

**SOUTH CENTRAL WORKFORCE DEVELOPMENT BOARD
REQUEST FOR PROPOSAL (RFP)
for
WORKFORCE INNOVATION AND OPPORTUNITY ACT
DIRECT SERVICES
to
YOUTH, ADULTS AND DISLOCATED WORKERS**

Release Date

April 7, 2021

Proposal Deadline

May 17, 2021

Contract Period

July 1, 2021 to June 30, 2022

Contact Persons

Jon K. Sowards President & CEO
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South Central Workforce Development Board
2355 Nashville Road
Bowling Green, KY 42101

REQUEST FOR PROPOSAL

for

**SOUTH CENTRAL WORKFORCE DEVELOPMENT AREA
WORKFORCE INNOVATION AND OPPORTUNITY ACT
DIRECT SERVICES TO YOUTH, ADULTS and DISLOCATED WORKERS**

The South Central Workforce Development Board ("SCWDB"), in partnership with the Barren River Chief Local Elected Official (CLEO), has responsibility for the planning and oversight of workforce development services under the Workforce Innovation and Opportunity Act (WIOA) in the 10-county South Central Workforce Development Area (Area). The Area is comprised of Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, and Warren Counties.

Date Issued: April 7, 2021

Scope of Services: The successful bidder will deliver workforce services to businesses and jobseekers at the direction of the SCWDB.

Contract Period: July 1, 2021 – June 30, 2022 with annual renewal option for an additional four (4) years at the SCWDB's discretion.

Funds Available: Program Year (PY) 2021 Planning Numbers

Youth PY 2020 Planning Numbers \$413,292.79
Adult PY 2020 Planning Numbers \$370,602.20
Dislocated Worker 2020 Planning Numbers \$ 571,616.26

Bidders are required to submit a proposed budget as part of the Business Proposal with a justification of the costs. The chosen bidder will be required to adhere to strict guidelines including quarterly approval of all expenditures.

Eligible Bidders: Any public or private for-profit or non-profit entity registered with the Kentucky Secretary of State's Office to do business in Kentucky, operating in the South Central Workforce Development Area or entity deemed eligible to operate within the South Central Workforce Development Area can respond to the RFP. Entities that are presently debarred, suspended, or proposed for debarment are not eligible to receive a contract. Bidders must have a minimum of two (2) years of experience within the past (5) five years delivering public or social services.

Project: 1) Delivery of workforce services to adults, dislocated workers, and youth in the 10-county area; 2) Delivery of Rapid Response, Trade and other workforce-related services for which the South Central Workforce Development Area receives funding and deems appropriate. Services will be funded using WIOA funds, other US Department of Labor funds and grants obtained by the SCWDB. Project and administrative management cost against funding sources, must comply with all WIOA federal, state and local policies, regulations and applicable statutes.

Questions: Deadline for submission of written questions is April 16, 2021 at 4:00 PM CST. Answers will be posted at www.southcentralworkforce.com no later than April 21, 2021.

Note: This RFP does not commit the SCWDB to award a contract. The SCWDB reserves the right to accept or reject any or all proposals received. The SCWDB reserves the right to waive informalities and minor irregularities in offers received. All solicitations are contingent on availability of funds. No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies.

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SECTION I Program Description and Requirements

1.1 Introduction and Purpose of RFP

The South Central Workforce Development Board (SCWDB), provides a variety of workforce and economic development services and support to businesses and residents. These services include a broad range of activities which offer the region's workforce the skills, knowledge, and abilities needed to succeed in a growing and robust economy.

The SCWDB oversees the Workforce Development System for ten (10) counties, which includes two (2) full-service Career Centers one located in Bowling Green, KY, one located in Glasgow, KY and over (20+) local Access Points across the region to serve as access points for consumers. On average, the system serves over 7,500 individuals and over 400 businesses each year. Businesses can utilize any of the access points sites or full-service Centers for recruiting, hiring and retaining an outstanding workforce.

Provision of the services are to be funded by WIOA, Title I, Public Law 113-128, which began July 1, 2015 authorized as workforce law at the federal level through September 2020 and re-authorized in October 2020. WIOA is designed to (a) help job seekers and workers access employment, education, training and support services to succeed in the labor market and (b) match employers with skilled workers they need to compete in the global economy. WIOA is the first legislative reform of the public workforce system passed by Congress in over 15 years. In doing so, Congress reaffirmed the role of the public workforce investment system and brought together and enhanced several key employment, education and training programs.

All WIOA funded services must be delivered in accordance with WIOA rules and regulations, guidance from U.S. Department of Labor, Commonwealth of Kentucky laws and regulations, and policies set forth by SCWDB.

Additional funding may become available as the SCWDB secures discretionary grants, and/or additional federal funding at which time, terms of the direct service deliverer contract may be amended accordingly.

1.2 Highlights of the Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA or Act) was signed into law by President Barack Obama on July 22, 2014 and took effect on July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. Additional federal regulations pertaining to various programs tied to WIOA were issued in the Federal Register on August 19, 2016 and can be found at https://www.doleta.gov/wioa/Final_Rules_Resources.cfm.

As a policy, WIOA is designed to (a) help job seekers and workers access employment, education, training and support services to succeed in the labor market and (b) to match employers with skilled workers they need to compete in the global economy. In passing WIOA, Congress reaffirmed the roles of the Workforce Development Boards (WDB), and the one-stop center system (called Kentucky Career Centers) as the cornerstones of the public workforce investment system, and brought together and enhanced several key employment, education and training programs. The SCWDB collaborates with the Chief Local Elected Official to set the policy direction for the workforce investment system which includes two (2) KY Career Centers and (20+) access points. The Career Center sites and (20+) affiliate sites are the direct service access points for job seekers and employers in the South Central region's labor market.

The Key Highlights of WIOA for this Contract Include:

- 1. Aligning Federal Investments to Support Job Seekers and Employers:* At the State level, WIOA establishes a unified strategic planning across "core" programs, which include Adult Literacy, Wagner-Peyser Employment Service and Title I of the Rehabilitation Act programs.
- 2. Strengthening the Governing Bodies that Establish State, Regional and Local Workforce Investment Priorities:* WIOA streamlines membership of business-led, state and local workforce development boards. The Act emphasizes the role of boards in coordinating and aligning workforce programs and adds funds to develop strategies to meet worker and employer needs.
- 3. Helping Employers Find Workers with the Necessary Skills:* WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. The Act also adds flexibility at the local level to provide incumbent worker training and transitional jobs as allowable activities and promotes work-based training, for example by increasing on-the-job training reimbursement rates to 75 percent. The Act also emphasizes training that leads to industry recognized postsecondary credentials.

The respondent is strongly encouraged to incorporate these WIOA elements into their response to the RFP and to demonstrate a clear understanding of WIOA. Additional information and updates pertaining to WIOA may be reviewed at the U.S. Department of Labor's WIOA resource page at https://www.doleta.gov/WIOA/eta_default.cfm.

Any contract entered into as a result of this RFP may change from time to time in accordance with any guidance issued by the Commonwealth of Kentucky Labor Cabinet, Education Workforce Development Cabinet or the U.S. Department of Labor. Accordingly, SCWDB reserves the right to modify the contract that is developed because of this proposal. All proposing organizations must be committed to following and adapting to any changes in policy that may be issued by the SCWDB, the Commonwealth of Kentucky and the U.S. Department of Labor Employment and Training Administration.

1.3 Solicitation

The SCWDB hereby solicits proposals, using a competitive bid process, to qualified organizations to provide Adult and Dislocated Worker and Youth Services for the South Central Workforce System in Kentucky. Services will include support of the emerging 'one system' approach to businesses, support of the career pathways system being built and align to the seven (7) system integrators found in the SCWDB Memorandum of Understanding (MOU). Services may be expanded to include other applicable workforce opportunities as they become available regardless of the funding source. This RFP does not commit SCWDB to accept any proposal submitted, nor is the SCWDB responsible for any costs incurred by the respondent in the preparation of responses to this RFP.

