



**Request for Proposal
#18-WIOA-04**

On-the-Job Training Coordination Services

**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)**

Administered by:
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An Equal Opportunity Employer / Program

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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 coordinate On-the-Job Training Services, 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.**

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
- *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 development, education, and economic development.
- (3) Improve the quality and labor market relevance of workforce development, 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)

	<p>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)</p>
Access Points	<p>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</p>

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 should plan to provide access to their respective program or activities through the SC Works delivery system, including making career and training service activities authorized by their programs available at the comprehensive and satellite SC Works. The selected bidder may propose additional WIOA program access locations as well.

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 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 clauses 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 (2nd quarter after exit);
- **Employment Retention** - To increase retention in unsubsidized employment six months after entry into employment (4th quarter after exit); and
- **Median Earnings** - To increase earnings received in unsubsidized employment (median of 2nd 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.

In the event that the State and/or the WorkLink WDB sets additional goals to indicate the success of the system or centers, the successful bidder will also be required to meet those goals and/or measures.

4. WorkLink LWIOA 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.

PY19	Adult	Dislocated Worker
Employment 2 nd Qtr after Exit	76.8	80.1
Employment 4 th Qtr after Exit	73.0	76.0
Median Earnings 2 nd 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 selected bidder will be required to provide follow-up services to WIOA participants for all four quarters. In addition to these measures, 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 seen in Part 6 (D) of this RFP.

PART 4: SCOPE OF SERVICES AND OPERATIONS

WorkLink currently offers two types of training: On-the-Job Training and Classroom Training. Under this RFP, the Selected Bidder will be responsible for developing, implementing, and maintaining a WIOA On-the-Job Training Coordination program.

A. On-the-Job Training Coordination Services

On-the-Job Training (OJT) is one strategy for individuals to receive training funded through WIOA. The term “on-the-job training” means training by an employer that is provided to a paid participant while engaged in productive work in a job that:

- Provides knowledge or skills essential to the full and adequate performance of the job;
- Provides reimbursement to the employer for the costs associated with training the OJT trainee, which are usually calculated at half the pay rate for the agreed-upon training period; and
- Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the individual employment plan of the participant, as appropriate.

OJT is a vehicle for individuals to build their skills and re-establish themselves in new fields. It also provides an incentive to employers to hire individuals and invest in their skill development. It is a very good option for job seekers who:

- Have run out of unemployment or need to earn a wage while learning an occupational skill;
- Are uncomfortable in a classroom setting;
- Prefer to learn by doing and can learn the skills necessary for the occupation more thoroughly on the job; and/or
- Need supervision as they learn specific skills for an occupation.

Employers providing an OJT can receive reimbursement for a portion of the hourly pay rate – typically 50% to 75% - which is considered payment for extraordinary costs to the employer associated with training a new employee. An agreement with the employer specifies the duration of training as well as the skills and competencies to be acquired by the participant. The length of the training period depends on the complexity of the job as well as the participant’s

skills and prior work experience. OJT provides an incentive to employers to hire individuals and invest in their skill development, and trainees can earn as they learn.

The scope of services required for the WIOA On-the-Job Training Coordination services will include, but are not limited to:

1. Employer Services

The selected bidder will participate in WorkLink and SC Works employer initiatives and strategic plan goals, and will play an active role in the community job fair that WorkLink coordinates each year. The selected bidder will participate in the Business Services Integration Team, representing the SC Works system in the employer community and acting as a connector for employers to relevant business resources. The selected bidder will support and participate in hiring events and job fairs in the WorkLink region.

2. Outreach

The selected bidder will use all mandated brochures developed by the WDB or the State. The selected bidder will be responsible for developing an outreach plan that should 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 On-the-Job Training Coordination program. All materials produced and published must be approved and shared with the WDB staff.

The selected bidder should have a coordinated outreach plan in order to recruit employers for the OJT program. The selected bidder will be required to collaborate with the WIOA Adult/Dislocated Worker program to recruit and place WIOA eligible individuals in an OJT contract. The WDB maintains a website (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 for the program 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 selected bidder is to insure that case managers are aware and trained in how to serve those disabilities and those with a language barrier (Limited English Proficiency Plan), including services for individuals with a hearing impairment.

