
- Meets other presentation and participation requirements listed in this RFP.

### C. Significant Dates

Detailed timeline is as follows:

Event	Date	Time* (if applicable)
Request for Proposals Issued	October 16, 2018	
Deadline to submit Technical RFP Questions	November 7, 2018	5:00PM
Bidder’s Conference and Questions Posted on WorkLink WDB Website <i>Questions posted on WorkLink WDB website within 24 hours</i>	November 13, 2018	3:45PM
Deadline for Receipt of Formal Applications or Letter of Non-Reply due to WorkLink WDB	December 11, 2018	3:00PM
Formal Review Process of Applications Begins	December 12, 2018	10:00AM
Bidders’ Presentations to RFP Committee	January 23, 2019	1:00PM**
WorkLink WDB Votes to Approve Recommendation	February 8, 2019	1:00PM
Written Notification to Successful Bidders	February 9, 2019	
Contract Negotiations begin	February 9, 2019	
Compliance Documents due and Contracts Issued	June 27, 2019	
Program Year 2019 Contract Begins	July 1, 2019	

\*All times denoted are in Eastern Standard Time.

\*\*Times will be scheduled with each bidder by January 9, 2019. Presentations will only be scheduled if deemed necessary to adequately score proposals.

**MANDATORY BIDDER'S CONFERENCE**

**\*\* DOORS WILL BE SHUT AND NO OTHERS WILL BE ADMITTED AFTER 3:45PM\*\***

All technical questions regarding this RFP must be submitted no later than 5:00PM, November 7, 2018.

A Mandatory bidder's conference is scheduled for 3:45PM, November 13, 2018 at the Pendleton Library located at 650 South Mechanic Street, Pendleton, SC 29670 for the One Stop Operator Bid. Location changes will be posted on the WorkLink website.

**All bidders are required to attend either in-person or via web conference.**

A conference call option will be available upon request. As with all technology, we cannot guarantee the quality or connectivity of the web conference.

*Conference call requests must be made via email by the November 7, 2018 technical questions deadline.*

All questions submitted by 5:00PM, November 7, 2018 will be answered at the bidder's conference, November 13, 2018 and posted on the WorkLink website no later than 5:00PM the following day, November 14, 2018.

**RFP RESPONSE DUE DATE: December 11, 2019, 3:00PM (EST)**

**BIDDER'S PRESENTATIONS**

Any bidder may be requested to make an oral presentation of their application to the WorkLink Workforce Development Board's RFP Review Committee after the Application opening. Such presentations provide an opportunity for the bidder to clarify their application and to ensure mutual understanding. The Appalachian Council of Governments staff will schedule these presentations, if required. January 23, 2019 has been reserved for this purpose.

**D. Proposal Conditions**

**1. Contingencies**

Funding for this program is contingent on state, federal, and local funding. This RFP does not commit WorkLink WDB or ACOG to award a contract. WorkLink WDB reserves the right to accept or reject any or all proposals if WorkLink WDB determines it is in the best interest of the LWDA to do so. WorkLink WDB will notify all bidders, in writing, if the WorkLink WDB rejects all proposals.

**2. Modifications**

WorkLink, at its discretion, may revise any part of this RFP. These revisions will become addendums to the RFP and will be posted on the WDB website.

**3. Incurred Costs**

This RFP does not commit WorkLink WDB to pay any costs incurred in the preparation of a response to this proposal request, and the bidder agrees that all costs incurred in developing this proposal are the bidder's responsibility.

**4. Proposal Confidentiality**

Bidders should be aware that proposals are subject to the Freedom of Information Act (FOIA). If any proposal contains trade secrets or other information, which is proprietary by law, the bidder must notify WorkLink WDB of its request to keep that information confidential. The request to keep proprietary information confidential must be made in writing and attached to the envelope or other medium used to submit the proposal. The confidential or proprietary information shall be readily separable from the response in order to facilitate eventual public inspection of the non-confidential portion of the response. In the event a public records request is made for information designated by the Bidder as confidential or proprietary, WorkLink will communicate with the Bidder.

**5. Negotiations**

WorkLink WDB may require the bidder(s) selected to participate in negotiations, and to submit revisions to pricing, technical information and/or other items from their proposal(s) as may result from these negotiations.

**6. Level of Service**

For any bidder awarded as a result of this RFP, no minimum or maximum number of referrals can be guaranteed by the WorkLink WDB.

**7. Inaccuracies and Misrepresentations**

If, in the course of the RFP process or in the administration of a resulting Contract, WorkLink WDB determines that the Contractor has made a material misstatement or misrepresentation, or that materially inaccurate information has been provided to the WorkLink WDB, the Contractor may be terminated from the RFP process; or in the event a contract has been awarded, the contract may be immediately terminated. In the event of a termination under this provision, WorkLink is entitled to pursue any available legal remedies.

**8. Acceptance or Rejection of Proposals**

Proposals shall remain open, valid and subject to acceptance anytime within one hundred eighty (180) days after the proposal opening and up to the end of the agreement period. WorkLink WDB reserves the right to reject any or all proposals. WorkLink WDB realizes that conditions other than price are important and will award contract(s) based on the proposal that best meets the needs of the WorkLink area. While cost may not be the primary factor in the evaluation process, it is an important factor.

**9. Price Not Determinative**

The WorkLink Workforce Development Board reserves the right to select such bidders 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. (See no. 7 below for further details.)

## **10. Formal Agreement**

The selected bidder will be required to enter into a formal agreement with the ACOG and subsequently, WorkLink WDB. In submitting a response to this RFP, the Bidder will be deemed to have agreed to each term and condition mentioned in this RFP unless the proposal identifies an objection and WorkLink WDB agrees, in writing, to change the language objected to. All objections to any provisions of the final contract should be listed as an attachment called "Exceptions to RFP." The ACOG and/or WorkLink WDB are under no obligation to agree to any such proposed change(s).

## **11. Final Authority**

The final authority to award contracts as a result of this RFP rests solely with the ACOG as directed by the WorkLink WDB.

## **E. Award Consideration and Award Period**

The primary consideration of this RFP is to seek proposals that offer innovative approaches to operating a One Stop System that result in jobseekers gaining skills, credentials, employment, retention, and higher wages; and employers finding the skilled workers that they need.

The anticipated contract period is July 1, 2019 through June 30, 2020; this term may vary depending on extensions granted by the WorkLink WDB.

