



Request for Proposals

Shenandoah Valley Workforce Development Board, Inc.

Local Workforce Development Area 4

Workforce Innovation and Opportunity Act

Adult and Dislocated Worker Program Services

Release Date: January 30, 2020

Due Date: February 21, 2020 at 1:00 p.m. EST

Contract Period: July 1, 2020 to June 30, 2021

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AN EQUAL OPPORTUNITY EMPLOYER/PROGRAM

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Shenandoah Valley Workforce Development Board, Inc.
Workforce Innovation and Opportunity Act
Adult and Dislocated Worker Program Services

The Shenandoah Valley Workforce Development Board, Inc. (SVWDB) is seeking competitive proposals to provide WIOA Adult and Dislocated Worker program services to Local Workforce Development Area (LWDA) 4 which includes the Counties of Augusta, Bath, Clarke, Frederick, Highland, Page, Shenandoah, Rockbridge, Rockingham, Warren, and the cities of Buena Vista, Harrisonburg, Lexington, Staunton, Waynesboro, and Winchester.

The SVWDB mission is building partnerships to create workforce opportunities that cultivate business, grow jobs, develop people and build community. The SVWDB values community, collaboration, innovation, transparency, and integrity. The SVWDB service delivery goals are to deliver a higher quality of customized services, build capacity in the numbers served, provide services to a larger geographic area within our service region, use technology and innovative models to be less dependent on traditional workforce centers, and to develop a team of service-facing staff to implement innovative service delivery practices. The SVWDB seeks a provider of workforce services whose mission, values, and goals align with the Board and who can partner with the Board to advance its mission, values, and goals and achieve an overall higher quality of service delivery within the workforce area.

Workforce Innovation and Opportunity Act (WIOA) services enable adults and dislocated workers to obtain or retain employment and advancement into self or family income sufficiency. The strategic goal is to help individuals with barriers, gain access to the middle class and experience career progression. The SVWDB expects an innovative approach to service delivery that includes a customized plan for each job seeker to comprehensively address their individual needs to overcome barriers, increase their current and future employability, and lead them on a path to self and family sustaining wages. Programs should utilize a holistic approach to individual services, to include addressing all barriers to employment or training in order to ensure job seeker success is sustainable.

Eligible Bidders: Government agencies; businesses, both non-profit and for-profit; educational institutions including secondary, technical and higher education institutions; and faith-based organizations are eligible to apply via this Request for Proposals. All non-governmental agencies must provide verification of legal status of the entity. Furthermore, the SVWDB will declare entities ineligible if they are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Offerors must disclose any legal judgments, claims, arbitration proceedings, lawsuits, or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.

The SVWDB reserves the right to reject any or all proposals and to waive any informality.

Clarifications to RFPs and answers to questions not contained in RFPs, as applicable and appropriate, will be posted on the SVWDB Website at <https://vcwvalley.com/procurement/> without further notice.

I. BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) was signed into law by President Barack Obama

on July 22, 2014, and went into effect on July 1, 2015. As the first legislative reform of the public workforce system in more than 15 years, WIOA supersedes the Workforce Investment Act (WIA) of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser (WP) Act, and the Rehabilitation Act of 1973. The intent of WIOA is to strengthen the workforce system through innovation and alignment of services to promote individual and economic growth, meeting the business and industry needs in the area.

WIOA funds are allocated to the Grant Recipient representing the Chief Elected Officials (CEOs) of a Local Workforce Development Area (LWDA) to serve two primary customers—job seekers and businesses—through a One-Stop system branded as the Virginia Career Works (VCW) system. One of the main purposes is to assist individuals with barriers to employment by increasing their access to employment, education, training, and support so they may succeed in the labor market.

The Virginia Board for Workforce Development (VBWD), Virginia Community College System (VCCS) and SVWDB continue to review state and regional workforce requirements, job seeker and business needs, and regulations to develop, modify, and release policies, procedures, and processes pertaining to program implementation and administration in support of the continuous improvement of service delivery. Programs funded under this RFP must be prepared to make adjustments to service delivery to comply with present and forthcoming regulation and practice changes. In Virginia, the VCCS is responsible for formula distribution of WIOA funds: ensuring the integrity of the funds; oversight and monitoring of local workforce development boards; and, developing and implementing WIOA operational guidance and policies in coordination with the VBWD. The Offeror hereby agrees to comply with the WIOA and all applicable Federal, State and Local laws and regulations and Federal, State, Local and SVWDB policies, procedures, processes, and plans which are in effect at the inception of the contract or as may be promulgated or amended during its life and will require this of subcontractors as well (if applicable).

Proposers are strongly encouraged to read the Department of Labor's WIOA resource page for WIOA information and the latest updates: <https://www.doleta.gov/wioa> and the Virginia Board of Workforce Development's Practitioner's Corner resource page for the latest updates: <https://viriniacareerworks.com/practitioners-corner/>

VCCS Virginia Workforce Letter (VWL) 14-17, Change 1 (Nov. 4, 2016) requires 40% of expenditures in a program year be spent on allowable training costs. This contract will have a defined dollar amount that must be spent on allowable training costs. Current allowable training costs are listed below. See VWL 14-17, Change 1 for more details.

- Occupational Classroom Training
- Customized Training
- Incumbent Worker Training
- Class-size Training Contracts
- On-the-Job Training
- Work Experience
- Remedial Training / Prevocational Services
- Books, Fees, Travel, and Materials
- Certification Tests
- Staff Costs as Part of a Training Contract

Funding will vary depending upon final allocations, number of new job seekers to be served, service delivery model proposed, and final contract negotiations.

II. PURPOSE

The SVWDB plans to award one single contract based upon the availability of WIOA formula funding to the local area. All funds awarded under the terms of this RFP must be reimbursed and expended on WIOA eligible adult and dislocated workers residing in any one of the sixteen localities within the Area 4 service region. It is anticipated that the Awardee contract will start service delivery July 1, 2020, through June 30, 2021. The contract will have the option for up to two (2), one (1) year contract extensions at the sole discretion of the SVWDB.

For the award period, July 1, 2020 - June 30, 2021, the **ESTIMATED** adult/dislocated worker contract will be \$ 804,000. The required minimum expenditures to be spent on training will be approximately 55% of the total contract amount.

III. SCOPE OF WORK

The SVWDB is implementing the Shenandoah Valley Network2Work as a new service delivery model to address the needs of adult and dislocated workers. The Network2Work model is based on the premise that jobs are the solution to poverty, because money is the solution to poverty, and businesses are the creators of quality jobs. This is a job-driven model in which reachable jobs are identified and individuals that are interested and qualified are selected for these jobs.

The required components of the Network2Work model consists of three networks and overall accountability. The three networks include the Employer Network, Job Seeker Network, and Provider Network. The Employer Network consists of quality jobs (as defined by the community) and actionable intelligence about the job requirements, skill requirements, and benefits. The Job Seeker Network consists of a community peer; to guide and support the job seeker and an interview assessment questionnaire to identify and prioritize job seeker needs and supports. The Provider Network consists of community, faith, nonprofit, state, and regional resource providers to coordinate and support job seekers traveling the pathway to quality work and coordination.

The Network2Work model uses the N2Work application as a tool to place information into the three networks, and assign job seekers to a designated Navigator/Life and Career Coach. Network2Work provides the overall framework for communities to comprehensively serve the out-of-work job seeker and move the no-to-low income individuals out of poverty and into self-sufficiency and family sustaining wages.

- A. **WIOA Adult and Dislocated Worker** programs focus on job seekers who want to enter, re-enter, or advance in the workplace and place a focus on barriers to retained employment, aptitude, and work interests in order to develop an employment plan. Advancing through the employment plan should result in unsubsidized employment at an hourly rate determined to be self or family sustainable as defined by the SVWDB through poverty and ALICE (Asset Limited Income Constrained Employed) data. Through the development of an Individual Employment Plan, eligible job seekers are directed to identified, prioritized services to meet their basic personal needs and employment goals, ranging from basic career services, job and workforce readiness related individual career services, and

occupational focused training services which include on-the-job training, work experience, internships, and apprenticeships. Individuals will also be assessed on personal barriers impeding their ability to achieve and sustain employment. These barriers will be discussed in depth as the Enrollment Specialist works with the job seeker on the completion of their Initial Assessment (Interview Assessment Questionnaire). Discussion and planning with the Enrollment Specialist and responses to the questionnaire will be the foundation for development of the Individual Employment Plan (IEP) for each job seeker. Job seeker needs will be prioritized and formal service provider referrals will be made through an automated tool. The SVWDB will ensure that this occurs for each job seeker and will hold the contractor accountable through scheduled and unscheduled monitoring, interviews with job seekers, and interviews with Enrollment Specialists, Navigators, and Life and Career Coaches.