3. Writing OJT Contracts

a. Determining Employer Eligibility

The OJT selected bidder is responsible for the recruitment, determination of employer eligibility, and writing of contracts for employers to receive OJT funds under WIOA. OJT contract funds will be reserved for employers that have OJT eligible worksites in Anderson, Oconee, or Pickens Counties, and secondly for employers outside the region that would like to hire an active WIOA participant (not a reverse referral). The employer must pass a safety inspection prior to an OJT placement.

b. OJT Contract Minimum Standards

An employer orientation must be completed with each employer and/or employer representative to discuss the contract provisions and training plans. The contract process sets the ground-rules for OJT with an employer and ensures there is a legally binding agreement between the employer and the OJT provider. Contracts are the terms and conditions that the employer and OJT provider agree to provide for an OJT experience.

WorkLink has set forth minimum criteria for delivering On-the-Job Training:

- The selected bidder should not write contracts for less than \$11/hour, and will strive for higher paying, self-sufficient jobs in the WorkLink area. Exceptions may be made in cases where OJT placement will result in employment of participants in jobs that pay wages higher than \$12.47/hour.
- The selected bidder should not place individuals in OJT contracts for which the participant has all the skills necessary to perform the duties of the job.
- At times participants will benefit from both OJT and classroom training. In these instances, the OJT and classroom training should be complementary.
- Although there is no legal limit to the duration of training, WorkLink has historically kept the length of training range at eight weeks (320 hours) to twelve weeks (480 hours). WorkLink has issued guidance based on the complexity of the job to be learned (jobs must fall in the Specific Vocational Preparation (SVP) levels of 4.0-6.0 as defined on O*Net Online). All OJTs must be full-time status, defined as working 30 hours per week or more. Employers will not be reimbursed for hours worked over 40 hours.
- Special consideration will be given to eligible classroom/OJT combined education programs.

At a minimum, an OJT contract must comply with the requirements of WIOA rules and regulations including identifying the occupation, skills and competencies to be learned, and the length of time the training will be provided.

To ensure that nepotism does not occur in an OJT position, each applicant, prior to enrollment in an OJT slot, must sign and date a statement which certifies that no member of the immediate family is engaged in an administrative capacity with that OJT employer. A signed copy will be placed in the participant's file.

The IEP must include On-the-Job Training as part of the participant's path to unsubsidized employment. The OJT Contract writer will coordinate with the Adult/Dislocated Worker program service provider to insure that all data entry has been completed in the SC Works Online Services (SCWOS) database management information system, required by SC Department of Employment and Workforce for providing and reporting WIOA services.

c. Training Plans

After determination of the occupation in which the participant will be trained, an OJT training plan must be developed. This plan will be a formal and written program of the structured job training that will provide participants with an orderly combination of instruction in work maturity skills, general employment competencies and occupationally specific skills that will enable the participant to work toward self-sufficiency. OJT providers can use O*NET and/or a company job description as a basis to begin listing skills or tasks. Keep each skill description concise and comprehensive and make sure the individual tasks are measurable and observable.

The Training Plan must include:

- Trainee information - name and contact information of participant;
- Employer information – name and contact information;
- OJT information – start and end dates, wage rate, and reimbursement rates
- Occupational information – job title and description, O*NET code, and number of hours per week
- Job skills – skills necessary to perform the job and the trainee’s skill level for each of these skills
- Training information - list of specific skills or tasks the employer agrees to provide to the participant, estimated training hours for each skill, and acknowledgement of skill obtained
- Signatures - of trainee and date, of employer and date, and of OJT provider and date.

In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, level of difficulty, and the participant’s IEP. The level of difficulty is determined from an assessment of the job description.

d. Invoicing

Payments to employers for OJT will be in compliance with WIOA program guidelines. Payments to employers are in compensation for the “extraordinary costs” associated with training participants. Employers are not required to document these extraordinary costs. Extraordinary costs associated with training of participants are usually understood to mean:

- More intense supervision;
- Above average material waste;
- Abnormal wear on tools;
- Down time; and
- Lower rates of production.