## **F. Preparing a Proposal**

### **1. Prohibition of Gratuities**

Amended Section 8-13-420 of the 1976 Code of Laws of South Carolina states: including a promise of future employment to influence his actions, vote, opinion, or judgment as a public official or public employee or such public official solicits or accepts such compensation to influence his action, vote, opinion, or judgment shall be subject to the punishment as provided by 16-9-210 and 16-9-220."

### **2. No Request Proposal Reply**

Any person or entity that receives release of notification of WorkLink RFP 18-WIOA-03, but elects not to submit an application, should send a letter stating their intent to not submit a proposal to the WorkLink Workforce Development Board by the cited deadline for receipt of applications on Tuesday, December 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 re-apply 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.

### **3. RFP Response Package**

For bidder's convenience the RFP and its attachments are located on the website ([worklink.SC Works.org](http://worklink.SC Works.org)). The bidder should use these items to ensure the general format and sequence of the response package is followed. Serious variances may cause the application to be deemed non-responsive.

### **4. Format for Application**

The bidder should follow the Proposal Checklist to put the proposal together.

Bidders should use the following formatting guidelines:

RFP Release Date: October 16, 2018

- Font: 12 point – Times New Roman
- Spacing: Double Spaced
- Pages: Single sided and numbered (do not number the title page and table of contents)
- Margins: 1 inch
- Paper: 8 ½ x 11

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

## 5. Presentations

Any bidder may be requested to make an oral presentation of their application to the WorkLink Workforce Development Board's RFP Review Committee after the Application opening. Such presentations provide an opportunity for the bidder to clarify their application and to ensure mutual understanding. The Appalachian Council of Governments staff will schedule these presentations, if required. January 23, 2019 has been reserved for this purpose.

## 6. Appeal/Protest Policy

Bidders dissatisfied with the decisions regarding contract award 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 bidders of the decision.

## 7. Required Signature

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

## 8. Required Forms

The forms listed below are components required for a complete proposal:

- Proposal Checklist
- Proposal Cover Sheet
- Budget Forms with narratives
- Past Performance
- Organization Reference Form
- Conflict of Interest Form
- Proposal Rating Sheet

The bidder should follow the Proposal Checklist to put the proposal together.

*Note: Failure to include all of the required components in the order of the proposal checklist will result in a reduced score or disqualification. WorkLink WDB will not advise a bidder (outside of preliminary review) that his/her proposal is incomplete prior to rating or disqualification.*

## 9. Responsiveness of Applications

- a. Applications will be opened and a preliminary review for responsiveness will be conducted by the WorkLink Workforce Development Board staff as stated in the significant date's section of this RFP.
- b. Bidders will be notified regarding non-responsive applications within 24 hours. Notification will be sent to the contact person listed on the cover sheet. A valid email address is required for this notification.
- c. Once an application has been deemed responsive by the preliminary review, applications will then be reviewed by an ad hoc RFP review committee of the WorkLink Workforce Development Board, and rated based on the criteria established in Part Nine of this RFP, Evaluation Criteria and Rating System.

## G. Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this proposal. It is the Bidder's responsibility to ensure that its proposal arrives on or before the specified time. All proposals and materials submitted become the property of WorkLink WDB. All proposals shall be submitted in the name of the entity with legal authority to execute the contract should it be awarded.

Submission requirements:

1. All bidders must submit a proposal original (not duplicated from other sources) and developed within the past forty five (45) days.
2. Each bidder is to submit an original and eleven (11) typed copies of each application under seal.
3. The original of each application should have an original signature and be clearly marked "Original Copy" on the outside of the binder.
4. 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.
5. Each proposal must include a table of contents with numbered pages.
6. The bidder is required to have typed or legibly written on the envelope or wrapping containing the proposals the RFP number, the RFP date (December 11, 2018), and the program and activity for which funding is being requested.

**SUBMIT TO:** WorkLink Workforce Development Board  
Attn: Jennifer Kelly, Assistant Director  
1376 Tiger Blvd, Suite 102  
Clemson, SC 29631  
[jkelly@worklinkweb.com](mailto:jkelly@worklinkweb.com)

**LABEL:** Outside of sealed proposal package must be marked in accordance with this example:

ABC, Inc.  
100 My Road  
My Town, SC 29670  
RFP #18-WIOA-02, December 11, 2019  
Adult & DW Workforce Innovation and Opportunity Act Services

**DUE DATE:** December 11, 2019, 3:00PM (EST)

The RFP can be downloaded from the WorkLink website at: <http://www.worklinkweb.com/welcome/request-for-proposals/>. All proposals must be received by the due date and time. Proposals delivered in person will be timestamped by WorkLink staff. Proposals received after the due date and time specified will be disqualified from this RFP process and be returned unopened to the sender.

## **PART 7: PROPOSAL NARRATIVE INSTRUCTIONS**

*Important Note:* Those Bidders choosing to respond to this RFP should avoid selecting only a particular element such as the rating and ranking criteria in framing and developing their response. To do so is likely to increase the potential for the Bidder to miss the WorkLink WDB's recognition of the transitional business environment and context in which this RFP is offered. In order to provide a clear picture of the program design, program activities/services, anticipated outcomes, and the Bidder's capability of delivering the services, please address all of the following areas in order:

### **I. Program Proposal Synopsis - 5 Points**

- A. Executive Summary- A brief summary highlighting such details as the Bidder's **vision** of SC Works Center Operations. A snapshot of Target Customers and Outcomes for the SC Works Centers should be provided via a table or chart within this section. A detailed explanation should be given later in the proposal narrative.
- B. Main Purpose - Similar to a **mission** statement and should also be a brief statement of what the Bidder intends to accomplish as the Operator if awarded a contract.
- C. Target Customer(s) – If specific target customer groups or categories are to be served by this proposal, identify the target group and categories and the practical as well as the strategic reasons that they were targeted for services.
- D. Goals/Objectives/Performance Outcomes - Describe your recruitment process for the target group/categories to be served (such as, but not limited to: employers and job seekers). At a minimum, this should include the ranges of the numbers to be served based on target customer groups listed above, and projected levels of performance for each target group/category. Each goal should be quantifiable and should be based on reports and LMI available in the region. Sources should be cited on how this “goal” was set.

### **II. Experience, Capacity & Past Performance – 25 Points**

#### *A. Experience*

1. Description of the Bidder- Briefly describe your organization's mission, history, and accomplishments. What are the legal organizational name, the legal status, and the main purpose of the organization? How is the organization currently funded? Include the names, titles and resumes of senior organization management. Include an organizational chart showing lines of authority for the organization down to the proposed on-site management in the WorkLink service area. Include a financial statement and the last audit report. If not available, provide a written explanation as to why. Also include the following:
  - Size of the proposing organization (total number of employees)
  - Number of years in operation
  - National, sub-national, regional, or state geographic distribution of the Bidder's current professional service delivery sites.
  - How offering services in response to the RFP will fit into the Bidder's organization's business plan.