The SCWDB reserves the right to (a) reject any or all proposals, (b) to accept or reject any or all items in the proposal, and (c) to award multiple contracts as deemed to be in the best interest of the SCWDB.

The SCWDB reserves the right to negotiate with the respondent after proposals are reviewed, if such action is deemed to be in the best interest of the SCWDB.

The specifications outlined in this RFP have been determined to be a minimum acceptable standard. The respondent is encouraged to submit a proposal that will provide the ten-county region with the best quality and most cost-effective option for the services being requested.

Transition

The Area currently has a contractor that provides adult, dislocated worker and youth services. If the current contractor does not bid and/or does not win the bid:

- a. The SCWDB will work with the winning bidder for no less than 30 days from the date of the award of the contract to transition the systems, processes and procedures established in the Area to successfully carry out the services of the winning bidder.
- b. The winning bidder will budget and establish a plan with reasonable staff time to successfully transition the functions from the incumbent service provider.
- c. The SCWDB will negotiate a budget with the winning bidder for these transactional activities to occur prior to July 1, 2021.
- d. The selected bidder will be required to participate in transition training for a new service provider if the contract is ended by either the SCWDB or the contractor.

1.3.1 RFP Release, Timeline and Questions

April 7, 2021

RFP Release Date:

Final Deadline for Questions Submitted in Writing Responses to RFP Questions will be Posted at http://www.southcentralworkforce.com	April 16, 2021 April 21, 2021
RFP Due Date	May 19, 2021 by 4:00 p.m. CST
Review Panel Convenes	May 24-28, 2021
Review Panel makes recommendation to SCWDB	June 10, 2021
SCWDB selects and approves contract awardee(s) and contacts the awardee(s)	June 10, 2021
Contract negotiations complete	June 30, 2021
Contractor(s) start date and program(s) implementation	July 1, 2021

Timeline Overview:

Beginning on April 7, 2021 the RFP will be available for download from the South Central Workforce Development Board website at <http://www.southcentralworkforce.com>. If you have difficulty downloading the proposal, or have any questions regarding this proposal, please contact SCWDB RFP designee(s), Jon Sowards or DaRhonda Hawthorne by email at darhonda@southcentralworkforce.com or by phone at 270-202-2324.

The final date for written questions to be submitted is April 16, 2021 (by 4:00 p.m. CST). All questions and answers will be posted on April 21, 2021 (by 4:00 p.m. CST) at www.southcentralworkforce.com

Questions should be emailed to darhonda@southcentralworkforce.com and copied to heather@heartlandcommunicate.com. Phone and/or text queries are unacceptable.

This RFP will be published in a major newspaper in the SCWDB operating area and will also be distributed via email to organizations on the SCWDB Bidder's List. Upon its release, the RFP, and any accompanying attachments, will be posted on the SCWDB's website and social media.

The selected RFP respondent will be notified of the SCWDB's decision in writing on or before June 11, 2021. Funds will become available July 1, 2021. If a transition period is required from the current vendor, funds will be available earlier to enable a smooth transition for customers.

1.3.2 Submission of Proposals

To be considered for this contract,

- **one (1) signed and completed original proposal, and**
- **five (5) signed and completed copies of the proposal, and**
- **one (1) electronic version of the proposal, on a flash drive, must be received by the SCWDB's designated office either by mail or in-person no later than 4:00 p.m. CST on Wednesday, May 19, 2021. Proposals submitted via email or fax will not be considered.**

All proposals must be addressed to:
South Central Workforce Development Board

2355 Nashville Road
Suite C101
Bowling Green, KY 42101
Attention: Jon Sowards, President/CEO
Incomplete proposals or any proposals received after that date and time **will not** be considered.

1.4 RFP Response

1.4.1 The Respondent Eligibility Criteria

Any public or private for-profit or non-profit entity registered with the Kentucky Secretary of State's Office to do business in Kentucky, operating in the South Central Workforce area or entity deemed eligible to operate within the South Central Workforce Development Area can respond to the RFP. Entities that are presently debarred, suspended, or proposed for debarment are not eligible to receive a contract. Bidders must have a minimum of two (2) years of experience within the past (5) five years delivering public or social services.

1.4.2 Instructions

The respondent must complete and submit a two-part proposal consisting of a Technical Proposal and a Business Proposal. All proposals should clearly demonstrate the respondent's qualifications and abilities to provide the services outlined in SECTION 2 – SCOPE OF SERVICES WIOA Adult, Dislocated Worker and Youth Services.

The Technical Proposal should be no longer than twenty (20) double-spaced pages PER SCOPE OF SERVICES, excluding Cover Page, Table of Contents, Executive Summary, Business Proposal and Attachments. Brief proposals are welcomed.

1.4.3 Formatting Requirements

To simplify the review process and obtain the maximum degree of comparison, each Technical Proposal shall be organized as follows:

- Font size: 11 points
- Font style: Arial
- Line spacing: Double-spaced
- Margins: 1" on all sides
- Pages: Single sided
- Page number: Centered at the bottom of each page
- Language: English
- Other: Proposals should not be placed in binders or folders. Please use one staple or a binder clip in the upper left-hand corner to secure all pages. Each section should be clearly marked.

1.4.4 Points Awarded

- Qualifications and Experience 25 Points
- Technical Proposal 40 Points
- Business Proposal 35 Points
- Leveraged Resources 7 Bonus Points
- Total Points that may be awarded 107 Points

1.4.5 Proposal Guidelines

1. Cover Page – Includes name, address, phone number, and contact information for the Authorized Representative of the respondent or company. Also include corporate structure (e.g. Non-Profit 501C, C or S Corp, Sole Proprietor, or Limited Liability Corporation), date of inception

and/or incorporation, and Federal, State and County Tax ID numbers. Provide a copy of all valid business licenses as an attachment.

2. Table of Contents – Includes a table of contents that identifies the material in the proposal by section and page number.

3. Executive Summary – Includes an executive summary that provides a brief overview of the proposal not to exceed one (1) page.

4. Technical Proposal – Includes proposer qualifications, service area operations plan, service delivery strategies and a plan for partner collaboration.

5. Business Proposal – Includes project timeline, budget and pricing rationale.

6. Attachments – Includes signed copies of Attachments F and G as well as documentation to evidence effective and measured outcomes for WIOA and/or similar work managing and operating workforce development programs that may not have been funded through WIOA.

Attachments are not to exceed 10 pages in total PER SCOPE OF SERVICE.

1.4.6 Technical Proposal Criteria

The **Technical Proposal** shall include the following where applicable for each scope of service the respondent is proposing:

1. Proposer Qualifications – A description of the organization(s) and staff experience in delivering workforce programs, particularly WIOA Programs for Adult, Dislocated Workers and out of school youth, and the services requested. The description should include projects completed during calendar years 2018 through present and verifiable details pertaining to measured change in employability and employment outcomes in the project region.

Provide a description of how the services the respondent is proposing will be staffed and the qualifications of the individuals responsible for each staffed position.

Attach resumes of key staff (as attachments, they will not count in the overall technical proposal page limitation) and clearly identify how they will contribute to the provision of services, including their relationship to the contracting organization (full-time, part-time, consultant) and amount of time to be devoted to the project. Respondents should indicate that they will interview existing staff currently delivering services, if there is a transition from the incumbent, and provide a description of the process to do so.

The respondent should provide a list of three (3) references familiar with the respondent's past work over the past 3 years.

The respondent should indicate the organization's ability to implement WIOA and how the organization has adapted to the new workforce legislation.