The participant must receive wages and fringe benefits equal to those similarly employed by the employer. The reimbursement is not a wage subsidy. It is expected that the participant will continue working after the payments to the employer end. It is also expected that the participant will continue to receive compensation and benefits commensurate with the job performance.

Payment to employers should be managed by an invoice system that clearly documents the number of hours worked each day by the participant and rate of pay for the time period. Invoices must be signed by both the participant and the employer or only by the employer if accompanying documentation (timesheets/time cards) is signed by the participant and reconciled to the invoice. Also, payments to employers must be based on scheduled raises and regular pay increases, if they occur.

e. Monitoring

Monitoring is the responsibility of both the State and the WorkLink WDB. However, Monitoring at the Selected Bidder level should include oversight of the participant training and corresponding employer payroll records. To ensure validity and propriety of the reimbursement amounts claimed, and that the training for which the contract is written is actually delivered, on site monitoring of OJT employers is required. The on-site monitoring of the OJT must include documenting information received directly from the trainees, should capture the trainee supervisor’s perspective about how the training is progressing, and should include review of the employer payroll records.

f. Documentation

The OJT contract writer will be responsible for entering case notes for each employer and participant interaction. The OJT contract writer will also enter appropriate activity codes for OJT, and insure that all OJT paperwork is in the participant's master file kept by the Adult/DW Program service provider.

g. Other allowable work-based training activities under WIOA

- incumbent worker training
- programs that combine workplace training with related instruction, which may include cooperative education programs
- training programs operated by the private sector
- entrepreneurial training
- transitional jobs
- job readiness training provided in combination with services described above
- 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 above (with On-the-Job Training)
- customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

3. OJT Participant Services

a. Recruitment and Enrollment

The selected bidder is responsible for recruitment and referral of adult and dislocated worker participants interested in OJT to the WIOA program service provider. The selected bidder will coordinate with the Adult/DW service provider to facilitate the OJT participant's path through the WIOA program.

Bidders must develop a detailed plan on how OJT interested job seekers will be recruited and referred to the WIOA Adult/Dislocated Worker Services program for eligibility and enrollment, as well as how active OJT eligible participants will be identified on the Adult/DW service provider's caseloads and placed in OJT opportunities.

Target Populations

- Adults, 18 years and older;
- Dislocated workers; and
- Priority for career services requiring enrollment into WIOA and training services must be given to recipients of public assistance and other low-income individuals where adult funds are limited, and to those that are basic-skills deficient as defined by WIOA laws and regulations.
- In addition to unemployed adults, employed adults can also receive services to obtain or retain employment that allows for self-sufficiency.

Local Priority: Enrollment into WIOA services offered in the WorkLink region are reserved for adults and dislocated workers who live or last worked in Anderson, Oconee, and Pickens Counties.

Note: Eligibility Determination and enrollment of all OJT participants must be completed prior to placement on an OJT contract. All eligibility and OJT contract goals should be completed by the end of the program year. New goals will be established in the event that the contract with the successful bidder is extended.

b. Assessment/Career Readiness Testing

The goal of an assessment is to identify skills, strengths, and deficiencies, and attitudes relating to vocational training, basic education, and employment. Assessments may be used for career discovery and specific job applications. It forms the basis for career services by measuring academic development, workplace skills, interests, job seeking and retention skills, financial situation, work readiness, employment and family barriers, and ability to learn to do work tasks.

The Adult/DW program service provider will be responsible for the assessment phase. However, the selected bidder may proctor WIN Career Readiness testing and other types of employer-requested testing if necessary for OJT placement.

c. Soft Skills/Job Retention

The selected bidder is to evaluate and train job seekers on how to present themselves in a professional manner before and after they are hired. Therefore, an emphasis on pre-hire soft skills centered on appropriate dress, interviewing skills, job application completion, and resume writing are necessary. Post-hire soft skills are the personal attributes needed to succeed in the workplace, such as communication skills, critical thinking, leadership, positive attitude, teamwork, and work ethic, among others. Employers want employees who are able to effectively interact with others.