- Qualifications of key staff to be assigned on-site to this program (including their resumes)
  - Internal structure including management and supervisory staff positions to be used to operate this program in the WorkLink service area.
  - Provide a recent external monitoring report: USDOL Common Measures, State Monitoring of Financial Management, and Program Performance. If a corrected action plan was required, provide the response to the monitor's request.
  - Proposed on-site Staff development plan (including how plan was developed and its sustainability)
  - Electronic infrastructure and information sharing capabilities that can be used for customer service delivery. Address how you will track customers and financial records.
2. Describe your organization's financial and administrative experience and capabilities. Include in that description experience in managing and accounting for multiple federal, state and local funding sources in accordance with Generally Accepted Accounting Principles (GAAP); conducting self-monitoring for contract performance and compliance; and developing and implementing a continuous improvement model.
  3. Describe past and current activities or programs administered and operated by the Bidder that demonstrates the capability of the Bidder to serve as a One Stop or American Job Center Operator, including functional supervision of partner programs in the Center(s); OR describe your experience managing, administering and operating a facility and associated services similar to a One Stop Center described under WIOA. Include specific data on outcomes achieved to demonstrate your ability to meet contractual performance standards for WIOA Services or comparable programs.
  4. Describe direct or related experience providing daily and long-term strategic oversight of fiscal, facilities, personnel, and service delivery components of a multi-partner workforce project.
  5. Describe your experience providing oversight of multi-organization staff teams; and experience in developing and delivering technical assistance and capacity building with workforce staff and organizations.

*B. Capacity*

1. Staffing Plan – Describe the number of staff (either in part or in whole), their job title, and their job duties to be funded under this proposal. Describe the range of activities to be performed by the SC Works Operator staff. A Job Title and Job Description must be provided for each WIOA funded position included in the proposal's implementation strategy and plan. If an employee in a particular position is to be partially funded by one WIOA program and partially funded by a different program, a Job Title and Job Description is required for both positions with a percentage of time assigned to both activities. 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 of services.

For each of the organization's existing staff persons to be assigned to this project include, in addition to education and experience information, all relevant 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. Note what their primary office location will be during this contract.

For vacant staff positions, all Bidders 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 assigned responsibilities (Attach as Exhibit B). Special technological and computer skills possessed by staff persons are important for the efficient utilization and maintenance of the client tracking system and should be noted in their respective job descriptions.

Describe your organizational role in the SC Works Centers including:

- How will you utilize staff, single purpose or multi-task?
  - How will your staff spread their time among the SC Works Centers?
  - How will supervision be shared in the SC Works Centers between the contractor's staff and partner staff, specifically SCDEW's staff, within the "functional supervision" model adopted by the State?
  - How will you meet the accessibility needs of the customers to the sites and the ADA requirements for accessibility within the sites?
  - How will you collaborate and coordinate with other co-located partners in the SC Works Centers to minimize or eliminate duplication of services and efforts?
  - How will you organize and operate in integrated, functional SC Works teams?
  - The WIOA contract provider is to facilitate all area SC Works Partner Meetings. Describe your previous experience and involvement in this activity.
  - The WIOA Contractor is responsible for coordinating and scheduling workshops in the Center. Describe your previous experience in coordinating and/or delivering job seeker and employer workshops.
  - Describe how you provide on-going staff training to ensure your staff has access to the most current information, tools, and promising practices.
2. Administrative Capacity - What monitoring and evaluation of One Stop operations and staff are to be routinely carried out? Describe the electronic process the organization has used to capture and report information on each program deliverable's progress to the Administrative Entity and to others having a need to know.
  3. Fiscal Management and Reporting Capacity - Describe the process the Bidder uses or proposes to use on site to timely capture and report fiscal information to the WorkLink WDB's Administrative Entity. What systems are in place to ensure fiscal accountability, timely, and appropriate expenditure of WIOA funds?
    - a. Describe your fiscal system and how it will ensure integrity in using these funds. Provide the most recent audit and cash management reports as examples.
    - b. Describe how the Bidder will internally track both actual and projected obligations and encumbrances for WIOA and the reporting system the Bidder proposes to use to coordinate timing for meeting financial commitments of the Bidder with the Administrative Entity's responsibility to account for WIOA funding.
    - c. Describe the Bidder's ability and method it would use to repay disallowed costs if such disallowances are identified in the monitoring or audit of the contract?
  4. Contract Support - Describe organizational support and resources that will be available during the implementation of an awarded contract.

C. *Past Performance*

Describe your past performance managing federally-funded workforce development One-Stop Systems, or comparable experience, for the last three years by completing Form D, Past Performance.

**III. Program Design – 15 Points**

- A. For Bidders not currently providing services for SC Works Operator, describe your start-up plan and proposed transition period, including a timeline of events and staff training planned or anticipated.
- B. Program Description – Describe the overall plan of services that will be made available for the target customer/group categories to be served, including priority populations.
- C. Describe how the following activities will be provided:

**SC Works System Operator**

- 1. Describe your organization’s plan (or vision) to deliver SC Works System Operator services in the WorkLink region. Address the major responsibilities outlined in the Scope of Services section of this RFP. Describe in detail the Bidder’s plans including diagrams to implement services and offer a timeline noting key process events you will track, if awarded a contract.
- 2. Describe your plans to be involved in workforce development related activities. How will you be the “face” of SC Works and make sure partners are represented? Describe how you will manage workforce development activities on behalf of the system, ensuring that workforce-focused events have appropriate levels of coverage and partner representation.
- 3. Describe how you plan to coordinate Employer Services in conjunction with DEW Wagner-Peyser staff and the WorkLink Development Board Business Service Representative. What employer services will be given priority? Will there be any fee-based services available?
- 4. Describe your organization’s experience in managing and providing services to businesses. Include in that description experience in:
  - a. Identifying the workforce development needs of businesses that can be met currently by the SC Works System and expanding services to meet future needs;
  - b. Matching the hiring needs of businesses with individuals who meet their minimum qualifications, thus eliminating referrals of unqualified candidates;
  - c. Training businesses; and
  - d. Significantly improving the provision of services to businesses while also increasing the use of the SC Works System by businesses.
- 5. Describe your plans to deliver Rapid Response and Business Assistance services. A key component to Rapid Response is assisting with the re-employment of laid-off workers as rapidly as possible. The business services component should develop and conduct employer/employee outreach activities and business retention services in the jurisdiction. Include specifically what you plan to offer businesses from the required services

outlined in the RFP. Discuss your organization's ability to provide workshops to employees of a company that has requested Rapid Response Services. Describe your strategies and employee transition services.