2. Service Area Operations Plan – Qualified respondents must have the capacity to design, deliver and continuously improve workforce programs for Adults and Dislocated Workers and out of school youth and to support the work of the system-wide Business Solutions Team and a demonstrated understanding of career pathways as part of the program delivery system. The Business Solutions Team drives a set of practices, protocols, and accountability mechanisms for how any organization will interface with a business customer, thus providing businesses with a single way in which they receive products and services that is not variable depending on the agency that is their first point of contact.

WIOA emphasizes four approaches that will make workforce development investments deliver benefit in the marketplace:

- a) Identify, understand and design to meet the needs of growing industries and employers;
- b) Provide work-experience so that people can earn and learn;
- c) Career pathways from K-12 through adulthood;
- d) Apprenticeship and pre-apprenticeship training.

WIOA places emphasis on “career pathway,” which means “a combination of rigorous and high-quality education, training, and other services that —

- a) *Align with the skill needs of industries in the economy of the State or regional economy involved;*
- b) *Prepare an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships;*
- c) *Include counseling to support an individual in achieving the individual's education and career goals;*
- d) *Include, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;*
- e) *Organize education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;*
- f) *Enable an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and*
- g) *Help an individual enter or advance within a specific occupation or occupational cluster.”*

The respondent is asked to identify the location(s) of its proposed service delivery sites/facilities and provide a description of these sites/facilities, including how it will operate within the network of the SCWDB Career Centers and access point sites. The respondent must demonstrate an understanding of the need for services across the 10-county region. It is the intent of the SCWDB to select the respondent that has the ability and capacity to deliver services throughout the south central region.

3. Service Delivery Strategies – Qualified respondent must submit a proposal that identifies the service delivery strategy for both WIOA Adults and Dislocated Workers and out of school youth. The respondent should provide examples of current or proposed recruitment and retention strategies to attract both populations throughout the region.

The proposal must demonstrate an understanding of the current labor market challenges and how they will identify the employment needs of employers within high growth industry sectors and occupations throughout the region. The respondent is also required to align service delivery and strategies with the SCWDB's five targeted industry sectors. See South Central Workforce Development Board Website (Open Jobs Report: Analysis and Review August 2020).

The respondent must provide a proposed work plan or strategy for accomplishing select tasks identified in SECTION 2 - SCOPE OF SERVICES. The respondent should demonstrate an awareness of the difficulties in the completion of the work and a plan for surmounting them. The respondent should also describe how they intend to track data and measure performance to meet WIOA Common Measures.

The SCWDB is particularly looking for the respondent to identify innovative and proven strategies that emphasize assisting adults in obtaining Industry Recognized Credentials that are in demand by employers in South Central Kentucky.

4. Collaboration Plan – A collaboration plan is required for respondents responding to any part of this RFP. In general, collaboration plans should specify collaborative partners that will assist in delivering the services proposed. The respondent is expected to link extensively with employers, as well as with existing partner programs and resources in the community, in collaboration with the SCWDB.

1.4.7 Business Proposal

The Business Proposal shall include the following (excluded from 20-page limit):

1. Justification for the cost of the services and data adequate to establish the reasonableness of the proposed costs.
2. Delineate personnel costs, travel, supplies, equipment, job seeker training, support services or other expenses, as appropriate, by each program being proposed. Specify whether staff travel to meet with customers is reimbursed to staff using their own vehicles or if the respondent leases cars for this purpose.
3. The respondent must follow the Federal allowable cost principles that apply under WIOA. The respondent will be evaluated on their ability to offer high quality services while keeping costs reasonable for the services provided. The respondent should also describe the financial systems in place to operate the programs listed in the RFP and the internal controls present to ensure all costs are allowable and expenditures are tracked for reporting purposes. The respondent will maintain a fiscal management and accounting system that is sufficient for the accurate and timely accounting and reporting of all financial transactions under the contract.
4. If the respondent is proposing to be reimbursed for a Federally Approved Indirect Cost Rate (ICR), the respondent must submit a copy of the approved indirect cost plan that has been approved by the Federal cognizant agency for the organization for indirect costs to be considered for payment.
5. Follow the guidelines established in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. If the respondent does not have an approved ICR, the SCWDB reserves the right to negotiate possible indirect costs with the recipient after contract award.
6. This is a cost reimbursement contract that provides for the reimbursement of all allowable costs under WIOA, which are approved in the contract budget. The respondent must maintain the documentation necessary to support all costs and expenses, and ensure that costs are separated by WIOA Adult, Dislocated Worker, and/or youth services and Administration expenses.
7. Bidders must demonstrate the ability to meet program and financial expectations with a minimum amount of administrative cost charged to the contract. Costs in this request are limited to staff who directly perform duties necessary to the program, one-stop system operations and other reasonable indirect costs that are indispensable to achieving the goals of the proposal.
8. Include the Cost Allocation Plan or a summary explaining the Indirect Cost Rate.
9. A one-page budget narrative should be attached that describes the allocation of funds among overhead, management and direct costs and the philosophy of the bidder with respect to minimizing customer costs. The budget narrative should be used to clarify and annotate the budget.
9. Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles.
10. Financial records must be available for audit and monitoring purposes.
11. Bidders should provide a brief description of the accountability of the organization and financial history in this section and provide two (2) years of audited financial history with the proposal. The audit is not part of your proposal.
12. Provide financial and administrative experience in managing multiple federal, state and/or private funding sources.
13. If WIOA costs incurred are subsequently disallowed as a result of audit or monitoring, does your agency have the capacity to repay these funds? From what source?
14. Bidders must provide the status of disallowed cost by any state and/or federal agency within the past (3) three years. List the agency name, amount of disallowed costs, and the bidder's position as to the disputed costs and the current status of any review process, dispute process and/or corrective action plan.

Available Funds

The SCWDB anticipates that there will be negotiations with the successful bidder for the costs of any of the services in this solicitation based on the proposed budget found in the bidder’s response. The chart below represents the PY 2021 WIOA formula funds to the Area.

**Allocations for PY 2021 and Administration Funds
(July 1, 2021 through June 30, 2022) WIOA SCWDB Allocation**

Adult	\$ 333,541.98
Dislocated Worker	\$ 514,454.64
Youth	\$ 371,963.52
Administration (at 10%)	\$ 135,551.11
TOTAL	\$1,355,511.25

Scoring Bonus: Up to seven (7) additional bonus points will be awarded to the bidder(s) that demonstrates and documents leveraged resources for staff, leased space and other operating costs.

1.4.8 Responsiveness

Bidders that fail to follow the requirements set forth in this RFP regarding page limits, number of copies and format may be considered non-responsive. The SCWDB reserves the right to reject any or all proposals at its sole discretion.

1.4.9 Workforce Policies

- Copies of pertinent state workforce policies and regulations may be found through the Kentucky Workforce Innovation Board web page at <http://kwib.ky.gov/>
- Additional information about the SCWDB policies may be obtained at the Workforce Development Board’s web page at <https://southcentralworkforce.com/>.

1.4.10 Authorized Signatory Authority

The bidder’s authorized signatory authority must sign all signature documents in the proposal. This individual should typically be the director, president or chief executive officer of the organization or any individual who has the authority to negotiate and enter into and sign contracts on behalf of the bidder’s organization.

1.4.11 Subcontracting

Intent to subcontract must be clearly identified in the proposal narrative and approval must be provided by the SCWDB prior to contract execution. If the bidder currently subcontracts certain functions or activities and intends to do so as part of this proposal, the subcontractor must be identified and an original signed letter from the subcontractor attesting to agreement to the terms of the proposal and any resulting contract must be included in the proposal. Subcontractor

performance is the responsibility of winning bidder and winning bidder/primary contractor is liable for all actions and/or lack of action on the part of all subcontractors.