B. WIOA Program Requirements

WIOA program requirements for Career Services and Individualized Career Services are incorporated in and will be delivered through the Network2Work service delivery model.

Career Services (VCCS, Provision of Career Services VWL 401-03, 2016)

Basic Career Services shall be available to all individuals seeking services through the Virginia Career Works Centers and are to be provided in WIOA comprehensive one-stop centers by Wagner Peyser funded staff in coordination with other one-stop partners. If Wagner Peyser-funded staff are present in affiliate sites, they will deliver basic career services in coordination with other one-stop partners. The Awardee will provide services to complement and coordinate with the customer flow process of the one-stop partners, the one-stop operator and will be an integral part of the system. Basic career services shall be accessible to all customers; therefore, any necessary accommodations shall be available for customers with disabilities or other barriers, including language barriers. Basic career services are listed below.

- Outreach, intake and orientation to Virginia workforce system services
- Initial needs assessment and evaluation of work history and educational attainment
- Registration in the Virginia Workforce Connection (VaWC)
- Labor exchange services, such as job search and job placement assistance
- Basic job search assistance
- Resume development and interview techniques workshops and individualized assistance
- Labor market information
- Information on available supportive services
- Assistance through trained and available staff, either onsite at a one-stop career center, by telephone, or through other technology to file unemployment compensation claims
- Staff-supported assistance in resource rooms
- Referrals to other programs and services available through the one-stop system

Individualized Career Services shall be available based on the individual's need. If a provider is unable to directly provide the services listed below, it must demonstrate the ability to make referrals to appropriate providers of such services. Individualized career services are defined as including the components listed below.

- Comprehensive and specialized assessments of skill levels and service needs
- Development of an individual employment plan and information on available training and training providers
- Assistance in establishing eligibility on non-WIOA financial aid for employment and training programs
- Group and individual counselling
- Career planning
- Resume development and interview techniques workshops and individualized assistance
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training
- Occupational Skills Training (ITA, Non-ITA; On-the-Job Training; Work Experience; Internships; Customized Contract; Transitional Jobs; Registered Apprenticeship; Incumbent Worker; Remedial and Pre-Vocational Services; Books, Fees, Travel, Materials, and Certification Tests) linked to careers
- Financial literacy services
- Out-of-area job search assistance and relocation assistance
- English language acquisition and integrated education and training programs

Follow-up Services are defined as counselling regarding the workplace, for job seekers in adult or dislocated worker program activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

C. Integrated Service Delivery Model

The SVWDB seeks organizations (Offeror) that have a passion for the delivery of services through a comprehensive, highly-individualized service delivery model and are committed to the implementation of an innovative model that is proven to deliver results by meeting the needs of Adult and Dislocated Worker job seekers and businesses. The Offeror will demonstrate the ability to **work with Board staff** to accomplish the requirements as listed below for implementation of the Shenandoah Valley Network2Work service delivery model which is designed following the Network2Work@PVCC service delivery model as described in the attached flyer (Network2Work@PVCC_flyer).

1. Utilize required, specified technology to enhance and improve services to job seekers using the Network2Work system and additional technology as identified or developed.
2. The SVWDB is responsible for establishing a Job Seeker Network to identify volunteer Connectors to work with Network2Work staff to identify potential job seekers in the community and refer them to the program. The Awardee will be responsible for ensuring that enrollments are completed in a timely fashion from date of referral.
3. The Enrollment Specialist will conduct in-depth interviews with job seekers using the Interview Assessment Questionnaire and other education attainment and interest assessments as identified by Board staff. Navigators must have quality communication with Job Seekers at a minimum of every 30 days. Typically, contact is made on a weekly basis to ensure no additional needs arise.

Documentation of contact must be maintained in the VAWC system, and paper documentation directly referencing job seeker eligibility, service strategy, accomplishments, goals and all funds expended on the individual must be housed in hard files at a secure, locked location.

4. Through the development of an Individual Employment Plan (IEP) with assistance from the Network2Work application, identify and prioritize the full array of services to address job seeker needs.

In an integrated service delivery program, job seeker barriers to success are evaluated and addressed prior to enrollment in education and training programs and prior to employment. The Job Seeker and Enrollment Specialist work together in creating an IEP that provides a clear sequence of referrals, educational courses and credentials combined with continuous support systems that prepare the job seeker for entry into unsubsidized employment, training or post-secondary education with a continuous focus on economic equity for all.

5. The SVWDB will use the Network2Work system and establish a *Provider Network* to accept and work with referrals through the Connectors or self-referrals. The Awardee is required to work from this network, as well as refer potential providers to the Provider Network Coordinator.

The SVWDB understands that in order to fulfill the needs of job seekers, appropriate partnerships must be created and maintained with various local organizations outside of WIOA mandated partners. The SVWDB requires outreach and relationship building to develop partnerships needed so job seekers are successful in being placed in and retaining employment. The Awardee will work with the SVWDB staff to develop a Provider Network for the LWDA in order to address job seeker barriers. **The Offeror is required to provide letters of support from two providers in each area of focus (Work Skills, Life Management, Health, Legal, reference #6 for definitions) that could be added to the network.**

6. Through the *Provider Network*, partner with other organizations to leverage resources to address job seeker barriers, which include but are not limited to the following:
 - Work Skills (literacy, education, workplace readiness, technical preparation, training, etc.)
 - Life Management (childcare, transportation, housing, apparel, etc.)
 - Health (physical, mental, substance abuse recovery, etc.)
 - Legal (fines, child support issues, identification documentation, etc.)
7. Improve outcomes through placement in employment, retention in employment, completion of training, attainment of credentials, and measurable skills attainment.
8. Provide wrap around services to all individuals, and when necessary, refer appropriate job seekers requiring additional emotional support and in depth assistance to the Life and Career Coach.
9. The SVWDB will establish an *Employer Network* with job information and actionable intelligence for matching the job seeker to a job. The Awardee is required to utilize the Employer Network for WIOA employment activities and refer potential employers to the Employer Relations Director.

As part of the integrated service delivery approach, Navigators and the Employer Relations Director are expected to work with job seekers in becoming quality candidates in their desired occupation. This will involve internships to gain valuable work experience, applicable occupational skills training, and participation in industry-recognized associations. The Navigator will utilize the Employer Network and the Employer Relations Director to identify potential sponsors for WIOA employment activities, and then follow the designated protocol to set up activities with the job seeker. Upon completion of training, the Navigator is required to refer job seekers to workshops hosted by the Employer Relations Director to provide in-depth resume development to prepare job seekers to apply for jobs as well as give them the knowledge and skills to continually update their resume for future opportunities.

In order to foster internship, apprenticeship, and employment opportunities for job seekers, the Awardee will work with SVWDB staff to develop an Employer Network comprised of LWDA employers. The Awardee will be required to refer employers to the Employer Relations Director to determine suitability for network participation. **The Offeror is required to submit at least two letters of support from employers who they have a history of working with and who would be willing to be part of the Employer Network.**

10. Provide outreach strategies that align with the Network2Work model to identify adult and dislocated worker job seekers in a geographically dispersed rural area (over 5,000 sq. miles) with a low unemployment rate.

All outreach and recruitment materials, including, but not limited to printed materials and digital media must be developed in accordance with the Virginia Career Works brand and SVWDB policies and procedures and must be pre-approved by the SVWDB.

11. Coordinate with Board staff to use grant funding opportunities for job seekers.

The integrated service delivery approach involves various staff positions and moving parts to be successful. Definitions of staff positions and program elements aforementioned are listed below. The Awardee will be required to ensure that each designated Awardee position is filled and accounted for in a capacity they see fit at each location. Staffing requirements will be addressed in Section L., Page 16.