6. Describe how you will ensure services are in alignment with current local and regional labor market demands. What are your plans to move WorkLink's workforce services and programs towards sector-based training in the prioritized industries aforementioned? How will you ensure Career Pathways are incorporated into the Centers?
7. In addition to those required functions described in the RFP, what innovations would you introduce to meet the vision of the WorkLink WDB? Provide success stories, research, and/or other supporting documentation.
8. Describe your plans to ensure that all SC Works Centers meet performance measures. Specifically, how the WIOA program will meet performance measures and what role the Operator will have in assisting the program provider in achieving these goals.
9. Describe how your resources, professional contacts, knowledge of the labor market and special expertise will help WorkLink to meet and exceed performance goals for the SC Works system.

#### **SC Works Functional Supervision**

10. Describe your plan and approach to delivering Career Services and Training Services. Include the services you will provide, and a general description of how they will be provided. Include locations, access points, and a staffing plan, both as the Operator and staffing the resource rooms (partner staff may be used in the staffing plan). How will you use technology? What partnerships are key to the delivery of services, including a description of their role in your vision? Include a "Customer Flow Chart" that visually shows the flow of how a job-seeking customer will be served from the universal access phase of service through the training phase of service, specific for your SC Works site. Highlight how clients will flow through the system to receive optimal service. The flow chart should also include partner services.
11. Describe your management philosophy as it relates to functional supervision. How will you ensure partners have input into Center decisions? How will you encourage and foster integration and functional teams? Describe any functional teams that the Operator plans to initiate, and how will you ensure that it is productive and sustainable. How will your organization evaluate the existing resources and programs to reduce duplication and foster a common intake?
12. Describe your process for initially assessing universal customers' needs and directing jobseeker customers to the appropriate services. List and describe the partnerships that you have developed or will develop to provide career and employer services required under WIOA. How will the Bidder provide information to the public on the full array of WIOA and other federal/state program services and encourage their use? How will the Bidder ensure that applicants that cannot be served by the Bidder's program are referred to appropriate services elsewhere? Include how the Bidder will ensure all referrals are tracked and outcomes documented.
13. Describe how you will serve large numbers of individuals. In your description, include service for individuals with limited English proficiency, persons with limited literacy skills, and individuals on probation or parole. In addition, include your plan for services for the more highly skilled job seeker. Provide information on how

many and what proportion of staff is bilingual, and how you will ensure that bilingual/multilingual staff will be present and available to serve limited-English and non-English speaking customers. Include in your plan new innovations and strategies that have been found to increase the likelihood of success for both businesses and individuals and how you plan on using those strategies within the SC Works system. Address how will you attract and serve new customers to the system. Describe your methods for providing all job seekers with an Orientation to the SC Works System and the services offered.

14. Describe any partnerships that you perceive to be essential to the success to the project that you propose. Who is to be involved? What are the roles and responsibilities of each partner? If available, include letters of support from the partners and any Memorandum of Agreements that may already be in place. Describe how you will coordinate services and collaborate with the WIOA required partners and how you propose to recruit additional partners as needed to address the identified needs of the target population.
15. Describe your plans to accomplish the following (include timelines if applicable):
  - a. Establish customer service expectations, surveys, and strategies for improvement;
  - b. Evaluate and draft a Business Plan for each SC Works Center;
  - c. Achieve and/or maintain One-Stop Certification Standards;
  - d. Draft and execute Standard Operating Procedures;
  - e. Draft and execute Staff Training Plans for Center staff including partners;
  - f. Establish Resource Room Schedules;
  - g. Establish One stop Center communication protocols;
  - h. Provide ongoing workshops/soft skills training;
  - i. Incorporate the State's and WorkLink WDB's Strategic Plans into Service Delivery;
  - j. Investigate and implement best practices for employers and job seekers;
  - k. Establish connections with community partners and share with Center staff;
  - l. Establish and ensure compliance with ADA laws; and
  - m. Establish and maintain Access Points.
16. Describe how the Bidder's on-site staff will balance their responsibilities to their employer and to being responsive to the WorkLink WDB, if offered a contract.
17. Describe what data, metrics, reports, etc. the Bidder plans to use to reach target performance levels.
18. Describe what data, metrics, reports, etc. the Bidder plans to provide in its progress reports to the WorkLink WDB staff (and as requested) in person at the WorkLink WDB meetings.
19. Describe how the Bidder will maintain and process current information on the WIOA program, including state and federal directives, for both program and fund management. Describe who will be responsible to both internally inform/educate staff and provide relevant information to the WorkLink WDB Administrative Entity staff.
20. Describe how you will ensure timely communication is given to all SC Works Center staff (and community partners as appropriate), including employer and partner information?

21. Describe how the Operator will manage disputes that may arise among partners. How will the Bidder ensure that a firewall exists between the Operator and the program services offered in the SC Works Centers? How will the Bidder avoid favoritism?

**Innovation**

22. Describe past innovation(s) that you have used in delivering similar types of services to similar types of populations as would be serviced through this RFP.
23. Describe any future innovation(s) that you envision implementing should you be awarded a contract under this RFP. Describe how these innovations match WorkLink WDB priorities for jobseekers, industry sectors, career pathways, and methods of service delivery. Describe how innovations would improve the effectiveness of workforce services delivered to jobseekers requesting assistance through the SC Works system.

**Subcontracts**

24. 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.

For applicants submitting proposals as partnerships to deliver services through the SC Works Centers, describe the quality of the applicant's relationship with their subcontractors. Include how long the organizations have been working together, and explain methods of maintaining communication and coordination among the organizations. Please provide the following information:

- a. Describe your organization's capacity for overseeing subcontractors.
- b. Identify all current and potential subcontractors for this project and their administrative and service locations.
- c. State the roles and responsibilities of each subcontractor.
- d. Identify anticipated funds provided to each subcontractor.
- e. Attach a draft subcontract or letter of intent to enter into an agreement for each subcontracting relationship.
- f. Include a letter of commitment that explains the scope of work and any financial or in-kind contribution.