1.4.12 Attachments

The respondent is encouraged to attach best practice materials, evidence of innovative workforce strategies and/or WIOA strategies that meet the most complex challenges faced by workforce agencies and one stop providers. **Attachments are not to exceed 10 pages in total per scope of service.**

SECTION 2 SCOPE OF SERVICES

The Strategic Vision for the South Central System is:

A dynamic region with high-quality jobs where employers can find the skilled workers they need to be competitive and job seekers have the skills they need to acquire high-quality jobs. A local workforce development board that is knowledgeable, action-oriented, and respected as the leader in defining workforce development needs and in creating integrated solutions for employers, job seekers, students, and the community.

The Mission of the SCWDB is:

To lead the development and implementation of a highly effective workforce development system in the ten counties of South Central Kentucky in collaboration with business, economic development, education, and community organizations in the labor market arena.

The SCWDB Strategic Goals are:

Goal #1. Actively engage employers and stakeholders to drive innovative workforce solutions across the region.

Goal #2. Align and integrate P-12, adult education, and post-secondary education to provide career pathways and life-long learning opportunities for youth and adult job seekers.

Goal #3. Increase regional workforce participation by creating opportunities, incenting workforce participation, and removing barriers to employment.

Goal #4. Maintain viability of the SCWDB's financial growth, quality delivery system, and return on investment (ROI) for job seekers and employers.

The SCWDB has many roles, including developing systems, processes and methods that facilitate alignment among all organizations across the region that deliver workforce services, not just those funded through WIOA. The SCWDB is utilizing the opportunity of procurement of services for WIOA funding to design an operational structure that will help to align workforce service delivery across the 10-county region.

2.1 Scope of Services to be Provided by the Respondent for Services to Adult and Dislocated Workers

The respondent to this section may be an organization or a partnership of organizations. This section of the RFP seeks proposals for a design of how services will be delivered to Adults and Dislocated Workers in collaboration with appropriate required partners and other potential partners in the region. Workforce development-minded organizations with or without previous

experience as a contractor for workforce services with the SCWDB are encouraged to submit proposals; however, only proposals from organizations that can thoroughly demonstrate they can deliver workforce development services across the 10-county region will score sufficiently to be selected as a contractor.

SCWDB provided core services and Individual Training Accounts (ITA's) to adults and dislocated workers as follows:

WIOA Participants PY19 (July 1, 2019-June 30, 2020)

Adults Served = 136

Dislocated Workers Served = 38

WIOA Participants PY 2020 (July 1, 2020-March 18, 2021)

Adults Served = 58

Dislocated Workers Served = 15

National Dislocated Worker Grant = 10

(Note the numbers served in PY19 & PY20 reflect services rendered during the COVID 19 outbreak and closure of all in person services from March 2020 to date).

Title I Performance Levels for the Local Workforce Investment Area for PY 2021 is provided for review and consideration in **Attachment C**.

Requirements

In accordance with the WIOA legislation the respondent must be able to provide the following career and training services:

- Eligibility determination for funding and services;
- Outreach, intake and orientation to the information and other services available through the SCWDB's one-stop center;
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
- Job search and placement assistance and, in appropriate cases, career counseling, including information on in-demand industry sectors and occupations and nontraditional employment; appropriate recruitment and other business services on behalf of employers;
- Referrals to and coordination of activities with partner programs and services;
- Workforce and labor market employment statistics information, which includes job vacancy listings, job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements and opportunities for advancement within those career pathways;
- Performance information and program cost information on Eligible Training Providers (ETPs);
- Referrals to supportive services or other needed assistance;
- Information and assistance regarding filing claims for unemployment assistance; and
- Information and assistance regarding establishing eligibility for financial aid assistance for training and education programs.

Additionally, the respondent to this subsection must outline other career services they intend to provide to customers seeking to obtain or retain employment. Services may include but are not limited to:

- Comprehensive and specialized assessments of the skill levels and service needs of Adults and Dislocated Workers, which may include use of assessment tools, the National Career Readiness Certificate (NCRC) 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;
- Individual career coaching;
- Career planning;
- Short-term pre-vocational services, including development of learning skills, communication skills, and interviewing skills;
- Workforce preparation activities;
- Financial literacy;
- English language acquisition and integrated education and training programs; and
- Follow-up services, including counseling regarding the workplace for customers in WIOA activities that are placed in unsubsidized employment for not less than 12 months after the first day of the employment as appropriate.

I. Orientation, Service Navigation, and Career Coaching

Qualified respondent(s) must:

- a. Provide each customer with an orientation of available services, including all partner services and any other pertinent resources to ensure successful return to employment.
- b. Follow the customer flow process detailed in **Attachment D** and summarize any changes to this process in the response to the RFP.
- c. Provide and make orientation information accessible to customers both online and in person, at the Career Centers and/or in any access point site.

II. Training Services - Upon completion of orientation, coaching, and assessments, customers may be deemed appropriate for training services if the customer is unlikely to obtain or retain self-sufficient employment.

Qualified respondent must:

- a. Outline training programs that they intend to offer.
- b. Offer training programs that focus on the SCWDB's (4) four targeted industry sectors.
- c. All types of occupational skills training programs will be provided through Individual Training Accounts (ITA's) and/or the Trade Adjustment Assistance (TAA). Respondents must demonstrate an understanding of TAA, who is eligible and how they will assist in making workers eligible. ITA's may only be issued from the Kentucky approved Eligible Training Provider List <https://etpl.ky.gov/ETPL/SearchProgram.aspx>.
- d. Provide additional training activities, including cohort training or the following training services:
 - Occupational skills training, including training for nontraditional employment;
 - On-the-job training;
 - Incumbent worker training (as authorized by the Board);
 - 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 other training services such as occupational skills training;

- Adult education and literacy activities including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with other training services; and
- Customized training conducted with a commitment by an employer or group of employees to employ an individual upon successful completion of the training. e. Ensure all customers that receive training services are eligible for WIOA funding.

III. Individuals with Barriers to Employment

Qualified respondent must:

a. Address how they will comply with WIOA Program Requirements for Job Seeker Services outlined in Sec. 3 (24) of the WIOA which defines an “individual with a barrier to employment” as a member of one or more of the following populations:

- Displaced Homemakers
- Low-Income Individuals
- Indians, Alaska Natives, and Native Hawaiians, per terms defined in Section 166
- Individuals with disabilities, including youth who are individuals with disabilities
- Older individuals
- Ex-Offenders
- Homeless Individuals (as defined in section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6)), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2))).
- Youth who are in or have aged out of the foster care system
- Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- Eligible migrant and seasonal farm workers, as defined in Section 167(i)
- Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- Single parents (including single pregnant women)
- Long term unemployed individuals
- Such other groups as the Governor determines to have barriers to employment.

IV. Determination/Verification/Certification

Qualified respondent must:

a. Outline how they will determine, verify, and certify WIOA eligibility for each Adult or Dislocated Worker customer.

b. Provide a process for obtaining and maintaining acceptable records/documents to verify each required eligibility item.

c. Outline processes for the following:

- Verification of documents and other necessary paperwork maintenance;
- Data entry into the Kentucky KEE Suite case management system, or any subsequent state system, on a regular and ongoing basis;
- Documentation of services, referrals, progress, activities, and follow-up; and
- Documentation of successes and barriers related to the completion of the service plan along with potential next steps of services.

V. Assessment - SCWDB requires a Basic Skills Assessment be used to assess basic skills.

Qualified respondent must:

a. Outline how they will assess the skill levels and service needs of Adults and Dislocated Workers as follows:

- Diagnostic testing instruments and/or any other assessment tools which will be used;

- Use of the National Career Readiness Certificate (NCRC);
 - Interviewing and evaluation processes to identify employment barriers and appropriate employment goals; and
 - Methods for identifying how occupational skills, career interests, and aptitudes will be assessed.
- b. Provide information on the proposed assessment tools utilized when conducting assessments of basic skills, abilities, interests, evaluation of work history, and evaluation of support service needs for WIOA Adult and Dislocated Worker customers.
 - c. Obtain approval from the SCWDB for all assessment processes and tools prior to implementation.
 - d. Ensure all assessments are applied in a consistent and equitable manner.