The selected bidder should address these skills in their interactions with WIOA participants. The selected bidder will coordinate with the OneStop Operator, partners, and Adult/DW program service provider to provide these skills to participants. However, the selected bidder should assume responsibility for the participant's development of these skills, not relying solely on other providers. Therefore, a systematic approach/review of appropriate soft skills should be developed prior to OJT placement, and throughout OJT and follow-up services.

d. Training Services

To be eligible to receive training services, an adult or dislocated worker must first go through an interview, evaluation, or assessment AND career planning

Please note that the WIOA law states that the above should not be "construed to mean an individual is required to receive career services prior to receiving training services."

Under WIOA, training services may be provided if the SC Works Center staff, including partner programs' staff, determines after conducting an interview, an evaluation, or assessment, and career planning, that the individual:

- Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment;
- Has the skills and qualifications to successfully participate in the selected program of training services;

- Is unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds or Federal Pell Grants established under title IV of the Higher Education Act of 1965, or requires WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants (20 CFR 680.230 and WIOA sec. 134(c)(3)(B) contain provisions relating to fund coordination.);
- Is a member of a worker group covered under a petition filed for Trade Adjustment Assistance (TAA) and is awaiting a determination. If the petition is certified, the worker may then transition to TAA approved training. If the petition is denied, the worker will continue training under WIOA;
- Is determined eligible in accordance with the State and local priority system in effect for adults under WIOA sec. 134(c)(3)(E) if training services are provided through the adult funding stream; and
- Selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate.

The Adult/Dislocated Worker service provider will be responsible for completing all assessments and career planning activities.

The selected bidder for OJT Coordination will be responsible for determining need for OJT, and will be responsible for coordinating all On-the-Job Training contracts for participants in the WIOA program.

e. Job Placement

The Selected Bidder is responsible for providing job leads, specific job development, and job matching to WIOA participants' employment, specifically, but not limited to, OJT contract placements. The selected bidder is to pursue employment opportunities for participants in the WIOA program, with the goal of placement in OJT.

f. Supportive Services

Supportive services are those necessary to assist participants to be successful in achieving their goals. This may include transportation, childcare, work-related tools, clothing, housing, etc. To the extent possible, programs should address support service needs through leveraging existing resources and other partnerships before expending WIOA funds. Identified supportive service needs must be documented in an assessment and incorporated into the IEP.

Adults and Dislocated Workers must be participating in WIOA Career and/or Training Service activities and cannot find assistance elsewhere.

The WorkLink WDB has currently capped supportive services at \$3,000 per participant per year.

g. Follow-Up/Retention

The OJT Selected Bidder is responsible for assisting the WIOA Adult/DW program with follow-up services for those finishing the WIOA OJT program.

Adults and Dislocated Workers who have exited should receive follow-up services for a minimum of 12 months. The participant's exit date is the last date of a WIOA funded or partner service received (which excludes follow-

up services). The goal for follow-up services is to measure return on investment. The data collected is reported to DOL via SCWOS. All performance measures data must be entered in a timely manner.

i. *Retention*

After job placement, case management staff is responsible for assisting WIOA participants and, if necessary, their respective employers with job retention. Job Retention assistance is intended to help customers placed into jobs from Career and Training Services overcome any problems that may arise during this critical period and to ensure further progress toward long-term employment and therefore self-sufficiency.

The bidder should design and implement a Job Retention assistance portion of their case management program. Job Retention begins before employment through workshops and education regarding soft skills (such as, but not limited to, teamwork and conflict management) and employer expectations, and concludes at the end of the follow-up period. A variety of means may be used: one-on-one counseling, seminars offered through the SC Works System, mentoring (if available), encouragement of skill attainment through occupational skills training, etc.

ii. *Performance Measures*

Effective follow-up services will help improve WIOA program performance. Participant follow-up activities should be designed to maximize the successful achievement of these measures.

h. File Maintenance And Documentation

A case file will be maintained for each eligibility determination application (assigned a unique identification number). Case files must include information and documentation of the following:

- On-the-Job Training Contract
- Progress reports, time and attendance if receiving WIOA funded training
- Supportive Service documentation
- Computer generated case notes (requiring customer signature)

All hard copy originals must be maintained in the master hard file held by the WIOA Adult/DW service provider.

If the Selected Bidder chooses, electronic files may be kept, and must be coordinated with the Adult/DW service provider.