**IV. Outreach – 15 Points**

- A. Describe how you will conduct outreach in the WorkLink area, promoting both employer and jobseekers services. Give a timeline and detailed explanation of what methods would be used.
- B. Describe how the Bidder will ensure that target customer groups in local communities are aware of the SC Works and WIOA services. Describe how you will conduct outreach to hard-to-reach communities and to priority populations within the WorkLink region.
- C. Describe what relationships, partnerships, and community group organizations are essential to your outreach plan.
- D. Describe what innovative outreach methods will be used in the community to promote awareness of SC Works Center services.

**V. Partnerships – 15 Points**

- A. Describe your organization’s current level of partnership with each of the WIOA mandated partners in your local Workforce Development Area. Discuss how the partnership results in an increased quality and quantity of services available to WIOA customers.
- B. Describe your organization’s current level of partnership with other organizations in the WorkLink region and across the upstate of South Carolina that are not specifically mandated by WIOA. Discuss how the partnership results in an increased quality and quantity of services available to WIOA customers. If your organization is not located within the WorkLink area, describe partnerships you currently have in your local area.
- C. Workforce Development is about preparing the workforce to meet Employer needs. Describe partnerships that you will prioritize during the contract period and how these will improve services, referrals, and system outcomes. Describe your relationship and strategy to effectively leverage resources with WIOA mandated partners and non-WIOA mandated partners.
- D. Describe instances, projects or collaborative relationships in which your organization has led or worked closely with one or more WIOA system partners or other workforce and economic development entities on cooperative workforce development projects, programs or initiatives. Describe strengths and weaknesses of the collaboration. For all strengths and weaknesses, cite particular examples of relevant aspects of the program and how they impacted services. For weaknesses, describe what was done to remedy the problem and improve the situation.
- E. Describe the partner referral system you will put in place within the SC Works Centers and throughout the SC Works System, including partnership agreements.

**VI. Budget -25 Points**

- A. The WorkLink WDB will enter into contracts for services beginning July 1, 2019, and ending June 30, 2020 with options for extension. Please provide information for the duration of the funding period for:
  - 1. Amount of Funds Requested from the WorkLink WDB: \$\_\_\_\_\_
  - 2. Provide the Total Project Budget for proposed services: \$\_\_\_\_\_
  - 3. Total Matching Funds for proposed services: \$\_\_\_\_\_
- B. All Bidders must complete and include a Program Budget Sheet (see example provided in Form C) in their final submission. For applicants submitting as a partnership or consortium, with one agency serving as fiscal agent and partners serving as subcontractors, provide an additional Program Budget Sheet for each subcontractor. Provide a brief explanation of the subcontracting arrangement, as well as a budget breakdown. Clearly state in the narrative who will be the Operator for the Consortium.
- C. All Bidders must also complete and include an estimated annual organization budget (clearly delineating the total funds requested) as an attachment.
- D. Provide a budget narrative to justify your organizational budget. The budget narrative is a representation of the overall fiscal capability of an organization. It must detail each item within every category for which funding is requested. The budget description must include how the project’s proposed budget supports the stated objectives and activities in the project along with how funds are allocated to minimize administrative costs and support

direct services to participants. The budget narrative should follow in the same order as the line items in an attachment of your organization's annual budget.

\*All line item amounts will be assumed to be cost reimbursement, unless otherwise noted clearly in the program narrative by the Bidder that the line item is performance based/fixed price; a schedule for payment and SMART goals should be detailed in the program narrative for the line item.

The narrative should describe the following:

1. **Personnel Costs:** Staff salaries and associated fringe benefits are necessary for direct service delivery. Personnel expenses do not include subcontracted professional services or staffing (these costs should be allocated to the direct expenses category). While staff performing administrative functions is allowable, positions that are fiscal, managerial or administrative in nature should be allocated to the Other Expenses category. Provide salary ranges for each position included in the budget. Provide cost of living and merit based increase methodologies and frequency for receipt. Describe how health care and other employee benefits will be calculated and billed.
2. **Operational Expenses:** Program costs that are necessary to the general operating and infrastructure costs to run the program, including building rental, facilities maintenance, utilities, phones, general consumable materials and supplies, Internet, insurance, audits and other costs related to supporting and maintaining organizational infrastructure. Professional services purchased from vendors (as opposed to subcontractors) are included in this category. Costs related to technology and equipment (computers, printers, fax machines, and office furniture) needed can be included as part of your budget and will be reviewed for cost effectiveness and reasonableness. Equipment leases should also be listed here.
3. **Direct Expenses:** Expenditures directly related to the program area. Possible costs include supplies and materials specifically used for the program, travel and conferences, and contractual services/ consultant time, subsidized wages, and supportive services.
4. **Other Expenses:** These costs are defined as costs of operations related, required, and incurred for official business in coordination of those functions under WIOA. Some examples include accounting, financial, procurement and purchasing, payroll, personnel management, resolution of findings, and general legal services. These costs are capped at 10%. This may include an indirect cost rate; however, if used this rate should include audit, payroll and other costs of program support such as general costs that cannot be directly identified as a cost to any specific program, but are equitably allocated to all the programs that the organization operates and therefore should not also be listed in Infrastructure /Operating Costs Category.
5. **Criteria for Earning Profit** – Under Cost Reimbursement contracts, criteria for profit may be established by the LWDA and may be used to evaluate Bidders request for payment of profit. Payment of profit to the selected Bidder may be payable on a monthly, quarterly, mid-year, or end of year (closeout) basis. The Bidder should propose criteria for profit and a schedule of payment as part of the budget narrative.

In order to earn profit allotted in the grantee's budget, the grantee must provide trackable data and reports upon request in a manner that enables the LWDA to comply with requests and reporting requirements of SCDEW and USDOL and make timely payments to vendors and employers.

All criteria proposed must be Specific, Measurable, Achievable, Realistic and Timely (SMART goals). Profit margins shall not exceed ten percent (10%) of the Contract. Criteria for Profit will be reviewed and included in negotiating final contracts.