VI. Individual Employment Plans

Qualified respondent must:

- a. Ensure each Adult/Dislocated Worker customer has an individualized employment plan (IEP) that identifies employment goals, appropriate achievement objectives, and an appropriate combination of services to meet employment goals.
- b. Provide methods for disseminating information to customers on Eligible Training Providers, and career pathways.
- c. Describe how they will work with customers to identify educational goals, pre-employment steps, selected learning objectives, training and work-based learning (when provided) and any other preparation for unsubsidized employment.
- d. Describe auditing and review process for IEPs.
- e. Review IEPs periodically with the participant and adjust IEPs as warranted.
- f. Prepare IEPs within thirty (30) days of the date of program enrollment and review IEPs every sixty (60) days thereafter.
- g. Maintain a formal participant eligibility file. Note, this agreement will be subject to periodic case file monitoring and reviews.

VII. Case Management

Qualified respondent must:

- a. Provide experienced Case Managers/Career Coaches to meet the needs of the active and follow-up WIOA customers of the current and future caseload.
- b. Provide case management to ensure all customers are successful.
- c. Outline case management strategies which should include, but are not limited to:
 - Regularly scheduled contact must be maintained with all customers. The frequency of the contact should be based on an assessment of the customer's needs as they move through the process. At a minimum, contact every 30 days must be made with each customer. More frequent contact may be needed in certain circumstances and encouraged.
 - Use of the IEP benchmarks to measure progress such as increasing TABE, Work Keys, or college entrance exam scores, finding unsubsidized employment, attaining occupational and work readiness skills, attaining a high school diploma or GED, occupational license, certificate, or degree, etc.
 - Case notes must be entered into the Kentucky KEE Suite online case management tool in a timely manner. The state policy requires that case notes be entered within 10 days of the service or visit. Case notes are not limited to but should detail contacts per customer, missed appointments and attempts to contact the customer, career services provided to the customer, progress, barriers, interventions, and successes of the customer, etc.
 - Provision of linkages, referrals, coordination of services and resources that support the achievement of customer's IEP.

- Collaboration with other service providers, training providers, businesses, and community agencies.

VIII. Follow Up

Qualified respondent must:

- a. Provide services to Adults and Dislocated Workers through the completion of the participant's service plan and the minimum 12 months of follow-up services.
- b. Maintain participant enrollment and service activity and outcome records, and document and verify applicable performance metrics.
- c. Directly enter participant information into the state case management system on a regular and ongoing basis.
- d. Provide monthly programmatic reports to the SCWDB throughout the program year.

IX. Additional service strategies that should be incorporated into the response by respondent:

1. Description of the customer flow process from start to finish. SCWDB's expectations and existing processes are outlined in **Attachment D**, WIOA Customer Flow.
2. Description of the strategy to wrap-around career readiness and recruitment services responsive to the needs of residents;
3. Description of how intensive career planning, career coaching and job search preparatory services, including pre-employment assessments, individual employment plans, and career counseling will be tailored.
4. Description of services like resume development and interview support, as well as connections to supportive services, including High School Equivalency Diploma programs;
5. Provision of group and one-on-one financial counseling to support smart earning and saving practices;
6. Description of how referrals will be made to a coordinated network of the region's community-based organizations, workforce development providers, training providers, faith-based organizations, and social service agencies;
7. Statement of commitment to work in partnership with the Business Solutions Team to find, hire, and train a qualified workforce and to work together to create a single point of contact for business services; and
8. Statement that demonstrates understanding of the SCWDB's certification process and a commitment to become certified within a year of the contract's award.

2.2 Scope of Services to be Provided by the Respondent for Services to Out of School Youth

Background

The SCWDB is responsible for providing an integrated system and sound youth development practices that enable youth and young adults in the ten-county region to obtain the skills they will need to succeed in the workplace. Accomplishing this outcome requires a diverse partnership of public and private providers of education, workforce, and supportive services. An integrated WIOA youth workforce development system should link services to local labor market needs, community youth programs, and services that effectively connect academic and occupational learning and provide for the holistic development of youth. The intensity and methods of delivering services should be flexible and responsive to the individual needs of youth participants as they develop and progress through a continuum of customized services.

To create a strong, sustainable local youth program for disconnected out of school youth, the SCWDB is seeking service providers who can meet or exceed WIOA requirements and who can also demonstrate:

- A strategic approach aligned with the goals of WIOA and the SCWDB;
- A well-developed organizational infrastructure and experienced staff skilled in youth centered service delivery and workforce development services and program administration;
- Ability to recruit and serve out-of-school youth in facilities that are geographically distributed throughout the region;
- Ability to maintain ADA-compliant facilities while servicing WIOA-funded youth;
- Ability to incorporate partnerships and collaborations offering a seamless continuum of programs and services. Note, Partnerships are urged to include a broad spectrum of stakeholders, including but not limited to community-based organizations, employers, institutions of higher education, faith-based institutions, and adult basic education providers;
- Effective intake and assessment processes and an efficient, well-defined customer flow methodology that ensures every young person receives a customized array of services that meets his or her individual needs;
- A robust partner network that gives youth and young adults access to a wide range of services; and
- A demonstrated track record of providing the proposed services successfully to the target population.

South Central WIOA Participants PY 2019 (July 1,2019-June 30, 2020)

In School Youth (ISY) = 9

Out of School Youth (OSY) = 22

South Central WIOA Participants PY20 (July 1,2020-March 18, 2021)

In School Youth (ISY) = 1

Out of School Youth (OSY) = 11

(Note the number of participants served in PY19 & PY20 to date reflect services during the COVID 19 outbreak with no in person services being provided.)

Target Population

WIOA Youth Programs focus on two target populations:

- In School Youth must be fourteen (14) to twenty-one (21) years of age, attending school including post-secondary school (as defined by state policy, regulations or state law).
- Out of School Youth - must be ages sixteen (16) to twenty-four (24). Not attending any school. (as defined by state policy, regulations or state law).

In accordance with WIOA, at least 75% of WIOA Youth Program funding must be spent on Out of School Youth. The SCWDB is focusing primarily on providing services to disconnected out of school youth and young adults. It is preferred that respondents propose serving as close to 100% out of school youth ages 16 to 24 as possible. It is also allowable to propose services to in school youth as a small percentage (less than the WIOA allowable 25%) of the respondent's overall program. However, the focus for the SCWDB is on providing an intensive array of services to out of school youth and young adults defined as follows:

- High School Dropouts – Youth in need of reengagement into secondary education - or its recognized equivalent - to obtain a high school diploma and to continue to build their competencies and skills beyond the secondary level.
- High School Graduates – Youth and young adults who have obtained a high school diploma or its recognized equivalent, but who are disconnected from both school and work.

Refer to SCWDB policies and eligibility requirements for WIOA Youth at <https://southcentralworkforce.com/>.