Connector: Serves as the first referral for the job seeker. Can be primarily a volunteer function, ideally served by community intake specialists and other connected, trusted individuals. **This is an Awardee position.**

Enrollment Specialist: Responsible for intake, eligibility determination, and enrollment of the job seeker, to include; conducting the Interview Assessment, completing the questionnaire, administering additional assessments, identifying comprehensive services, and developing the IEP. Will provide a warm hand off to the Navigator. Will also provide warm hand off to the Life and Career Coach if job seeker warrants their services. **This is an Awardee position.**

Navigator: Serves as the point of contact for the job seeker and the organizations able to assist the individual. Responsible for identifying services for the job seeker and entering those services into VAWC, as well as entering case notes in the designated time required. Serves as the guide and confidant to the job seeker and as the communication person between the job seeker and Provider Network Coordinator. **This is an Awardee position.**

Life and Career Coach: Serves as a guide for job seekers requiring in depth emotional support services. Responsible for maintaining contact with assigned job seekers, providing and entering services into VAWC, and documenting and entering case notes in the time required. **This is an Awardee position.**

SVWDB Employer Relations Director: Responsible for developing the Employer Network and maintaining employer relationships. Responsible for identifying job postings and collecting actionable intelligence for job skills, requirements, and benefits and for entering information in the network tool. Responsible for the continued development of the network through outreach with industry associations, Chambers of Commerce, Economic Development, etc. Responsible for hosting workshops to prepare job seekers to enter the workforce.

SVWDB Provider Network Coordinator: Responsible for developing the Provider Network, maintaining relationships with these organizations and developing provider partner agreements in the form of MOU's. Responsible for identifying new resources for the Provider Network. Responsible for community outreach, building community partnerships, and promoting awareness of the Shenandoah Valley Network2Work initiative. Responsible for communication with the Navigator and providing emergency Network referrals when required by job seekers.

Shenandoah Valley Employer Network: The network is comprised of employers with job postings that pay a self or family sufficiency wage above the locality's poverty level. Employers and job postings are identified and job information is gathered to include actionable job intelligence such as required skills, job requirements, and benefits. Employers in the network should be willing to collaborate with the SVWDB on internships, work experiences, and/or apprenticeships, update the SVWDB on available positions and provide profiles to match and refer job seekers, and participate in interviewing and hiring events whenever available.

Shenandoah Valley Provider Network: The network of resource providers and local organizations that provide various forms of assistance to address job seeker needs. Organizations in this network should be willing to partner with the SVWDB on referrals and communicate closely with Navigators, Life and Career Coaches, and the Provider Network Coordinator. Resource providers should also be willing to participate in Network2Work meetings and events whenever available.

Shenandoah Valley Job Seeker Network: The network includes the Connector and the Job Seeker. Connectors refer potential job seekers to the Network based on their desire to obtain specific employment. Connectors are a direct connection and trusted contact in their communities. The Interview Assessment is an important component of the network and used to identify supports and

resources needed by the job seeker. Job seeker support is ongoing throughout the entire process and through employment retention for 12 months. Support is provided by the Navigator or Life and Career Coach.

D. Eligibility Requirements

Under WIOA, all adult and dislocated workers must meet eligibility criteria prior to enrollment and receipt of WIOA funded services.

General Eligibility

- US citizenship or authorization to work in the United States and
- Registration for Selective Service, if applicable and
- Individual 18 years or older

Priority of Service for Adults

1. Covered Persons (veterans and eligible spouses) who are:
 - Low income (policy attachment A) (as defined by WIOA Sec. 3(36), or
 - Recipients of public assistance, or
 - Who are basic skills deficient.
2. Individuals (non-covered persons) who are:
 - Low income (policy attachment A) (as defined by WIOA Sec. 3(36), or
 - Recipients of public assistance, or
 - Who are basic skills deficient.
3. Veterans and eligible spouses who are:
 - Not low income, and
 - Not recipients of public assistance, and
 - Not basic skills deficient.
4. Priority populations established by the Local WDB which include individuals whose income is less than the "Living Wage" as calculated by the MIT Living Wage Calculator Tool (policy attachment B).
5. Non-covered populations outside of WIOA Priority groups.

The Priority of Service Policy issued by the SVWDB must be followed. This policy is constantly being reviewed and revised to better serve the SVWDB service region. A Priority of Service verification form must be completed with a copy placed in the applicant's file and a copy filed in a separate notebook for monitoring purposes.

Dislocated Worker-The term "dislocated worker" means an individual who-

(A)(i) has been terminated or laid off, or who has received a notice of termination or layoff, from employment;

(ii)(I) is eligible for or has exhausted entitlement to unemployment compensation; or

(II) has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e), attachment to the workforce, but is not eligible for unemployment

compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and

(iii) is unlikely to return to a previous industry or occupation.

(B)(i) has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise; is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

(C) was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters;

(D) is a displaced homemaker; or

(E)(i) is the spouse of a member of the Armed Forces on active duty

(I) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or (ii) is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in paragraph (16) (B).

Virginia Trade Adjustment Assistance (TAA) and WIOA Title I will have a TAA Co-Enrollment rate of at least 50% for workers eligible for TAA services in the WIOA Title I Dislocated Worker program. Co-enrollment levels will be provided to local workforce development areas at minimum on a quarterly basis to track the co-enrollment efforts. (For more information, reference VBWD 19-01)

The Awardee shall be responsible for determining WIOA eligibility of all job seekers recruited to its program in addition to the collection and verification of all necessary eligibility source documents, including documentation of the required eligibility barrier, and must enter information into the State's mandated data collection and tracking system, VaWC (Virginia Workforce Connection), in a timely manner as prescribed by the Virginia Community College System (VCCS).

E. Performance and Reporting Requirements

The WIOA performance measures went into effect July 1, 2018. The Awardee will be required to meet and or exceed the Local negotiated rates.

The Virginia Workforce Connection (VaWC) is the system of record for WIOA Title I programs in Virginia and is used for reporting to the U.S. Department of Labor (DOL). Timely and accurate entering of data on job seekers is critical to ensure that performance is reported accurately. Delays in data entry adversely affect quarterly and annual reports; and may result in an outcome that is not reported due to the fact that it was not recorded correctly in the time period required. The Awardee should also anticipate the incorporation of the Network2Work software during the course of the

program year. The Awardee will be responsible for attending training and completely utilizing the software as part of the required program model.

Federal Performance Goals under WIOA Regulations

Adult Performance Measure	Area IV Negotiated Levels for PY 2018-19
Employment 2 nd quarter after Exit	77.0%
Employment 4 th quarter after Exit	82.0%
Median Earnings 2 nd quarter after Exit	\$ 6,000
Credential Attainment within Four Quarters after Exit	70.0%
Measurable Skills Gain	Baseline
Dislocated Worker Performance Measure	
Employment 2 nd quarter after Exit	85.0%
Employment 4 th quarter after Exit	90.0%
Median Earnings 2 nd quarter after Exit	\$ 8,700
Credential Attainment within Four Quarters after Exit	70.0%
Measurable Skills Gain	Baseline

The SVWDB is authorized to establish local performance measures to ensure programs meet the specific needs of the local area. New local measures may be implemented by the Board at any time during the contract term. Specific performance targets will be negotiated with the Awardee. In addition to the federal and state performance requirements, the Awardee must submit monthly dashboard and narrative reports that may include metrics as listed below. Dashboard metrics and reporting requirements may change over the duration of the contract.

1. Number of job seeker outreach and recruitment sessions and activities;
2. Number of community organization outreach sessions and activities;
3. Number of employer outreach sessions and activities;
4. Number of enrolled job seekers by jurisdiction;
5. Number of job seekers placed in work experience, on-the-job training, registered apprenticeship, or unsubsidized employment and a listing of the occupations;
6. Number of job seekers placed in classroom occupational skills training and the type of training;
7. Number of job seekers that obtain a credential;
8. Number of job seeker referrals to community organizations;
9. Cost per job seeker served;
10. Number of job seekers entering full time unsubsidized employment; and
11. Customer satisfaction survey results.

F. Financial Management Requirements

The Awardee must have in place the financial management requirements as listed below.

1. Fiscal management policies that demonstrate the segregation of duties from the originator of expense and actual payment and recording of such expense.