- E. Describe your organization's financial resources to cover disallowed costs or program over expenditures.
- F. WIOA funds are distributed through a process of drawdowns from DOL and then from the State to the ACOG. This process may be lengthy. How will your agency fiscally cover the time between expense and payment (typically 20 to 30 days)? How will your agency insure that no major purchases will be made between July 1 and October 1?
- G. Do you have a federally approved indirect cost rate? If yes, please provide a copy of the approval. Please refer to 2 CFR 200 for additional guidance.
- H. Describe any programmatic and/or fiscal monitoring findings. Provide a Certified Audit Financial Statement. The Audit statement must be based on a fiscal period not more than eighteen (18) months old at the time of submission, certified by an independent certified public accountant. Please share if the audit contains any exceptions or recommendations.
- I. The financial management description must provide the following information: This section must describe in detail the applicant's financial management system. Applicants must operate a system that satisfactorily accounts for and documents the receipt and disbursement of all workforce development funds. While a separate accounting system is not required, each selected provider must maintain financial records that adequately identify the source and application of all workforce development funds.
  - 1. Effective control and accountability over workforce development assets (funds, property, other workforce development assets) – Assure that the financial system will maintain effective control and accountability over all funds, property and other workforce development assets including the adequate safeguard of such assets.
  - 2. System's capability of generating financial information – Assure that the system is capable of generating all financial information needed for required reports, including data needed to monitor, evaluate and if necessary, modify program performance.
  - 3. Source documentation – Assure that accounting records are supported by source documentation for each transaction. Assure that records are traceable to documentation and maintained in such a manner as to provide a complete and accurate audit trail during any internal or external examination.
  - 4. General Liability Insurance – Assure that all persons authorized to receive or deposit workforce development funds or to issue financial documents, checks or other instruments of payment for job training program costs will be bonded for protection against loss. Identify all positions that are authorized to receive or deposit workforce development funds, issue financial documents, checks or other instruments of payment for workforce development program costs. The individuals in these positions must be bonded in a minimum

amount of the contract award. Identify the insuring agency, policy number, term of the bond, and the total dollar amount of the bonding coverage. Upon winning the award, the ACOG and WorkLink WDB must be named under your General Liability Insurance.

5. Record retention – Assure that all financial and program records, including any supporting documents, will be retained for at least three years from the date of the WDB’s submission of close-out reports. Assure that if any litigation, claims or audits are begun prior to expiration of the three-year period that all records shall be retained until such litigation, claims or audits relating to the records have been resolved. Assure that records relating to non-expendable personal property that are authorized to be purchased with workforce development funds will be retained for at least three years after the final disposition of the property.
  6. Cost allocation plan – Describe in detail any cost allocation plan utilized when costs are chargeable to more than one cost category, or to more than one program and/or funding source. Identify common costs. Applicants must follow the guidelines established in the 2 CFR 200.
  7. Invoices & reconciliation – Assure that the actual and accrued expenditures will be reported on invoices and that reconciliation between actual and accrued expenditures will be conducted on a payment-by-payment basis.
  8. Generally accepted accounting principles – assure that the agency will utilize generally accepted accounting principles in order to account for and control all workforce development funds.
  9. Program income and stand-in costs – Any program income received as a result of this contract must be reported to the WDB. Program income must be used prior to payment of any workforce development funds. Assure that any program income earned as a result of the contract for services will be used for job training purposes only. The use of program income against workforce development services must be documentable and traceable through the financial system. It must be reported as part of the invoice.
  10. Procurement – In order to ensure fiscal accountability and prevent waste, fraud and abuse in programs administered under the Workforce Innovation and Opportunity Act, the applicant shall have a procurement system, which adequately provides, maximum, free, and open competition. To accomplish this, applicants must have a system which: 1) provides for full and open competition, 2) has written procedures for procurement transactions, and 3) has a code of ethical standards, which adequately provide for the avoidance of any conflict of interest.
  11. If the Bidder has a line item for profit, explain in detail the profit percentage requested and how the profit was calculated (i.e. staff salary)
- J. Funding under this proposal is limited, explain how you will use existing partners to supplement staff needs not covered in the funding proposed. Explain your staff plan including Partners and WIOA-funded staff.

## **PART 8: 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** (both included in Form C – Budget forms) 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.

Bidders 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 Bidder'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** and **Budget Flow** are projections of the participants to be served and funding to be spent throughout the year. Care should be taken in completing these forms. It is not anticipated that the same numbers of participants will be enrolled or that the same amounts will be spent each month.

Budget worksheet and customer flow sheets have been provided for your use. However, the bidder may choose to use a different format for the budget summary and/or customer flow sheet. The bidder must ensure that all cost categories and line items in Form C - Budget Summary are reflected in the bidder's proposed budget format. Please review the Budget Summary worksheet provided as an attachment for this RFP for specific cost categories and line items. The final budget template or format will be approved or modified during budget negotiations.

The customer flow sheet may be modified as desired; however, a total yearly served goal should be clearly stated and defined. Benchmarks throughout the year may be set by the bidder; however, the total number negotiated with the WDB must be accomplished by June 30 of the contracted program year.

## **PART 9: EVALUATION CRITERIA AND RATING SYSTEM**

### **A. Evaluation Panel Briefing**

The Chairperson of the Workforce Development Board (WDB), 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.

## **B. Rating System**

### **1. Program Proposal Synopsis – 5 points**

- Do the mission, vision, and main purpose of the Bidder match WorkLink’s vision of SC Works Center operations and program delivery.
- Are the target groups clearly identified, to include priority populations, and does the Bidder have the ability to reach these groups?
- Has the Bidder clearly outlined the goals and objectives of the program? Has the Bidder described outcomes which are acceptable? Are the goals and outcomes SMART (Specific, measurable, attainable, realistic, and timely).
- Does the application demonstrate an understanding of information requested and conform to the requirements of the RFP?
- Is the response complete with the items requested?
- Is there internal consistency of data presented?

### **2. Experience, Capacity & Past Performance - 25 Points**

Points will be given based on the Bidder’s ability to demonstrate it has the resources and expertise to operate a federally-funded workforce development system of comparable size and scope. Technological, management, administrative and staff capabilities along with physical space, location, and capacity of the program site are reasonable. The Bidder demonstrates a history of successfully implementing workforce development systems and achieving benchmarks. This includes evidence of established and strong employer and partner relationships, demonstrated experience placing jobseekers into employment and previous experience and performance on contract agreements of similar size and scope. Experience integrating and coordinating services with mandated WIOA partners and non-WIOA service agencies has been demonstrated in the application.