Requirements

The respondent must submit a proposal that describes in detail how their proposed program will provide the following activities:

I. Recruitment and Eligibility Determination

Qualified respondent must:

- a. Develop and implement a viable outreach and recruitment strategy for Out of School Youth (OSY) that coincides with enrollment levels identified in the proposal.
- b. Maintain a written strategy to recruit and engage OSY and to consistently meet the enrollment targets agreed upon in the contract.
- c. Find, connect with and recruit OSY with creative, proactive and broad outreach strategies.
- d. Identify and screen youth for WIOA eligibility.
- e. Ensure OSY with disabilities receive equal opportunities to receive services.
- f. Establish a successful recruitment program that will incorporate ongoing outreach to community, governmental and faith-based organizations with strong connections to OSY.
- g. Organize partnerships with the Department of Health and Human Services, Department of Juvenile Services, Community Colleges and other entities.
- h. Incorporate non-traditional methods such as those identified in a U.S. DOL Workforce Innovation Fund Demonstration Grant into day-to-day services. A brief on these strategies can be found at:

<http://www.impagint.com/sites/default/files/files/Recruitment%2C%20Outreach%2C%20and%20Engagement%20of%20Disconnected%20Young%20Adults%20under%20WIOA.pdf>

II. Process for Eligibility Determination

Qualified respondent must:

- a. Determine, verify and document WIOA eligibility for program participants.
- b. Maintain formal participant eligibility files.
- c. Conduct ongoing quality assurance activities.
- d. To participate in a program funded under this RFP, Out of School Youth must meet the following eligibility requirements:
 - Age 16 to 24 and not attending school (as defined by state policy, regulations or State law)
 - Fall within one or more of the following categories:
 - o Individual with a disability
 - o School dropout
 - o Not attended school for at least the most recent complete school year calendar quarter
 - o A high school graduate or its recognized equivalent who is: low income and basic skills deficient; or an English language learner
 - o Offender
 - o Homeless, runaway, or foster child
 - o Pregnant or parenting
 - o A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment
- e. If the respondent chooses, in a limited way, to address programs for In School Youth the following eligibility criteria must be met:
 - Age 14 to 21 and attending school
 - Low-income individual and
 - Fall within one or more of the following categories:
 - o Individual with a disability
 - o Basic skills deficient
 - o English language learner
 - o Offender
 - o Homeless, runaway, or foster child
 - o Pregnant or parenting
 - o An individual who requires additional assistance to enter or complete an educational program or to secure or hold employment

f. Ensure all young adults applying for services meet these additional programmatic requirements:

- Must have complied with the requirements of the Military Selective Service Act by providing documentation to demonstrate compliance with those requirements; and
- Be lawfully eligible to work in the United States.

g. Up to five (5) percent of young adult participants served by the respondent may be individuals who do not meet the income criterion for eligible young adults. These young adults must meet the same eligibility requirements for other young adults listed above, with the following additions:

- Are one or more grade levels below the grade level appropriate to the individual's age, as determined by the appropriate test or school system.
- Face serious barriers to employment. This would include, but is not limited to young adults with disabilities, young adults who are considered at risk due to family situations such as a family history of domestic violence, child abuse, substance abuse or whose siblings are offenders or school drop-outs and young adults for whom English is their second language.

III. Assessments to Identify Skills, Competencies and Service Needs of Young Adults -

Basic skills assessments are required for all WIOA youth. Previous assessment results may be used if completed with the past six months. Other assessment instruments appropriate to the population can also be used to gauge other skills and/or competencies.

Qualified respondent must:

a. Outline the types of assessments that will be used in youth programs which may include but are not limited to the following:

- Academic skills in reading and math
- Occupational skills
- Prior work experience
- Interests
- Aptitudes
- Support service needs
- Developmental needs, including assessing for disabilities where appropriate and resiliency and self-efficacy

b. Identify how the results of the assessment will be used to (a) design an individual service strategy that assists a young adult to develop the skills required to gain competence in those skills, (b) reenter an educational setting, (c) remain in a current educational environment and complete postsecondary education or (d) to identify and obtain employment.

c. Administer and evaluate appropriate pre- and post-tests to measure actual performance outcomes for participants, as appropriate to the activity.

d. Enter into written agreements and/or establish viable linkages with community organizations to provide services to OSY.

IV. Planning and Delivering Effective Individualized Services

Qualified respondent must:

a. Establish a plan to strengthen education, employment outcomes and retention for youth participants and demonstrate an effective service delivery framework for meeting each individual's needs.

b. Establish strategies to guide and support youth as they work to achieve their postsecondary and career goals while promoting long-term retention.

c. Document each participant's plan in his or her "Individual Service Strategy" (ISS). The ISS will include a customized program of services that is based on assessment findings and incorporate, as appropriate, one or more of the 14 WIOA-required program elements summarized below.

The fourteen required program elements support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants. The respondent is not required to provide all fourteen elements on their own but must demonstrate that all will be available to participants through a combination of its own resources and partnerships with other organizations. The respondent must have structured and clear referral processes in place for facilitating warm handoffs to partner organization. The importance of delivering personalized, integrated and well-coordinated services is stressed throughout the WIOA legislation and is particularly relevant here.

1. Dropout Prevention Services – The respondent must establish a means to provide services such as tutoring, study skills training, instruction, dropout prevention, and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. This could consist of high school graduation, receipt of the GED or of the secondary school certificate of completion, instruction leading to postsecondary prerequisites and industry-recognized credentials.

2. Alternative Secondary School Services - The respondent must establish a means to ensure young adults who are out of school, but still of school age or in school and not progressing satisfactorily in the traditional classroom or through the traditional college bound or vocational curriculum, may return to school in alternative education programs. Such programs may already exist in the school district or may be connected to Alternative Adult Education programs. The respondent must ensure the programs strengthen math, reading, technology and communication skills. Programs should also encompass employment goal, pursuit of post-secondary education or participation in an alternative education program. Lastly, the respondent's services are expected to lead to attainment of a GED for non-high school completers or to a high school diploma for in school youth or youth returning to traditional school.

3. Paid and unpaid work experiences with an academic and occupational education component – The respondent must provide both paid and unpaid work experiences to program participants, including internships and job shadowing. Services should be offered year-round and may be linked to academic and occupational learning or as a stand-alone work experience activity if part

of a continuum of services to the young adult. The respondent can provide training through apprenticeships, subsidized work experiences and on-the-job training (OJT), as appropriate, in order to ensure that the youth achieve the employment goal included in the individual service strategy.

The respondent will be expected to operate at least one annual Job Fair as well as a robust process to recruit, screen and match young adults with professional opportunities in the private sector and other area businesses. Program participants should be required to attend intensive training workshops before and during their work experiences, which will also be administered by the respondent.

The respondent should plan to spend at least 20% of allocated funds on Summer Employment and/or Paid and Unpaid Work Experience activities. The respondent will be expected to work through the vendor selected to provide system wide business services to develop a 'single point of contact' system through which businesses will sign up to participate in a variety of different types of work-based learning experiences, such as paid and unpaid work experience, paid and unpaid internships, and apprenticeships.

All competencies gained at work will be fully documented by the respondent and incorporated in competency checklists and learning plans to show the link between the two activities and the employment goal from the service strategy. The respondent must provide insurance and other necessary protections for the young adults and evidence adherence to the Kentucky Child Labor Laws for any 14 or 15-year-olds involved in paid work experience in the public or private sectors.

The respondent will be responsible for the development and execution of formal worksite agreements with employers that participate in paid and unpaid work experiences, OJTs, job shadowing and internship activities. The respondent worksite agreements will stipulate the roles and responsibilities of each party and identify the duties and expectations for the job or activity to be provided, as well as, the terms, conditions, stipulations, and assurances related to the relationship. All such relationships will include supervisors and participant orientations prior to start.

4. Occupational Skills Training – The respondent will provide occupational skills training, with a focus on recognized postsecondary credentials and in-demand occupations. This could consist of high school graduation, receipt of the GED or of the secondary school certificate of completion and industry-recognized credentials.

5. Leadership Development Opportunities - The respondent will provide participants with a wide array of leadership opportunities that include community service and peer-centered activities that encourage personal responsibility, exposure to postsecondary educational opportunities, life skills training, and other positive social behaviors during non-school hours. The respondent must ensure that such opportunities are readily available and negotiate such opportunities based on the needs of the individual young adult for personal development. The individual service strategy must show the leadership development activity(s) and the expected outcome.

6. Supportive Services - The respondent must either provide or arrange to provide services that allow young adults full participation in the activities included in the service strategy and to achieve the employment and education goals included in the service strategy. The support services may include gas cards, purchase of equipment or clothing, and other supports to allow full participation.

7. Adult Mentoring – The respondent must provide mentoring services to any young adult requiring the support and involvement of a responsible, caring adult. Mentoring must be provided during the period of the young adult’s involvement in WIOA services and after termination from all WIOA services for a total of not less than 12 months.