2. A dedicated person assigned to WIOA funds management; this person would be responsible for assembling and submitting reimbursement invoices and source documentation in an electronic format to validate a WIOA eligible expense has occurred and has been paid prior to invoice submittal.
3. An electronic financial management system, which produces a trial balance, an income statement, and balance sheet on both a cash and an accrual basis.
4. Financial capacity to operate its proposed program for approximately 30 days after the submission of the required reimbursement request and substantiating documentation. The startup period of July - August will require a period of 75 days (45 days for the initial invoice submittal in addition to approximately 30 days to receive reimbursement).
5. The Awardee will be subject to the provisions of 2 CFR 200.430 and 2 CFR 2900.2, the Awardee shall have an independent audit performed annually in accordance with 2 CFR § 200.501; contractors expending \$750,000 or more in federal awards from all sources within the entity's fiscal year must procure and have a single audit conducted. The Awardee must submit a copy of their independent audit report as required by 2 CFR 200.430 within 30 days after its receipt by the Awardee but no later than 9 months after the end date of the contract.
6. The Awardee shall maintain separate accounting records for all funds expended under the Contract to ensure compliance with all federal and state laws and to ensure that the funds have not been unlawfully spent. All expenditures must be allowable, allocable, necessary, and reasonable for proper and efficient operation of the program under the appropriate funding source administered.

G. Basic Administrative Requirements

The Awardee must have in place the basic administrative requirements as listed below.

1. Written program operational policies, submitted to the SVWDB within 30 days of award. The policies must indicate how service delivery is documented and maintained in the customer folder, and when appropriate, processed for payment and/or referral, and validation that the service was rendered.
2. Staff, in the appropriate positions, that are able to read, interpret, and apply WIOA regulations, and staff that are able to read, interpret, and apply state, and local policy to program implementation.
3. Staff person dedicated to training staff on program implementation, including changes to federal, state, and local policy and procedures. This training should occur on a quarterly basis, at minimum, and SVWDB should be notified of the training and provided the curriculum beforehand, with the option to attend and observe the training session.
4. Staff, at the appropriate levels, to serve on or attend Board and Board Committee meetings and/or operations focused, partner collaboration development, business services development, or planning work group meetings.
5. Customer satisfaction survey and process to administer and report results monthly to the SVWDB. This process will be reviewed and approved by Board staff.
6. Staff person tasked with collecting, compiling, analyzing, reporting, and collaborating on a monthly dashboard and narrative report with Board staff.

H. Program Locations and Operation Requirements

The Awardee will be required to operate its program in the designated areas within the three Virginia Career Works Centers as indicated below and different point of service (POS) locations to be determined. The SVWDB reserves the right to increase, decrease, or expand service delivery locations, if such changes are made, the Awardee will be given a 30-day notice.

The SVWDB will provide office space, utilities, custodial/janitorial services, internet services, and basic office equipment such as computers, desk phones, printers, and copiers. Supplies and mobile devices must be provided within the available budget.

The Awardee will have a staff person assigned to inventory management and reporting, tasked with updating the SVWDB in real time as equipment is moved or changes occur. The staff person is also responsible for reporting current inventory numbers and products located at each location and their corresponding staff person using the equipment (i.e. which Navigator is using laptop #239).

The following locations are physical Virginia Career Works offices:

- Virginia Career Works – Harrisonburg
160 N. Mason Street, Harrisonburg, VA 22802
- Virginia Career Works – Fishersville
1076 Jefferson Hwy, Staunton, VA 24401
- Virginia Career Works – Winchester
(Our Health Campus)
419 N. Cameron Street, Winchester, VA 22601

In addition to the physical center locations, the Awardee should anticipate providing coverage through Point of Service locations throughout the area in order to be present in all localities. Locations should be data driven and approved by the SVWDB. A schedule will be created and maintained to provide the area with a consistent presence.

I. Monitoring and Compliance

- The Awardee must comply with current and future federal, state and local policy regulations while implementing WIOA program services.
- The Awardee will be monitored by SVWDB staff, the SVWDB independent auditor, Department of Labor (DOL), the Virginia Community College System (VCCS), and the Virginia Employment Commission (VEC).
- In conformance with Section 184 (a)(4) of the WIOA and OMB 2 CFR Chapter II, Part 200, et al. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards Subpart D- Post Federal Award Requirements Standards for Financial Management, the SVWDB shall undertake onsite monitoring of the Awardee no less than once annually to assess compliance with Federal statutes, regulations, and the terms and conditions of funds received under the Contract. The monitoring will consist of a programmatic, administrative, and fiscal review. Monitoring times will be both scheduled and unscheduled.

J. Customer Service

The Awardee must have a commitment to quality when serving business and job seeker customers within the SVWDB service region. The SVWDB strives to achieve a 100% satisfaction rate for job seekers, business customers, and workforce partners. Maintain customer services (business and job seeker) data for continuous program improvement. Submit data to the SVWDB monthly for review.

K. Staff Professional Development and Retention Requirements

The Offeror is required to develop and submit, as part of the proposal, a Staff Development and Retention Plan for frontline staff. The document will include the detail plan, process, and timeline for staff hiring, development, retention, advancement on a career pathway and the process and timeline used to solicit frontline staff ideas and feedback, and the process and timeline used to receive and address staff concerns. If any changes should be made to the Career pathway the Awardee will notify the SVWDB and provide updated information. The Awardee will work with SVWDB staff to schedule mandatory staff training to be conducted by Virginia WIOA Title I Program Directors and/or SVWDB staff. This training will include, but is not limited to, eligibility paperwork and documentation review, sign-off, and dating practices, case management requirements, community resource referral processes, and financial obligation review and submission requirements. SVWDB staff will conduct group and individual staff training and interviews in order to ensure compliance with Board policies and practices and to answer questions. There will be an open-door environment encouraging frontline staff to provide feedback and present proposals, suggestions, and recommendations to SVWDB staff. In addition to the Staff Development and Retention Plan, Offeror will include in the proposal acknowledgement and agreement by the Offeror to comply with the stated staff requirements. (Attachment C-4)

Prior to hiring new staff, the Awardee will submit job postings to the SVWDB for their review, additionally; the Awardee agrees to invite the SVWDB to be included on interview panels for potential hires. Upon hiring, termination, or voluntary separation of frontline staff, the Awardee agrees to notify the SVWDB CEO and Operations staff at the same time Awardee management or Human Resources are notified, whichever is notified first. SVWDB will also conduct exit interviews upon receipt of staff resignation notice.

IV. ANTICIPATED PROJECT SCHEDULE:

The following is an outline of the procurement process currently anticipated by the SVWDB, subject to change:

Issuance of RFP	January 30, 2020
RFP Response Due Date	1:00 p.m. EST., February 21, 2020
Pre Proposal Conference, instructions on: www.vcwwalley.com/procurement/	2:00 p.m. EST., February 10, 2020
Oral Presentations/Questions	Week of March 2, 2020
Tentative Award Date	Week of March 9, 2020
Potential Negotiations Begin	Week of March 16, 2020
Service Delivery Begins	July 1, 2020

Beginning on January 30, 2020, the RFP will be available for download from the SVWDB website at <https://vcwvalley.com/procurement/>.

V. PROPOSAL RESPONSE FORMAT

A. Trade secrets or proprietary information submitted by an Offeror in response to this Request for Proposal shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials, and must identify the data or other materials to be protected and State the reasons why protection is necessary (Va. Code § 2.2-4342.F). (Attachment E)

B. All proposals received at the SVWDB office on time shall be accepted. All late proposals received at the SVWDB office shall be returned to the Offeror unopened. Proposals shall be open to public inspection only after award of the Contract.

C. Offeror shall submit a written proposal that presents the Offeror's qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criterion and to be specific in presenting their qualifications. Proposals should provide all the information considered pertinent to the Offeror's qualifications for this project. The submission must address all sections and meet the specifications listed in Attachment B.

D. Submission Resources, Policy and References

- United States Department of Labor (DOL) Employment and Training Administration (ETA) <https://www.doleta.gov/wioa/>
- United States Office of Management and Budget (OMB) Uniform Guidance http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl
- Virginia Community College System (VCCS) Virginia Practitioners Corner <https://virginiacareerworks.com/practitioners-corner/>
- Eligibility Requirements for , Definitions, Acceptable Verification and Documentation, Selective Service Requirements and other State policies and guidance <https://virginiacareerworks.com/practitioners-corner/#letters>
- Shenandoah Valley Workforce Development Board www.vcwvalley.com
- Virginia Workforce Connection <https://www.vawc.virginia.gov>
- Network2Work Orange Dot Report https://www.pvcc.edu/sites/default/files/media/orange_dot_project_3.0.2018.online.pdf

E. Evaluation Criteria

1. Organization Philosophy and Alignment

- (a) Please provide a brief statement outlining your understanding of the following;
- i. the challenges facing adults and/dislocated workers in the SVWDB service region and how your understanding of the Network2Work integrated service delivery model will address these challenges,
 - ii. holistic job seeker development and assistance, including the process used for barrier evaluation and prioritization and the referral process to address education, transportation, housing, physical health, mental health, legal, and training needs.
 - iii. include in the description how the SVWDB mission, values, and service delivery goals

align with your organization's mission, values, and goals.