- Does the Bidder have the organizational structure to properly administer the One Stop system proposed? Is organizational support (or corporate support) evident and adequate for the start-up period of a new contract? Does the support include ongoing technical assistance?
- Does the Bidder have the demonstrated background and experience in providing employment and training services to categories of job seekers and workers with characteristics similar to those found in the WorkLink WDB's service area?
- Does the Bidder have the background and experience in operating SC Works Centers? Does the Bidder include a current or proposed organizational chart and job descriptions for all budgeted staff? Does the Bidder have a clear plan to utilize partner staff in delivery of services?
- 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 Bidder to meet the goals of case management?
- Does the Bidder have the successful experience in leading and managing multi-partner agencies?
- For Bidders who have been awarded previous contracts under Title I of the Workforce Investment Act or Workforce Innovation and Opportunity Act, do the results of the Bidder's most recent contract(s) demonstrate successful performance? Has the Bidder demonstrated successful management of an SC Works Center(s) (or equivalent) as demonstrated by successful placement, monitoring, and customer satisfaction? Did the most recent monitoring of the Workforce Area or State require correction of the Bidder? If yes, has improvement been realized in those areas and/or was the plan of correction acceptable?
- 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?
- Is the Bidder's previous SC Works Operations experience relevant and adaptable to the "Functional Supervision" model currently in the process of being implemented by SCDEW and the State's Workforce Development Board?
- Does the bidder have the administrative, fiscal and reporting capacities to operate the SC Works Centers in the WorkLink region? Is the audit available in the proposal submission? If not, does the bidder explain the reasons why it was not included and seem reasonable? If present, is the audit clear of findings? If not, do the findings present a reasonable explanation and corrective action?
- Did the Bidder present a recent monitoring report relating to services provided to a service delivery area (SDA) for which the Bidder was responsible? Did the State require a corrective action plan from the Bidder? (Yes/No) Was the corrective action plan acceptable to the monitoring organization?
- If the Bidder is subcontracting, are the agreements fully described? Are the Subcontractors delivering appropriate services for an appropriate amount?
- Compliance Documents are attached to the Bidder's response.

### **3. Program Design - 15 Points**

The extent to which the Bidder's plan meets the expectations outlined in the scope of services, including: the Bidder's capacity to provide comprehensive services that respond to the needs of the business and job seeker customers; the Bidder's experience and capacity to work in collaboration with other entities in a service delivery system; and expertise of current staff, staffing plan and capacity to serve both the employer populations and job

seeker populations. A successful proposal will demonstrate the ability to integrate and design a One Stop system of partners that will meet employer's needs and address the needs of job seekers, including priority populations.

For the SC Works System Operator, the extent to which the Bidder's management and system's administration show a clear understanding of SC Works Operations and client flow of Adult and Dislocated Workers through the WIOA levels of services.

- If not currently a provider of service in the WorkLink region, does the bidder include a start-up plan? Is the plan thorough and well thought-out? Are the timelines and costs associated with start-up reasonable?
- Does the Bidder describe their plan or vision and the customer groups to be served, including any priority populations? Does it support the vision and mission of the WDB? Are the groups identified appropriate and partners reflect the population within the WorkLink region?
- Are the appropriate partners included in the program design? Are letters of support included? Does the Bidder describe their approach to managing partner agencies? Will their approach foster positive partner relationships with the system? Will the partner agencies have appropriate opportunities for input?
- Does the Bidder describe their approach to delivering business services and job seeker services? Does their approach match the WorkLink WDB's overall mission and vision? Does it minimize duplication of efforts?
- Does the Bidder describe how they will utilize labor market information and employer feedback to drive the SC Works Center System? Is the approach appropriate, comprehensive, and in-depth? Does the Bidder address career pathway and sector strategy implementation? Does it seem appropriate in the context of the Center?
- Does the Bidder recognize and have the capability to provide or arrange for job seekers, through a coordination of referrals with other public sector partners, community-based organizations, and private businesses appropriate career and training services or financial assistance?
- Does the Bidder describe how they will achieve the goals and deliverables outlined in this proposal:
  - a. Establish customer service expectations, surveys, and strategies for improvement;
  - b. Evaluate and draft a Business Plan for each SC Works Center;
  - c. Achieve and/or maintain One-Stop Certification Standards;
  - d. Draft and execute Standard Operating Procedures;
  - e. Draft and execute Staff Training Plans for Center staff including partners;
  - f. Establish Resource Room Schedules;
  - g. Establish One stop Center communication protocols;
  - h. Provide ongoing workshops/soft skills training;
  - i. Incorporate the State's and WorkLink WDB's Strategic Plans into Service Delivery;
  - j. Investigate and implement best practices for employers and job seekers;
  - k. Establish connections with community partners and share with Center staff;
  - l. Establish and ensure compliance with ADA laws; and
  - m. Establish and maintain Access Points.
- Has the Bidder clearly outlined the measurable goals and objectives of the program to be offered? Has the Bidder proposed specific metrics to measure performance levels (units and quality of service)?
- Does the Bidder have a successful track record and did they demonstrate their prior experience with career services delivery to target customer groups eligible for WIOA and other State and Federal employment and training programs?

- Does the Bidder offer any innovative approaches that further workforce development strategies? Do those innovative approaches directly influence or aid the outcomes and goals laid out in this proposal? Do the innovations proposed further WorkLink WDB's strategic plan or One Stop Certification? Are the innovative approaches described accompanied by research or supporting documentation?
- Did the bidder explain their approach to event management? Is it reasonable and manageable?
- Did the bidder include a description of their plan for ensuring timely communication? Is it reasonable and manageable?

#### **4. Outreach - 15 Points**

Points will be awarded based on the Bidder's ability to demonstrate a reasonable, executable outreach plan for the SC Works Centers and workforce development services. The proposed outreach methods proposed within the application provide promising results based on sound research, demonstrated best practices, and appropriate funding.

- Does the proposed plan offer a comprehensive approach to providing outreach? Does it include a variety of methods (i.e. print, community involvement, social media, etc.)?
- Is the associated budget reasonable?
- Does the plan include all target customers? Does it include the hard-to-reach communities and priority populations? Does it include Limited English populations, priority populations, EO, and ADA groups?
- Does the plan include innovative approaches to community outreach?
- Does the plan cover event management and coordination of partner representation?
- Does the plan include community organizations and/or groups that will be engaged on an ongoing basis?

#### **5. Partnerships - 15 Points**

Points will be awarded to Bidders demonstrating existing strong collaborative partnerships with both WIOA-Mandated and non-mandated workforce development agencies in the region, and with the capacity to engage new partners to improve client referrals to services and improve access to workforce and supportive services for clients. Points will be awarded to proposals that demonstrate effective employer partnerships that have resulted in client job placement, and strategies to engage employers for future program development, training opportunities, and pipelines to employment in key WorkLink industries.