B. Deliverables

The Selected Bidder will be required to provide the following deliverables:

1. At a minimum, meets all performance measures (WIOA measures, Business Plan, WDB goals, customer satisfaction, etc.)
2. Integrate appropriate career readiness and employer testing into the WIOA program
3. Develop a sustainable soft skills/retention component to the OJT program
4. Ongoing, executed Staff Development and Training plan for all OJT staff
5. At a minimum, meet negotiated Selected Bidder goals for WIOA OJT (i.e. expenditure levels, enrollments, training levels, etc.)
6. Ongoing participation in workforce development related community events and business and industry groups

7. Ongoing collaboration and information sharing with the WDB members, WDB staff, and Economic Development offices
8. Up-to-date and executed Outreach plan for the WIOA OJT program
9. Maximizes direct participant costs, minimizes salaries and overhead while maintaining quality services
10. Expends a minimum of 90% of their budget
11. 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 II & III, 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, 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

Selected 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 Adult and Dislocated Worker services = \$150,000

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 participants.
- 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.
- 35% of all expended funds must be on direct customer services, such as training and supportive services.
- 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 deliver a WIOA program for Adult and Dislocated Worker Services, 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 been able to meet and/or exceed all WIOA Adult and Dislocated Worker performance measures OR can demonstrate successful performance in operating similar employment and training focused programs.
- Discloses any potential conflicts of interest arising from the relationships of the program managers with particular training service providers or other service providers.
- Does not establish practices that create disincentives to providing services to individuals with barriers to employment that 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.
- 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	2:30PM
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 6, 2019	1:00PM
Written Notification to Successful Bidders	February 7, 2019	
Contract Negotiations begin	February 7, 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 CLOSED AND NO OTHERS WILL BE ADMITTED AFTER 2:30PM****

All technical questions regarding this RFP must be submitted to the RFP's point of contact no later than 5:00PM, November 7, 2018.

A bidder's conference is scheduled for 2:30PM, November 13, 2018 at the Pendleton Library located at 650 South Mechanic Street, Pendleton, SC 29670 for the On-the-Job Training Coordination Bid. Location changes will be posted to 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 providing Adults and Dislocated Workers with skills, credentials, employment, retention, and higher wages.

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 for the Request for Proposal, 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. 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: www.worklinkweb.com. 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:

- 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. 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.**

6. 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

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 the proposal is incomplete prior to rating or disqualification.

7. 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. The Committee will receive a copy of the applications, both responsive and non-responsive.
- c. 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.
- d. Bidders will be notified regarding non-responsive applications. Notification will be sent to the contact person listed on the cover sheet. A valid email address is required for this notification.

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. Pages of proposals should be numbered.

SUBMIT TO: WorkLink Workforce Development Board
Attn: Jennifer Kelly, Assistant Director
1376 Tiger Blvd, Suite 102
Clemson, SC 29631

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

ABC, Inc.
100 My Road
My Town, SC 29631
RFP #18-WIOA-04, December 11, 2019
On-the-Job Training Coordination

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 Proposers 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 Proposer 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 Proposer'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 Proposer's **vision** of SC Works Center Operations and the basic program approach for On-the-Job Training Coordination. A snapshot of Target Customers and Outcomes for OJT 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 proposer intends to accomplish as the Program Manager 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 – 20 Points

A. Experience

1. Description of the Proposer- 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 Proposer's current professional service delivery sites.
 - How offering services in response to the RFP will fit into the Proposer'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 participant 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 proposer that demonstrates the capability of the Proposer to manage, administer and operate a Workforce Development program 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 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 WIOA-funded OJT

program 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 proposers 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.

Specifically, for the WIOA Adults and Dislocated Worker programs, 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 and the community employers?
 - How will you meet the accessibility needs of the customers in the WIOA program?
 - 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?
 - 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 the program 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 participant's progress to the Administrative Entity and to others having a need to know.
 3. Fiscal Management and Reporting Capacity - Describe the process the Proposer 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 Proposer will internally track both actual and projected obligations and encumbrances for WIOA or other participants and the reporting system the Proposer proposes to use to coordinate timing for meeting financial commitments of the Proposer with the Administrative Entity's responsibility to account for WIOA funding.