- (b) Describe your organization's prior experience and results implementing a comprehensive service delivery model such as Network2Work with a similar population of job seekers with numerous barriers to employment. Describe the service delivery model used and include examples of contracts currently in effect, and those successfully completed during the last two (2) years; include goals, defined performance metrics and performance outcomes.
- (c) Describe your organization's experience with staff working remotely out of the workforce centers and working at job seeker access points to provide services where the job seeker is located. Provide percentage of time staff are out of the office working from access points and the number of staff working from access points. Describe how this has worked over a wide geographic region. Consider the VCW Center office as home base for staff members.
- (d) Describe how you have worked with other partners to provide integrated service delivery and the roles played by the various partners. Other partners would include resource provider partners, employer partners, and volunteers. Include tools that were used to support the referral, integration, and accountability process.
- (e) Identify partnerships with resource providers addressing barriers to work skills, life management, health problems, and legal issues and employers. Provide letters of support from two organizations in each of the five categories.

2. Staff Development and Retention

- (a) Describe your staffing plan. Include staffing design by location using the required positions as defined in the Integrated Service Delivery Model section on page 9.
- (b) Attach job descriptions and resumes for management assigned to the project.
- (c) Provide a current organization chart showing all major functions, lines of reporting, and names of persons occupying the positions.
- (d) Describe how your organization will document staff time expended on WIOA program delivery.
- (e) Develop and submit a Staff Development and Retention Plan for frontline staff. The document will include the detail plan, process, and timeline for frontline staff recruitment strategies and coordination, candidate selection processes, interviewing methodologies and coordination, selection and hiring process and timeline, day-to-day supervision of staff, handling of employee performance reviews, staff development strategy and frequency, staff advancement or internal promotion practices, and frontline staff advancement along a career pathway.
- (f) Explain timeline and process used to solicit frontline staff ideas and feedback, and the process and timeline used to receive and address staff concerns.
- (g) Offeror will include in the proposal an acknowledgement and agreement by the Offeror (Attachment C-4) to comply with the frontline staff requirements and stated on pages 15-16.

3. Fiscal Capacity

- (a) Describe how your organization will meet the requirement for having sufficient financial resources to cover expenditures from the startup period until expenditures from July 2020 will be reimbursed (approximately 75 days thereafter). Please note this is a reimbursement-based agreement and cash advances will not be provided.
- (b) Describe your organization's fiscal and administrative systems that will be used to track

operational and programmatic cost associated with the WIOA funds, where feasible, provide software and/or system names.

- (c) Describe the administrative and fiscal capacity of the proposer to fulfill WIOA and OMB Uniform Guidance required documentation and record keeping such as:
 - i. Understand and apply Generally Accepted Account Principles (GAAP);
 - ii. Collecting data and preparing required documents from multiple staff and program locations;
 - iii. Security and confidentiality of records;
 - iv. Accounting controls;
 - v. Accounting Policies and Procedures;
 - vi. Identify the responsibilities of the administrative/fiscal person's activities and their job title;
 - vii. Written general procurement standards;
 - viii. Written compensation policies;
 - ix. Written policies regarding travel costs;
 - x. Written conflict of interest policies for employees as well as organizational policies; and
 - xi. Written procedures to determine if costs are allowable under OMB Uniform Guidance.

4. WIOA Program Framework, Elements and Performance Outcomes

- (a) Describe in detail your strategy for recruitment, enrollment and orientation of the priority population that will participate in the program. Address in particular recruitment efforts in a wide spread rural area and the ability to provide services in more locations than the three one-stop locations. How will you recruit in the counties/cities in which one-stops are not located and how will you maintain a steady, repetitive presence? Address recruitment when there is a low unemployment rate as it is currently in most of Area 4.
- (b) Describe your process for determining and documenting eligibility, priority of service and suitability for the program.
- (c) Demonstrate your organization understands the development of an individualized employment plan that identifies the following:
 - i. Job seeker barriers to success
 - ii. Referrals for job seeker barriers and the follow up required for remediation
 - iii. Career/employment goals on a supported Career Pathway, deemed suitable for the job seeker
 - iv. Names of assessments used and their practical application in determining job seeker suitability for career programs
- (d) Describe your organization's plan to ensure that the required performance measures are met.
- (e) Describe what high growth/ high demand career pathways your organization has experience in implementing and how your organization plans on using that experience to address regional business needs.
- (f) Describe in detail your job seeker referral, retention and reengagement strategy, and the follow up communication involved in each area.
- (g) Using Attachment C-2 indicate your organizations' proposed performance outcomes.
- (h) Using Attachment C-3 indicate your organizations' proposed service levels and outcomes.
- (i) If your organization will not be providing service(s) directly, describe how you will provide it through subcontractor(s) or MOU partner relationships.
- (j) Describe how your organization will engage community organizations and businesses in

- program delivery and job seeker skills development.
- (k) Describe in detail the occupational skills training job seekers will receive and the method that the program will use to deliver the training.
 - (l) How will partnerships be coordinated to ensure performance that will achieve program and contract goals? Include letters of commitment from key partners essential to delivering the services you propose and that are also keys to achieving the proposed outcomes. Letters should identify the prospective partner, state the purpose of the proposed partnership including any services to be offered, and specify the roles and responsibilities of the partner and value of the partner's contribution. This is in addition to previous letters of support requested in the Integrated Service Delivery Model section.
 - (m) WIOA and SVWDB allow the use of incentives for attainment of certain program outcomes. Please describe if your organization plans to provide incentives and if so how, proposed amount(s) and distribution method and frequency.
 - (n) Describe how your organization will evaluate the effectiveness of the program, service delivery, and partner agencies, and address any needs that may arise as the program progresses.
 - (o) Describe how your organization will utilize technology to enhance and improve services to customers.

5. Organizational Capacity

- (a) If subcontracting, provider(s) must provide detailed information on the services they will provide; if the subcontractor will be providing staffing, a comprehensive account of the following must be denoted: recruitment strategies and coordination, candidate selection processes, interviewing methodologies and coordination, timeline and selection of staffing, day to day supervision of subcontracted staff, handling of employee performance reviews and possible disciplinary and/or corrective actions, other human resources matters, and seamless integration of staffing and services. Attach a Statement from each potential subcontractor signed by a duly authorized officer, employee or agent of the organization/agency that includes the name and address of the organization/agency, type of work to be performed, cost/percentage of the total work to be subcontracted, detailed staffing and organizational budget(s) and timeline for submission of subcontractor invoices. The Statement must also include that the subcontractor will perform all work as indicated and will comply with all WIOA regulations, State or Federal laws. Offeror is responsible for all subcontractors. If not subcontracting, Offeror(s) should provide a Statement to that effect.
- (b) List the names(s) and title(s) of all the owners, members of the board of directors, and other officers of the agency, corporation or business. Indicate owners, or members, or officers who are present members of SVWDB or employed by an organization currently participating in any workforce development service or center in LWDA IV or related to such individuals.
- (c) Describe efforts to ensure transparency with the program and avoiding conflict of interest between the organization and / or its representatives.
- (d) Detail your organization's knowledge and experience with administering WIOA Title 1, adult programs and services and other federally funded projects. Include three references on Attachment H of this submission. References must be from organizations providing similar services, other funding sources, or other professional relations. Contact information for each reference to include name, title, and the nature of relationships, web address, phone, fax, email, and mailing address.