- Does the Bidder describe the partners that will be used? Are the roles clearly defined and appropriate? Are letters of support from the partners included?
- Does the Bidder present an acceptable plan working with the partners in which they demonstrate a sustainable ability to place skilled and other workers with employers seeking to find appropriately skilled workers to fill job vacancies in their organizations?
- Does the Bidder have knowledge of all SC Works Partners necessary to effectively manage multi-SC Works Centers and satellite sites? Does the Bidder describe the SC Works Partners to be utilized at local SC Works Sites? Are the roles and expected contributions of the various SC Works Partners clearly defined?
- Does the Bidder use non-mandated partners to further workforce development goals?
- Does the bidder include a description of a partner referral system? Does it include agreements? Does the plan sound realistic and manageable?

## 6. Budget and Financial Information - 25 Points

Points will be awarded to the extent to which the proposed budget will realistically finance the service and goals of the program. This includes the likelihood that the proposed service strategy will result in achieving the proposed goals; the accuracy of the budget; the direct-staff-to-customer ratio; the amount and type of funds that will be leveraged towards achieving program outcomes; and overall cost effectiveness of the proposed services. Points will be awarded to agencies with sound fiscal practices and procedures, fiscal capacity, and track records of successful fiscal management of similar-sized federally-funded projects.

- Are costs reasonable in terms of the activities to be provided and the performance outcomes to be achieved?
- Was the budget detailed and accompanied by a budget narrative? Was each budget line item supported with an explanation of activities to be carried out? Were calculations included on the indirect and profit line items?
- If proposed, were Criteria for Profit easily understandable? Were the criteria proposed based on SMART goals (Specific, Measurable, Achievable, Realistic and Timely)? Were the goals quantified and easily tracked? Was the schedule of payments clear and easily understood? Was the schedule of payments distributed reasonably across the program year?
- Has the Bidder demonstrated ability to safeguard federal funds? Does the Bidder have the ability to repay disallowed costs if such disallowances are made in the monitoring or audit of the contract? Does the availability of this source and the amount available provide security the Workforce Development Board needs to contract with the entity?
- Does the Bidder have a history which is not characterized by fraud or criminal activity of a significant nature? Does the Bidder have a history which is not characterized by administrative deficiencies and/or disallowed costs? Does the Bidder 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?
- Do the customer and expenditure flow sheets have accompanying explanations?

## C. SELECTION

The selection process will be conducted by WDB Staff, WDB Board members, and as appropriate, outside experts on WDB activities, utilizing a fair and objective process and adhering to federal, state and ACOG procurement policy. The WorkLink WDB will make the final decision.

### *i. Proposal Review Process*

The proposal review process includes two distinct reviews:

1. **Technical Review:** Following receipt, all proposals will undergo a technical review by WorkLink WDB staff to determine that the proposal is properly formatted and includes all of the required sections, signatures, and related forms/attachments requested in this RFP (Form A: Proposal Checklist).

Those proposals passing the technical review will be forwarded to the Selection Committee for evaluation. Those proposals that fail the technical review will be forwarded to the Selection Committee for final confirmation of non-responsiveness.

2. **Programmatic Review/Evaluation:** A Selection Committee (also called an ad hoc RFP Committee of the Board) comprised of WorkLink Board members with direct knowledge and experience of issues facing WorkLink's target customers will comprise the Selection Committee and provide an objective review and

assessment of proposals. Proposals selected for funding will be scored and ranked based upon the evaluation criteria outlined in the RFP. Priority may be given to those proposals that illustrate innovation in delivering the most comprehensive and broadest range of services for a reasonable cost while complying with established guidelines for achieving required performance measurements.

WorkLink staff will compile funding recommendations based upon the outcome of the Selection Committee, and will forward recommendations to the WDB for final approval.

*ii. Contract Negotiations*

The completion of this evaluation process will result in the bidders being numerically ranked. The bidder ranked first will be invited to participate in contract negotiations. If negotiations between the WDB and the first ranked bidder do not result in an agreement as to the contract terms within a reasonable timeframe, the WDB may terminate the negotiations and begin negotiations with the bidder that is next in line, and proceed down the list as necessary until an agreement is reached or the list is exhausted.

The contract amount (including reimbursables) shall be a “not to exceed amount,” to be established based upon a mutually agreeable Scope of Services and budget.

*iii. Contract Award*

Upon authorization to award the contract by the Board and completion of necessary documents, the WDB will issue a Notice to proceed to the successful bidder.

The selected bidder and its other members will be required to maintain auditable records, documents, and papers for inspection by authorized local, state and federal representatives. Therefore, the bidder and its other members may be required to undergo an evaluation to demonstrate that the bidder uses recognized accounting and financial procedures.

All contracts and terms will be negotiated prior to execution of a grant. Criteria for Profit may apply.

Per 2 CFR 200 procurement guidance, WorkLink WDB has the option to extend a contract with a Service Provider pending the following caveats are met:

- The grant should not exceed 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 negotiate with the State.
- These conditions may change pending further guidance from the State or from USDOL.

**D. APPEALS PROCESS AND PROCEDURES**

Any bidder who has submitted a proposal may appeal an award announcement. The process for appealing an award is as follows:

All appeals must be submitted in writing to the WDB within fifteen (15) working days of the award announcements addressed to Stephanie Collins, Board Chair (c/o: Trent Acker, SC Works Clemson, 1376 Tiger Blvd, Suite 102, Clemson, SC 29631) to review to determine merit. In order for an appeal to be found to have

merit, it must show that any substantial portion of the RFP process or a federal or state law was violated. Only appeals that cite the specific section(s) of the RFP or specific statutes that have been violated will be considered.

Appeals will not be accepted for any reasons other than those stated above. Appeals received after the established deadline will not be accepted. Appeals may not dispute a particular score or funding level received by the petitioning bidder, or the scores assigned to a competing bidder.

If an appeal is found to have merit, it will be evaluated by the Executive Committee of the WDB. Following the Executive Committee's evaluation, the appeal will be brought to the full WDB for review. The decision made by the WDB and approved by the County Council, where applicable, will be final.

## **PART 10: ATTACHMENTS AND FORMS**

### **WorkLink Attachments to RFP:**

- I. WorkLink 2015 Strategic Plan
- II. Memorandum of Understanding
- III. WIOA Terms and Conditions
- IV. WIOA Terms and Conditions Local Addendum

### **Forms:**

- Form A – Proposal Checklist
- Form B – Proposal Cover Sheet
- Form C – Budget Forms
- Form D – Past Performance
- Form E – Organization Reference Form
- Form F – Conflict of Interest (for Reviewer)
- Form G – Proposal Rating Sheet