- c. Describe cost accounting for service delivery to carry-over OJT contracts. Proposers, who are not currently serving as a WorkLink WIOA contractor, will be required to assume responsibility for the WIOA OJT contract remaining balances of the prior contractor, who did not receive a new award to provide continued service to those employers and enrollees.
 - d. Describe the Proposer's ability and method it would use to repay disallowed costs if such disallowances are identified in the monitoring or audit of the contract?
 - e. Describe the Proposer's process to account for budgeting resources to serve carry over enrollees.
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 programs, or comparable experience, for the last three years by completing Form D, Past Performance.

D. Documents Required of Selected Bidders

Provide the following compliance documents as part of your 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.*

III. Program Design – 25 Points

- A. For proposers not currently providing services for the WIOA OJT Contract Coordination Services, describe your start-up plan and proposed transition period, including a timeline of events and staff training planned or anticipated. (Bidders not currently serving the WorkLink area may propose an earlier start date to accommodate program implementation.)
- B. Program Description – Describe the overall plan of services that will be made available for the target customer/ group categories to be served.
- C. Describe how the following activities will be provided:

On-the-Job Training Coordination

1. Describe the Proposer's process for referring OJT interested job seekers to the WIOA Adult/DW program:
 - Who is responsible?
 - Where will these activities take place?
 - How will the information be shared?
 - How will the information be tracked?
 - How will the information be communicated and coordinated within the Proposer's organization and to other entities?
2. How will you assure sustained accuracy of the information that the Proposer plans to provide?
3. Discuss methods, format and content of job-readiness services that the OJT Coordinator will initiate, lead and/or participate in as part of preparing WIOA participants to be placed on OJT contracts, such as career planning assistance, mock interviews, job clubs, motivational training, job coaching, and job retention skills.
4. Describe your plan to deliver On-the-Job Training Coordination Services. Include Work Experience, if you plan to utilize this intensive service.
5. Describe service level numbers and contract goals (including total number, number successful/unsuccessful, and budget amount).
6. What supportive services will you offer? How much of the overall budget will be attributed to supportive services and how many participants will be able to access supportive services? Describe your approach to helping participant's access other funds to meet their needs until self-sufficient employment can be found?
7. The staff funded under the OJT program is an automatic member of the Business Services Team. Describe how the OJT program staff will be involved in promoting and participating in the Business Service team.
8. Workforce Development is about preparing the workforce to meet Employer needs. Describe how you will ensure that participants are being prepared to meet employer needs.
9. Describe your job development and placement approach for WIOA participants.

10. Describe how the Proposer makes an effort to allocate minimum number of OJT contracts for each county in the service area.
11. Describe WIOA participant flow through the OJT process (attach a flow chart). Include your approach to delivery of services, noting whether or not one case manager will deliver all services or if staff members will deliver specific functions in the WIOA process. Explain how you arrived at the proposed customer flow.
12. Describe the communication tools you will use to let the community and the WIOA program case managers know about open OJT contracts.
13. Describe how you will integrate WIN into the OJT program.
14. Describe how you will utilize reverse referrals from employers. Describe how you will develop OJT contracts with companies for those WIOA participants that are not reverse referrals.
15. Describe how you will ensure that WIOA performance measures will drive participation in the service delivery model of WIOA and in the success of the OJT program. Describe how you will conduct follow-up for those OJT participants exiting the WIOA program. What services will be offered to employers and to WIOA exiters in the follow-up period?
16. 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 successful placements into the OJT program.

Subcontracts

17. 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. Innovation – 5 Points

- A. 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.
- B. 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.
- C. 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, and methods of service delivery. Describe how innovations would improve the effectiveness of workforce services in light of the tremendous increase in unemployment and jobseekers requesting assistance through the public SC Works system during recent years.

V. Outreach – 20 Points

- A. Describe how you will conduct outreach in the WorkLink area, promoting WIOA OJT services. Give a timeline and detailed explanation of what methods would be used.
- B. Describe how you will ensure that target customer groups are aware of WIOA OJT services. Include hard-to-reach communities and employer groups.
- C. Describe what relationships, partnerships, and community/group organizations are essential to your outreach plan.