8. Follow-up Services – The respondent must provide follow-up services for a period of not less than 12 months for all young adults after completion of participation in all services detailed in the individual service strategy. Follow-up services may include a return to WIOA Core Services through the one-stop centers or through mentoring and other non-training services.

9. Comprehensive Guidance and Counseling – The respondent must ensure all young adults receive on-going counseling and case management while participating in WIOA services, including drug and alcohol counseling. The respondent must also ensure documentation of the counseling and guidance activities in the records of the young adult through case notes, appointments and other notations.

10. Integrated Education and Training for a Specific Occupation or Cluster - The respondent is expected to conduct an objective assessment for the purpose of identifying appropriate services and career pathways for participants. These assessments will be built into the Individual Employment Plans for enrolled young adults and will identify specific career pathways to attain the young adult’s career objectives.

11. Financial Literacy Education – The respondent will provide workshops and information on financial literacy and management to enrolled young adults on topics such as setting financial goals, paying for postsecondary education, and how to make informed financial decisions. Helping young adults open a bank account should be part of the curriculum. For youth and young adults who may be in work experience, the capacity for electronic deposit of their wages should be presented as an option.

12. Entrepreneurial Skills Training - The respondent must incorporate entrepreneurial skills training as an occupational option when developing a young adult’s career plan. Entrepreneurial education should be an option offered to young adults interested in starting their own businesses. The respondent should provide training to help young adults develop an understanding of what it means to be an entrepreneur and help them decide whether to pursue entrepreneurship as a career.

13. Postsecondary Preparation and Transition Activities - The respondent should provide a plan of how they will contribute to the development of supported career pathways for young adults who need more intensive assistance in navigating the transitions to postsecondary education or attaining occupational training, industry-recognized certifications, and obtaining meaningful employment.

14. Labor Market Information – The respondent must provide labor market information about in-demand industry sectors and occupations to participants. The respondent should have knowledge of regional labor market information (LMI) resources, including O*NET. Other LMI resources should be noted in the proposal.

V. Development of Individual Employment Plans and Ongoing Case Management

Qualified respondent must:

- a. Develop and document an Individual Employment Plan (IEP) for each participant based on the results of the assessment. The IEP must identify the participant's short and long-term goals, specific plan of activities and services to attain the goals, identification of any applicable barriers and resolutions and required supportive services. The IEP must be periodically reviewed with the participant and adjusted, as warranted.
- b. Develop IEPs with WIOA youth within thirty (30) days of the date of program enrollment and review IEPs every sixty (60) days thereafter.
- c. Maintain a formal participant eligibility file which will be subject to periodic case file monitoring reviews.
- d. Maintain participant enrollment and service activity and outcome records, and document and verify applicable performance metrics.
- e. Directly enter information into the state's case management system on a regular and ongoing basis.
- f. Produce and provide monthly programmatic reports for the SCWDB.

VI. Follow-Up

Qualified respondent must:

- a. Provide services to young adults through the completion of the participant's service plan and a minimum of 12 months of follow-up services.

VII. Capacity

Qualified respondent must:

- a. Support the SCWDB one-stop center system approach to the delivery of services by establishing a system for young adults to connect, utilize and benefit from the services available at each SCWDB one-stop center and affiliate site.
- b. Establish a seamless delivery of services, outreach and recruitment functions associated with the delivery of youth program activities offered and coordinated out of the one-stop centers.

VIII. Proposed Outcomes

Qualified respondent must:

- a. Prepare a chart like the one provided below that identifies the numbers to be served, placed into employment, and estimated cost per participant for Out of School young adults.

Program	Program Estimated Number to be Served	Estimated Number to be Placed	Estimated Number to enroll in postsecondary certification and/or credentialing programs	Estimated Cost per participant

Out of School Youth
In School Youth (if proposing to serve in the overall program)

Under WIOA, there are three (3) required core performance measures for the Youth program. The respondent must be able to meet or exceed all performance measures. The current PY 2020 performance levels negotiated with the Career Development Office (CDO) are provided below. Current performance outcomes for the SCWDB Youth Program are outlined in **Attachment A. SCWDB Youth Performance Measures – CDO Approved Levels**

Performance Measure	2020 Negotiated Performance Level
Employment Rate 2 nd Quarter After Exit	62%
Employment Rate 4 th Quarter After Exit	67%
Credential Attainment within 4 Quarters After Exit	50%
Median Earnings (Second Qtr. After Exit)	\$3,000.00
Measurable Skill Gains	50%

Attachments A and C for information on performance standards.

SECTION 3 GENERAL PROVISIONS

3.1 Insurance

3.1.1 The Contractor will be responsible for its work and every part thereof, and for all materials, tools, equipment, appliances, and property of any and all materials, tools, equipment, appliances, and property used in connection therewith whether owned by the Contractor or by SCWDB. The Contractor assumes all risks of direct and indirect damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the Contract, or in connection in any way whatsoever with the contracted work.

3.1.2 The Contractor shall, during the continuance of all work under the Contract provide the following:

- Maintain statutory Worker's Compensation coverage in compliance with Kentucky law to protect the Contractor from any liability or damages for any injuries (including death and disability) to any and all of its employees, volunteers, or subcontractors, including any and all liability or damage which may arise by virtue of any statute or law in force within Kentucky, or which may be hereinafter enacted.
- The Contractor agrees to maintain Comprehensive General Liability insurance in the amount of \$1,000,000 per occurrence, to protect the Contractor, its subcontractors, and the interest of the SCWDB against any and all injuries to third parties, including bodily injury and personal injury, wherever located, resulting from any action or operation under the Contract or in connection with contracted work. The General Liability insurance shall also include the Broad Form Property Damage endorsement, in addition to coverages for explosion, collapse, and underground hazards, where required.
- The Contractor agrees to maintain owned, non-owned, and hired Automobile

Liability insurance, in the amount of \$1,000,000 per occurrence, including property damage, covering all owned, non-owned borrowed, leased, or rented vehicles operated by the Contractor. In addition, all mobile equipment used by the Contractor in connection with the contracted work will be insured under either a standard Automobile Liability policy, or a Comprehensive General Liability policy.

- Liability insurance may be arranged by General Liability and Automobile Liability policies for the full limits required, or by a combination of underlying Liability policies for lesser limits with the remaining limits provided by an Excess or Umbrella Liability policy.

- **The Contractor agrees to provide insurance issued by companies admitted within Kentucky, with the Best's Key Rating of at least A: VI.** The only exceptions to this are insurers of the London Syndicate and other recognized British and European insurers who are not rated by Best Guide.

- ***Hold-harmless and Indemnification:*** Contractor shall indemnify and hold harmless the SCWDB, the KY Education Workforce Development Cabinet, the KY Labor Cabinet and its respective officers, directors, volunteers, members, employees and agents from and against any and all obligations, costs, expenses, liabilities, claims, demands, suits, proceedings, actions or causes of action of any kind or nature whatsoever, whether accrued, absolute, contingent, or otherwise, including without limitation reasonable attorney's fees, which arise out of or are in any way related to the performance or failure to perform any duty required of Contractor or which arise from or are related to the services provided by Contractor, except to the extent arising out of the gross negligence or willful misconduct of the SCWDB. The Contractor agrees to indemnify the KY Education & Workforce Development Cabinet, the KY Labor Cabinet and SCWDB from any and all liability, loss, or damage the Cabinets or the SCWDB may suffer resulting therefrom. Provided, however, in the event the Contractor is a state agency or subcontracts services with a state agency subject to the jurisdiction of the Board of Claims pursuant to KRS 44.070 through 44.160, the state's tort liability may be limited to an award from the Board of Claims up to the jurisdictional amount.

- The Contractor will provide an original, signed Certificate of Insurance and such endorsements as prescribed herein, and shall have it filed with the SCWDB before any work is started.