6. Budget - Attachment C-1 Electronic version (required) excel format can be found on <https://vcwvalley.com/procurement/>. Please complete, print and attach the budget forms (Attachment C-1). Excel budget format must be included on the submitted flash drive. A partial example below:

The image shows a screenshot of a budget form with several sections. Each section contains a list of line items with corresponding input fields for numerical values. The sections are separated by horizontal lines and some have titles in bold. The sections include:

- Adult Community Care:** Includes items like Case Management, Supportive Services, and Residential Services.
- Adult Day Health Center:** Includes items like Case Management, Supportive Services, and Residential Services.
- Adult Day Health Center - Community Care:** Includes items like Case Management, Supportive Services, and Residential Services.
- Adult Day Health Center - Community Care - Community Care:** Includes items like Case Management, Supportive Services, and Residential Services.
- Adult Day Health Center - Community Care - Community Care - Community Care:** Includes items like Case Management, Supportive Services, and Residential Services.
- Adult Day Health Center - Community Care - Community Care - Community Care - Community Care:** Includes items like Case Management, Supportive Services, and Residential Services.
- Adult Day Health Center - Community Care - Community Care - Community Care - Community Care - Community Care:** Includes items like Case Management, Supportive Services, and Residential Services.

- (a) Please include a budget narrative that addresses the following:
 - i. A description of how the proposed budget effectively supports the program model.
 - ii. Include evidence in the budget of leveraged resources and in-kind contributions that will assist in meeting proposal outcomes, if any.
 - iii. If your organization is requesting profit and/or indirect expenditures, documentation to support the requested profit or indirect percentage must be attached.
 - iv. State what contingency plans are in place to repay the SVWDB in the event that there are any disallowed costs as a result of an audit or monitoring review. State how your organization will repay (i.e., performance bond, etc.) such costs.
 - v. If funded, what percentage of your organization's total budget will this contract represent?
 - vi. Describe how your organization will budget and spend the costs throughout the contract to ensure that the funds are neither underspent nor overspent at the conclusion of the contract?
 - vii. Describe how your organization will obligate and deobligate funds throughout the contract.
- (b) Attach a copy of the organization's most recent annual budget labeled as Attachment J.
- (c) Attach a copy of the organization's most recent financial statement audit and auditor's report

- thereon; the any findings reported must be satisfactorily addressed or a statement must be included denoting how the findings have since been addressed, labeled as Attachment K.
- (d) Attach a copy of your organization's cost allocation plan to incorporate WIOA funding. If you have an approved federal indirect cost rate include a copy of the most recent accepted negotiated indirect cost rate agreement (NICRA), labeled as Attachment L.
 - (e) Attach a copy of all relevant fiscal and administrative policies and procedures, labeled as Attachment M.
 - (f) Prohibited expense items under this contract are listed in General Provisions.

VI. PROPOSAL EVALUATION/SELECTION PROCESS

- A. Offerors are to make written proposals, which present the Offeror's qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that the SVWDB may properly evaluate the Offeror's capabilities to provide the required goods/services.
- B. Offerors are asked to display their understanding of the Network2Work model and provide information that will ensure they will be quality practitioners of the integrated service delivery approach and are suited to take the model in their current state of operation and operate it successfully now and in the future.
- C. Selection of the Awardee will be based upon submission of proposals meeting the evaluation criteria. The minimum evaluation criteria will include:

EVALUATION CRITERIA REVIEW FORM	WEIGHT
<p data-bbox="240 306 735 342">Organization Philosophy and Alignment</p> <p data-bbox="240 373 1260 443">Requirements for detailed responses are found in Section V. Proposal Response Format, E. Evaluation Criteria, 1. Organization Philosophy and Alignment, page 16.</p> <ul data-bbox="302 474 1260 804" style="list-style-type: none"> • Challenges facing adult and dislocated workers in SVWDB region • Process used for barrier evaluation and prioritization for the seven identified barriers and the referral process for provider partners • Alignment of mission, values, and service delivery goals between organizations • Experience and results implementing integrated service delivery models • Experience with staff working remotely from job seeker access points • Work with partners and roles to provide integrated service delivery • Describe tools used to support integrated service delivery • Identification of partnerships and letters of support from resource providers and employers 	<p data-bbox="1338 562 1370 598">25</p>
<p data-bbox="240 848 889 884">Integrated Service Delivery/Network2Work Utilization</p> <p data-bbox="240 915 1260 984">Requirements for detailed responses are found in Section III. Scope of Work C. Integrated Service Delivery Model, pages 6-9.</p> <ul data-bbox="302 1016 1260 1409" style="list-style-type: none"> • Networking; Display understanding of each of the Networks from Section C. (Provider, Employer, Job Seeker) and discuss any current partnerships that could be valuable to the Networks. • Describe the ability to outreach and refer new partnerships with community organizations. Provide letters of support requested in Section C for each of the following: Work Skills, Life Management, Health, and Legal. • Provide letters of support from employers willing to partner for WIOA activities. • Describe your capability to create a sustainable Job Seeker Network and how Connectors will be trained and retained. • Coordination and implementation of program elements (Basic Career Services, Individualized Services, and Follow Up) in conjunction with the integrated service delivery approach, Network2Work model. 	<p data-bbox="1338 1129 1370 1165">25</p>

<p>Frontline Staff Development and Retention</p> <p>Requirements for detailed responses are found in Section V. Proposal Response Format, E. Evaluation Criteria, 2. Staff Development and Retention Requirements, page 17.</p> <ul style="list-style-type: none"> • Staffing plan by location using required staff positions as defined on page 9. • Management job descriptions and resumes. • Current organization chart • Explanation of how WIOA staff time is documented • Staff Development and Retention Plan for frontline staff • Process for solicitation of frontline staff ideas and how staff concerns are addressed • Acknowledgement and agreement to comply with stated frontline staff requirements (Attachment C-4) 	25
<p>Fiscal Capacity and Budget</p> <p>Requirements for detailed responses are found in Section V. Proposal Response Format, E. Evaluation Criteria, 3. Fiscal Capacity, page 17 as well as 6. Budget, page 20.</p> <ul style="list-style-type: none"> • Cost per job seeker and amount budgeted for direct job seeker cost; addressing the 40% training requirement; • Accounting controls, systems to track expenditures, development of fiscal policies and procedures; • Organization's ability to cover expenses until reimbursement dates; • Audit and annual budget; and leveraged funding. 	20
<p>Organizational Capacity</p> <p>Requirements for detailed responses are found in Section V. Proposal Response Format, E. Evaluation Criteria, 5. Organizational Capacity, page 19.</p> <ul style="list-style-type: none"> • Additional information required if subcontracting as denoted in Section 5, letter (a). • List of names/titles for all owners, members of the board of directors, agency officers, corporations or business and indication of those that are present members of SVWDB or affiliated specified in Section 5, letter (b). • Describe efforts to ensure transparency with program between organization and/or representatives • Detail your organizations knowledge/experience with WIOA Title I, Adult Programs, and federally funded projects as denoted in Section 5, letter (d). Include references in proper format on Attachment H. 	5
<p>TOTAL</p>	100

D. Selection will be made of Offerors deemed to be fully qualified and best suited among those submitting proposals. Negotiations shall then be conducted with each of the Offerors so selected. Price shall

be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the SVWDB shall select the Offeror, which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. Should the SVWDB determine in writing and in its sole discretion that only one Offeror is fully qualified or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Offeror's proposal as negotiated.

Upon no receipt of offers or unsuccessful proposals/no selection, bidders will be notified and the SVWDB will review all options.

VII. GENERAL CONTRACT TERMS AND CONDITIONS:

For the purposes of this Section (VII) ("General Contract Terms and Conditions"), the term "Contract" refers to the contract resulting from this procurement, and the term "SVWDB" refers to the Shenandoah Valley Workforce Development Board, Inc. Additionally, the terms "Awardee" and "Contractor" and "provider" have the same meaning and refer to the Awardee that is awarded the Contract.

A. Independent Contractor

The Awardee is an independent contractor and is not an employee of SVWDB. A Contractor resulting from this RFP, and any employees, agents, or other persons or entities acting on behalf of the Contractor shall act in an independent capacity and not as officers, employees, or agents of SVWDB.

B. Collusion

By submitting a proposal in response to this Request for Proposal, the Offeror represents that in the preparation and submission of this proposal, said Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person, Offeror or Corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act, as amended (15 U.S.C. § 1 et seq.) or § 59.1-9.1 through 59.1-9.17 or § 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

C. Insurance Requirements

The Awardee shall maintain insurance to protect itself and SVWDB, the city and counties comprising Local Workforce Area IV from claims under the Workers' Compensation Act, and from any other claim for damages for personal injury, including death, and for damages to property which may arise from the provision of goods and/or services under the Contract, whether such goods and/or services are provided by the Awardee or by any subcontractor or anyone directly employed by either of them. Such insurance shall conform to the Insurance Specifications. **(Attachment D)**

D. Authorization to Transact Business in the Commonwealth

1. A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership or other business form shall be authorized to transact business in the Commonwealth as a domestic or

foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law.