VI. Budget -25 Points

- A. The WorkLink WDB will enter into contracts for services beginning July 1, 2019, and ending June 30, 2020. (Bidders not currently serving the WorkLink area may propose an earlier start date for program implementation.) 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 proposers must complete and include a proposed budget (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 proposed budget sheet for each subcontractor. Provide a brief explanation of the subcontracting arrangement, as well as a budget breakdown.
- C. All proposers 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 proposer 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. Total training and supportive service costs should be greater or equal to 35% of the overall proposed budget amount. Include a detailed description and calculation of how you arrived at the number of participants that will be served in individualized career services, training services, and supportive services (cost per participant for the entirety of the grant).
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. 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 proposers request for payment of profit. Payment of profit to the selected proposer may be payable on a monthly, quarterly, mid-year, or end of year (closeout) basis. The proposer should propose criteria for profit and a schedule of payment as part of the budget narrative.

Examples of criteria of profit include, but are not limited to:

- Actively promote employment success stories of WIOA program participants
- Number of Enrollments, Number OJT Contracts written, Number of OJT Contracts successfully concluded, and Placements in employment.
- Number of individuals that completed Soft Skills training.
- Number of referrals to the WIOA program for OJT
- Implementation of best practices from outside the region
- Partner Collaboration- Each quarter, XX will provide at least five (5) instances per quarter of specific collaboration with community organizations to address the additional barriers of its participants- homeless, runaway, foster child, pregnant, parenting, offender, or needs additional assistance to complete an education program or to secure and hold employment.
- Number of WIN certificates earned.
- Others proposed by Proposer

Please note that the RFP Committee priorities center on enrollments, number of individuals trained, successful OJT contract outcomes, participants placed in employment, outreach, soft skills, and WIN. WIOA priorities center on innovation, technological linkages, disability initiatives and collaborations (includes ADA and EO compliance), serving those with barriers to employment, career pathways, and being an employer-driven system.

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 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)?
- 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 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 proposer 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** 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.

Proposers should fill-in appropriate lines of the Cost and Price Analysis Worksheets based on its projected personnel and non-personnel cost of operating its proposed WIOA project. One primary purpose of the Cost and Price Analysis Worksheets is to determine the proposer's 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 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. The following should be summarized: total anticipated on-the-job training contracts, anticipated number of successful versus unsuccessful contracts. 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 the 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

- Are the target groups clearly identified and does the proposer have the ability to reach these groups?

- Has the proposer clearly outlined the goals and objectives of the OJT program? Has the proposer described outcomes which are acceptable?
- Does the mission and vision of the Proposer match WorkLink's vision of SC Works Center operations and program delivery, including On-the-Job Training?
- 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 - 20 Points

Points will be given based on the proposer's ability to demonstrate it has the resources and expertise to manage a federal on-the-job training program of comparable size and scope; technological, management, administrative and staff capabilities along with physical space, location, and capacity of the program site; and the extent to which the proposer demonstrates a history of successfully implementing OJT programs 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 will be considered.

- Does the proposer have the organizational structure to properly administer the program 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 proposer 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 proposer have the background and experience in providing training services to citizens of the local community? Does the proposer include a current organization chart and job descriptions for all budgeted staff? The proposer has a clear plan to utilize partner staff in delivery of service.
- Does the proposed staff have the appropriate education and/or experience to provide the services outlined? Has staff participated in workshops, conferences, seminars, professional organizations and/or other activities to stay current? For vacant positions, is the required educational and experience of applicants sufficient to enable the proposer to meet the goals of case management?
- Does the proposer have the successful experience in leading and managing On-the-Job Training Coordination staff/teams?
- Does the proposer include a current organizational chart and job descriptions of all budgeted positions to be assigned to the OJT Coordination program? Do the proposed management and support staff demonstrate the appropriate level of education and prior work experience necessary to provide the services offered in the proposal? Has staff participated in workshops, conferences, seminars, professional organizations and other activities required to stay current in their respective professional fields? For vacant positions, did the proposer provide the required education and experience required for vacant positions that will be filled if a contract is offered?
- For proposers who have been awarded previous contracts under Title I of the WIA or WIOA, do the results of the proposer's most recent contract(s) demonstrate successful performance? Has the proposer demonstrated successful job development strategies, counseling, and case managing techniques as demonstrated by

successful placement, monitoring, and customer satisfaction? Did the most recent monitoring of the Workforce Development Area or State require correction of the proposer? 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?

3. Program Design - 25 Points

The extent to which the proposer's plan meets the expectation outlined in the scope of services. This included the proposer's capacity to provide comprehensive services that respond to the needs of the business and job seeker customers; the proposer'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.

- Does the proposer describe their plan or vision on how they will effectively carry out implementation of the WIOA OJT services that they propose to offer? Does it support the vision and mission of the WDB?
- Does the proposer address appropriate partners (mandatory and non-mandatory) to eliminate duplication of efforts?
- Does the proposer have the capability to provide OJT (and supporting, related WIOA) services? Does the proposer indicate its plan for monitoring participant progress?
- Does the proposer present an acceptable plan for job development which demonstrates the ability to place skilled workers with employers seeking a skilled workforce?
- Has the Proposer made adequate provisions in the proposal for carry over/continuation of services to participants who were enrolled in the WIOA OJT program by previous contractors?
- Does the proposer describe their approach to delivering to On-the-Job Training Services? Is the plan and proposed referrals numbers appropriate?
- Does the proposer describe how they can complement the WIOA program participant services by assisting with preparing OJT candidates for placement on OJT contracts?
- Are soft skills addressed with a comprehensive plan that includes job retention strategies?
- Does the proposer describe how they will integrate WIN into the WIOA program?
- Has the Proposer clearly outlined the measurable goals and objectives of the program to be offered? Has the Proposer proposed specific metrics to measure performance levels (units and quality of service)?
- Does the Proposer clearly document in its proposal information to support the highest anticipated return on investment (units and quality of service in relation to total cost) that is most likely to lead to employment or re-employment at the earliest possible date?
- Does the Proposer have a successful track record and did they demonstrate their prior experience with OJT delivery to target customer groups eligible for WIOA and other State and Federal employment and training programs?
- Did the proposer demonstrate their success by offering evidence such as: USDOL Common Standards reports, State WIOA and Local WDB reports on Proposer's performance, and customer satisfaction correspondence – both job seekers and employers?
- Did the Proposer identify how they will provide follow-up services to those OJT participants that have exited out of the WIOA program?

- Does the proposer describe the partners that will be used? Are the roles clearly defined and appropriate? Are letters of support from the partners included?
- Did the Proposer present a recent monitoring report relating to services provided to a service delivery area (SDA) for which the Proposer was responsible? Did the State require a corrective action plan from the Proposer? (Yes/No) Was the corrective action plan acceptable to the monitoring organization?
- If the proposer is subcontracting, are the agreements fully described? Are the Subcontractors delivering appropriate services for an appropriate amount?
- Compliance Documents are attached to the proposer's response.

4. Innovation - 5 Points

Points will be awarded based on the proposer's ability to demonstrate effective use of innovative strategies for the delivery of workforce development services, and the extent which strategies proposed within the application provide promising service delivery models that are based on sound research, demonstrated best practices, and support WorkLink's workforce and economic development priorities.

- Does the proposer 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?
- Does the innovations proposed further WorkLink WDB's strategic plan or OneStop Certification?
- Are the innovative approaches described accompanied by research or supporting documentation?

5. Outreach - 20 Points

Points will be awarded based on the proposer's ability to demonstrate a reasonable, executable outreach plan for OJT 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? Does it include Limited English populations, EO and ADA groups?
- Does the plan present innovative approaches to outreach?

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?
- Has the proposer demonstrated ability to safeguard federal funds? Does the proposer 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 proposer have a history which is not characterized by fraud or criminal activity of a significant nature? Does the proposer have a history which is not characterized by administrative deficiencies and/or disallowed costs? Does the proposer 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?
- Are the budget line item totals appropriately divided by staff and overhead costs versus direct participant benefits (i.e. training, supportive services)?

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 Information and Attachments to RFP:

- I. WorkLink 2015 Strategic Plan
- II. WIOA Terms and Conditions
- III. 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