2. An Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia must include in its proposal the identification number issued to it by the State Corporation Commission. (Attachment F) Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its proposal a Statement describing why the Offeror is not required to be so authorized.
3. An Offeror described in subsection 2 that fails to provide the required information shall not receive an award unless a waiver is granted by the SVWDB CEO.
4. Any falsification or misrepresentation contained in the Statement submitted by the Offeror pursuant to Title 13.1 or Title 50 of the Code of Virginia may be cause for debarment.
5. Any business entity described in subsection 1 that enters into a contract with a public body shall not allow its existence to lapse or allow its certificate of authority or registration to transact business in the Commonwealth if so required by Title 13.1 or Title 50 of the Code of Virginia to be revoked or cancelled at any time during the term of the contract.

E. Contact with Students

Offeror shall certify that any of their employees who will provide services under the Contract resulting from this procurement and will be in direct contact with LWDA IV region jobseekers: (1) has not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child; and (2) such person has not been convicted of a crime of moral turpitude. Offeror shall cause any of their subcontractors to provide the same certification described herein with regard to the subcontractors' employees. (Attachment G)

VIII. General Provisions will become part of the contract. If there are differences between the RFP and General Provisions, General Provisions take precedent. The updated General Provisions can be found: <https://vcwvalley.com/procurement/>

Attachment A
SUBMIT THIS FORM WITH PROPOSAL

PROPOSAL SIGNATURE SHEET

My signature certifies that the proposal as submitted complies with all requirements specified in this Request for Proposal ("RFP"). My signature certifies agreement that the information in this contract is correct to the best of my knowledge and belief. Any intentionally false or misleading information provided by the Contractor and relied upon by SVWDB in appropriating funds for the project authorized by this Contract shall be cause for termination of this Contract, and SVWDB shall be entitled to recover all monies previously paid under this Contract, caused by such intentionally false or misleading information.

My signature also certifies that by submitting a proposal in response to this RFP, the Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person or business entity, or enter into any agreement, participate in any collusion, or otherwise take any action in the restraining of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

I hereby certify that I am authorized to sign as a legal representative for the business entity submitting this proposal.

LEGAL NAME OF OFFEROR (DO <u>NOT</u> USE TRADE NAME):
ADDRESS:
SIGNATURE:
NAME OF PERSON SIGNING (print):
TITLE:
TELEPHONE:
FAX:
E-MAIL ADDRESS:
DATE:

ATTACHMENT B
The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal
Coversheet Checklist and Instructions

The Response to this RFP should include all sections and subheadings as presented in the narrative format below and in the order stated below. The proposal should be organized with tabs in the following order and contain the following:

- The Proposal Signature Sheet (Attachment A)
- The Proposal Coversheet Checklist (Attachment B)
- The Proposal Narrative with Table of Contents (Attachment C)
- Budget Statement (Attachment C-1)
- Proposed Performance Outcomes (Attachment C-2)
- Projected Service Levels and Outcomes (Attachment C-3)
- Staffing Agreement (Attachment C-4)
- Insurance Specifications (Attachment D)
- Proprietary/Confidential Information (Attachment E)
- Virginia State Corporation Commission Identification Number Requirement (Attachment F)
- Direct Contact with Students (Attachment G)
- References (Attachment H)
- WIOA Assurances and Certifications (Attachment I)
- Copy of Organization's Annual Budget (Attachment J)
- Copy of Organization's Most Recent Audit (Attachment K)
- Copy of Organization's Cost Allocation Plan and/or Negotiated Indirect Cost Rate Agreement (Attachment L)
- Copy of Organization's Relevant Fiscal and Administrative Policies (Attachment M)

1. The narrative of the proposal submission should not exceed 30 pages, one-sided, with font no smaller than 12 pt. using a 1" margin.
2. Include a table of contents.
3. Numbered pages that include a header and footer identifying the Offeror's organization.
4. Electronic Copy of Submission on a USB flash drive along with the budget in excel format.
5. To be considered under this RFP, one unbound copy with original signature(s), marked as such, one Electronic Copy on a USB flash drive, and ten (10) bound copies for distribution to the RFP Commission must be submitted. **The USB flash drive must include the Excel format of the budget form found on <https://vcwvalley.com/procurement/>.** The proposal must be delivered either by mail, delivery service, or in-person, **no later than 1:00 p.m. EST on February 21, 2020.** Proposals submitted via email or fax **will not** be considered. Incomplete proposals or any proposal(s) received after the proposal deadline **will not** be considered; unopened package will be returned.
6. All Proposals must be sealed and labeled with RFP #A/DW-PY'20-1 and include the Proposer's Name and Address on the outside of the package. Proposals (including all documents and attachments) will not be returned.

Proposals must be submitted to SVWDB at the following address:

Mailing address:

PO Box 869
Harrisonburg, VA 22803

Delivery address:

217 South Liberty St.
Suite 203
Harrisonburg, VA 22801

Note: Normal Business Hours are 8:30 a.m. to 5:00 p.m. Eastern Time. The office telephone number is (540)442-7134.

Questions: Clarifications to RFPs and answers to questions not contained in RFPs, as applicable and appropriate, will be posted on the website at <https://vcwvalley.com/procurement/> without further notice.

Questions may be emailed to Sharon Johnson, Chief Executive Officer at sjohnson@vcwvalley.com with the subject line **SVWDB PY20 Adult and Dislocated Worker RFP**

ATTACHMENT C-1
The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal
BUDGET AND BUDGET NARRATIVE

A. General Budget Guidance

Two separate budgets and budget narratives should be submitted for Adult and Dislocated Worker as separate programs. Both should cover the period from July 1, 2020 - June 30, 2021.

1. This is a reimbursement-based contract which reimbursements are paid for using WIOA Federal funds; therefore, your organization's budget should be in compliance with the OMB Uniform Guidance and its corresponding documentation.
2. Every cost associated with providing WIOA services must be appropriate, documented and justified according to the proposed services, Federal, State and Local rules and regulations. If any costs are shared among different funding sources (such as staff time, equipment, insurance or other operational cost), the budget and the narrative should reflect the actual allocation between funding sources. Note: Generally Accepted Accounting Principles (GAAP) are the standards used by SVWDB in processing all invoices and program fiscal monitoring.
3. SVWDB will provide office space, utilities, custodial/janitorial services, Internet services, and basic office equipment such as computers, desk phones, printers, and copiers. Supplies and mobile devices must be provided within the available budget.

B. Overall budget - Attachment C-1: The electronic files can be found on <https://vcwvalley.com/procurement/>

Print off the excel sheet(s) and insert in the proposal.

ATTACHMENT C-2
The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal
Proposed Performance Outcome and Service Delivery Levels

Request Performance Targets

The Awardee must indicate a Program Year (PY) 2020 rate exceeding SVWDB performance targets where applicable. Final performance rates will be negotiated upon contract execution. PY20 will be negotiated at the appropriate time.

Federal Performance Goals under New WIOA Regulations

Performance Measure	SVWDB PY18 Performance Targets	Awardee Requested Performance Rate
Employment 2 nd quarter after Exit	Adult – 77.0% DW – 85.0%	
Employment 4 th quarter after exit	Adult – 82.0% DW – 90.0%	
Median earnings 2 nd quarter after exit	Adult - \$6,000 DW - \$8,700	
Credential Attainment within Four Quarters after Exit	Adult – 70.0% DW – 70%	

Rationale for Requested Performance Rate:

ATTACHMENT C-3
The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal
Proposed Service Delivery Levels

Proposed Quarterly Targets July 1, 2020-June 30, 2021

	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter	Yearly Goal	YTD % Met
Adult						
Carry Over from Prior Year*	144	144	144	144	N/A	N/A
Enrollments						
Entered Training						
Entered in Employment						
Exits						
Credentials Earned						
Dislocated Worker						
Carry Over from Prior Year*	21	21	21	21	N/A	N/A
Enrollments						
Entered Training						
Entered in Employment						
Exits						
Credentials Earned						

*Includes job seekers that have exited and are still in follow-up. Numbers inserted here are as of 12/31/2019. This is also required on a monthly basis. The carry over job seekers will be reviewed by SVWDB staff. This review will include an evaluation of services being provided, at which point the Board will work with the Navigator/Life and Career Coach to determine what the status of the job seeker should be in the new program year.

Quarters Time Periods

Quarter 1 - July 1-September 30

Quarter 2 - October 1-December 31

Quarter 3 - January 1-March 31

Quarter 4 - April 1-June 30

ATTACHMENT C-4
The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal
STAFFING AGREEMENT

SUBMIT THIS FORM WITH PROPOSAL

My signature certifies that by submitting this proposal, _____ will comply with all staffing and staff training requirements specified in this Request for Proposal (“RFP) as stated again below:

- Ensuring that each specified position stated in the RFP is filled and accounted for in a capacity fit for each location. (Page 8, Section C.)
- Ensuring that the provided Career Pathway for each position will be followed and adhered to as intended, and if any changes should be made to the Career Pathway, the Awardee will notify the SVWDB and provide updated information. (Page 15, Section K.)
- Ensuring that each frontline staff member will attend mandatory staff training to be conducted by Virginia WIOA Title I Program Directors and/or SVWDB staff. (Page 15, Section K.)
- Acknowledging and allowing the SVWDB to conduct group and individual staff training/interviews in order to ensure compliance and understanding with Board policies and practices and to answer feedback. (Page 15, Section K.)
- Ensuring inventory management and reporting will be assigned to a designated staff person, tasked with updating the SVWDB in real time as equipment is moved or changes occur. The staff person is also responsible for reporting current inventory numbers and products located at each location and their corresponding staff person using the equipment (i.e. which Navigator is using laptop #239) (Page 14, Section H.)
- Prior to hiring new staff, the Awardee will submit job postings to the SVWDB for their review and invite SVWDB staff to be included on interview panels for potential hires.
- Ensuring that SVWDB staff are notified when personnel changes occur (hiring, resignation, termination) at the same time Awardee management or Human Resources are notified (whichever is notified first).
- Acknowledging and allowing SVWDB to conduct exit interviews with all separating personnel upon receipt of staff resignation.

I hereby certify that I am authorized to sign as a legal representative for the business entity submitting this proposal.

LEGAL NAME OF OFFEROR (DO <u>NOT</u> USE TRADE NAME):
SIGNATURE:
NAME OF PERSON SIGNING (print):
TITLE:
DATE:

ATTACHMENT D

The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal INSURANCE SPECIFICATIONS

The Awardee shall carry Public Liability Insurance in the amount specified below, including contractual liability assumed by the Awardee. Prior to the commencement of the contract the Awardee shall deliver a Certificate of Insurance from carriers acceptable to the owner specifying such limits. The Certificate shall show the SVWDB named as additional insureds for the Commercial General Liability coverage. The coverage shall be provided by a carrier(s) rated "Excellent" by A.M. Bests. In addition, the Awardee will provide 30 days written notice of any changes to carrier, insured limits, or cancellation of insurance. The SVWDB may withhold payments or terminate the contract if the Awardee fails to maintain or provide evidence of current insurance.

Workers' Compensation

Statutory Virginia Limits

Employers' Liability Insurance

\$100,000 for each Accident by employee

\$100,000 for each Disease by employee

\$500,000 policy limit by Disease

Commercial General Liability - Combined Single Limit

\$1,000,000 each occurrence including contractual liability for specified agreement

\$2,000,000 General Aggregate (other than Products/Completed Operations)

\$2,000,000 General Liability-Products/Completed Operations

\$1,000,000 Personal and Advertising injury

\$ 100,000 Fire Damage Legal Liability

NOTE 1: The commercial general liability insurance shall include contractual liability. The contract documents include an indemnification provision(s). The SVWDB make no representation or warranty as to how the contractor's insurance coverage responds or does not respond. Insurance coverages that are unresponsive to the indemnification provision(s) do not limit the contractor's responsibilities outlined in the contract documents.

NOTE 2: The specified insurance shall apply as primary insurance with respect to any other insurance or self-insurance programs afforded the SVWDB. This policy shall be endorsed to be primary with respect to the additional insureds.

NOTE 3: Title 65.2 of the Code of Virginia requires every employer who regularly employs two or more full-time or part-time employees to purchase and maintain workers' compensation insurance. If an organization hires subcontractors to perform the same trade, business or occupation, or to fulfill a contract, the subcontractor's employees are included when determining the total number of employees for coverage requirements. Executive officers also count as employees. If the total number of all employees is more than two, workers' compensation is required. Workers' compensation is mandatory for those employers who meet the requirements under the law.

ATTACHMENT E

**The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal
PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION**

NAME OF FIRM/OFFEROR: _____

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Va. Code § 2.2-4342.F in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page numbers, and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. In addition, a summary of proprietary information submitted shall be submitted on this form. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.

SECTION/TITLE	PAGE NUMBER(S)	REASON(S) FOR WITHHOLDING FROM DISCLOSURE

ATTACHMENT F

The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal VIRGINIA STATE CORPORATION COMMISSION (SCC) REGISTRATION INFORMATION

The Bidder or Offeror:

- is a corporation or other business entity with the following SCC identification number:

_____ -
OR-

- is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**
- is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Bidder/Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Offeror's out-of-State location) **-OR-**
- is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned Bidder's/Offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.
- Please check the following box if you have not checked any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids/proposals:

ATTACHMENT G
The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal
BID/PROPOSAL RESPONSE

Name of Bidder/Offeror: _____

Pursuant to Va. Code § [22.1-296.1](#), as a condition of awarding a contract for the provision of services that require the contractor, their employees or subcontractors to have **direct contact with students** on school property during regular school hours or during school-sponsored activities, the school board shall require the contractor to provide certification that all persons who will provide such services have not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child.

Any person making a materially false statement regarding any such offense shall be guilty of a Class 1 misdemeanor and, upon conviction, the fact of such conviction shall be grounds for the revocation of the contract to provide such services and, when relevant, the revocation of any license required to provide such services.

As part of this submission, I certify that the employees of, or subcontractors to, the above mentioned contractor that will be providing services that require direct contact with students to the School Board under the resulting contract will have not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child. Furthermore, I understand that the duty to certify is ongoing and extends to future employees and employees of subcontractors for the duration of the contract.

Signature of Authorized Representative

Printed Name of Authorized Representative

Printed Name of Vendor (if different than Representative)

ATTACHMENT H
The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal
REFERENCES PAGE

(Completed Form Shall Be Submitted with the Proposal)

ORGANIZATION NAME: _____

Reference 1

Name of Business, City, County or Agency	Street Address	City & State	Contract Dates
Contact	Title	Telephone	Email Address
Contract Amount:			\$
Description of Work Performed/Results Achieved:			

Reference 2

Name of Business, City, County or Agency	Street Address	City & State	Contract Dates
Contact	Title	Telephone	Email Address
Contract Amount:			\$

Description of Work Performed/Results Achieved:

Reference 3

Name of Business, City, County or Agency	Street Address	City & State	Contract Dates
Contact	Title	Telephone	Email Address
Contract Amount:			\$
Description of Work Performed/Results Achieved:			

ATTACHMENT I
The Workforce Innovation and Opportunity Act Adult and Dislocated Worker Proposal
CERTIFICATIONS

Certifications: Please complete all certifications listed below and attach to your Proposal. Proposals that do not have all certifications attached will not be considered.

CERTIFICATIONS Forms are located at <https://vcwvalley.com/procurement/>

1. Certification Regarding Indemnification
2. Certification Regarding Lobbying (29 CFR Part 93).
3. Certification Regarding Debarment, Suspension and Other Responsibility Matters (29 CFR Part 98).
4. Nondiscrimination and Equal Opportunity Assurance (29 CFR Part 37).
5. Drug-Free Workplace Requirements Certification (2 CFR Part 182).
6. Standard Form 424b Standard Assurances (Non-Construction Programs)

This product was created using 100% of federal U. S. Department of Labor Employment and Training Administration Workforce Innovation and Opportunity Act (WIOA) award of \$1,621,437 (#AA-32183-18-55-A-51) made to Page County on behalf of the Shenandoah Valley Workforce Development Area by the pass-through entity, the Virginia Community College System. No costs of this product were financed by nongovernmental sources. The information contained herein does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.