- If the Contractor delivers services from a SCWDB-leased facility, the Contractor is required to carry personal property insurance on all equipment installed and maintained on the premises.

3.1.3 No change, cancellation, or non-renewal shall be made in any insurance coverage without a forty-five (45) day written notice to SCWDB. The Contractor shall furnish a new certificate prior to any change or cancellation date. The failure of the Contractor to deliver a new and valid certificate will result in suspension of all payments until the new certificate is furnished.

3.1.4 Precaution shall be exercised at all times for the protection of persons (including employees) and property.

3.1.5 The SCWDB, its employees and officers shall be named as an additional insured in the Automobile and General Liability policies and it shall be stated on the Insurance Certificate with the provision that this coverage is primary to all other coverage the SCWDB may possess.

3.2 Monitoring

3.2.1 The SCWDB staff may institute such monitoring activities as are reasonably needed to ensure that Contractor's services are performed in accordance with all contractual provisions.

3.3 News Releases by Contractors

3.3.1 The SCWDB does not endorse the products or services of a contractor. News releases concerning any resultant contract from this solicitation will not be made by a contractor without the prior written approval of the SCWDB.

3.4 Access to and Inspection of Work

3.4.1 The SCWDB staff shall, at all reasonable times, have access to the work being performed by Contractor, wherever it may be in progress or preparation.

3.5 Evaluation Process

3.5.1 A Review Panel assembled by the SCWDB will evaluate proposals as described in the following table:

Criterion	Points
Cover page (1-page limit)	0
Table of Contents (1-page limit)	0
Executive Summary (1-page limit)	0
Overall quality of the Technical Proposal	40
Experience of the respondent(s) in Providing the Services being proposed	25
Reasonableness of Business Proposal	35
Leveraged Resources	Up to 7 bonus points

The SCWDB reserves the right to waive any informalities and to reject all proposals in whole or in part.

3.5.3 A Review Panel will independently evaluate each proposal. The Review Panel will meet via Zoom or Google Meet to review the proposals as a group and take action. It is possible the Review Panel will request that bidders make an oral presentation to the representatives of the Review Panel and others. If an oral presentation is requested, bidders will be notified of date, time and provided access for a Zoom or Google Meet meeting. Bidders should note that the SCWDB may award a contract with or without price negotiation.

3.6 Contract Award and Details

3.6.1 The contract will be awarded for one year from July 1, 2021 through June 30, 2022 with the following stipulations:

1. On or before April 1, 2022 the Contractor must provide a detailed performance report. This report will provide baseline data collected from the scope of service program area(s), as well as evidence of adherence to the statements, policies, practices and methods outlined by the Contractor in their response to this RFP.
2. SCWDB will review and evaluate the performance report and supporting documentation to ensure (1) adherence to contracting terms; (2) performance outcomes; and (3) appropriate use of both state and federal funds to support and improve workforce training and education services in the 10-county region.
3. Prior to May 1, 2022 the SCWDB will vote whether to extend the contract for the second year of service in its sole discretion.
4. If SCWDB determines the Contractor failed to meet any of the terms of the contract or otherwise determines to terminate the contract in its sole discretion, SCWDB will perform a search for a replacement contractor. During which time, SCWDB will extend the existing contract to the incumbent contractor for a period of time deemed necessary to find a suitable replacement contractor. This contracting arrangement is referred to as "bridge contract" which is executed to ensure there is no gap in services.

5. Following the second contract year, three (3) one-year contract extensions may be granted in the sole discretion of the SCWDB. In order to receive a one-year extension contract, the Contractor must submit an updated Scope of Service and Performance Report by April 1 each year. The SCWDB will provide the criteria and a format for these reports. Failure to provide the updated Scope of Service and Performance Report may result in loss of the contract.

3.6.2 The subsequent contract extensions will be based on a comprehensive program proposal, including personnel and operating costs. Subsequent extensions will be negotiated based on available WIOA Youth Program funding allocations from the U.S. Department of Labor and CDO. Any additional work will be discussed in the future and price will be negotiated at that time.

3.6.3 Payments will be made by SCWDB to the Contractor after acceptance of a properly completed invoice. Reimbursement requests should be separated by each of the programs for which the expenses accrue if the Contractor is delivering more than one of the programs (e.g., youth and adult and dislocated worker). The expenses must include documentation that the expense has already occurred and provide supporting documentation before reimbursements will be honored. The invoices should be sent to the following address no later than 15 days after the last day of the month that services took place:

SCWDB
 2355 Nashville Rd.
 Suite C101
 Bowling Green, KY 42101
 ATTN: Jon Sowards, President and CEO

To the extent possible, payment will be made by SCWDB within 30 days of receipt of completed invoices from the Contractor.

ATTACHMENT A: CURRENT PERFORMANCE LEVELS

For PY20

WIOA performance levels for PY 20 established by CDO.

Adult Program	PY 20
Employment Rate 2 nd Quarter After Exit	68.0%
Employment Rate 4 th Quarter After Exit	66.0%
Median Earnings 2 nd Quarter After Exit	\$5,400
Credential Attainment within 4 Quarters After Exit	54.0%
Measurable Skills Gain	50.0%
Dislocated Worker Program	
Employment Rate 2 nd Quarter After Exit	72.0%
Employment Rate 4 th Quarter After Exit	70.0%
Median Earnings 2 nd Quarter After Exit	\$7,000
Credential Attainment within 4 Quarters After Exit	61.0%
Measurable Skills Gain	50.0%

Youth	
Employment Rate 2 nd Quarter After Exit	62.0%
Employment Rate 4 th Quarter After Exit	67.0%
Credential Attainment within 4 Quarters After Exit	50.0%
Measurable Skills Gain	50.0%
Median Earnings (Second Qtr. After Exit)	\$3,000

ATTACHMENT B: SCWDB RFP PROTEST PROCESS

ADOPTED January 2018

Funding decisions are the sole responsibility of and are made at the sole discretion of the SCWDB. Any formal protest to the SCWDB's final funding decisions must be based on at least one of the following conditions:

- The action of SCWDB is at variance with the law; and/or
- The action of SCWDB contravenes current SCWDB policy, and/or,
- The Vendor is alleging improprieties occurred during the proposal evaluation period.

Any bidder has the right to file a protest that meets the conditions set out above. In addition, a Vendor that submitted a proposal may protest the award only if it meets all the following conditions:

- The Vendor has submitted a proposal that it believes to be responsive to the RFP document
- The Vendor believes that its proposal meets the administrative and technical requirements of the RFP, proposes services of proven quality and performance, and offers a competitive cost
- The Vendor believes that SCWDB has incorrectly selected another Vendor submitting a proposal for an award

Protests must be received no later than five (5) business days after the protesting party is sent a Non-Award letter.

Form of Protest

A Vendor who is qualified to protest should submit the protest to the SCWDB CEO, who will forward the protest to the Protest Review Panel (the Panel) seated for the specific RFP. The Panel consists of three individuals, the SCWDB CEO and two SCWDB board members who were not proposal reviewers. Members will be appointed by the SCWDB chair for the sole purpose of review of a protest and each of whom has no conflict of interest regarding the protestor.

Protests must meet the following requirements to be considered:

- The protest must be in writing and sent by certified or registered mail, or overnight delivery service (with proof of delivery).
- The protest shall include the name, address, telephone and facsimile numbers, and email address of the party protesting or their representative.
- The protest must include the title of the RFP under which the protest is submitted.
- The protest must include a detailed description of the specific legal and factual grounds of protest, together with any supporting documentation; and
- The protest must include the specific ruling or relief requested.

The Panel, at its sole discretion, may make a decision regarding the protest without requesting further information or documents from the protestor. Therefore, the initial protest submittal must

include all grounds for the protest and all evidence available at the time the protest is submitted.
If the protestor later raises new grounds or evidence that was not included in the initial protest

but which could have been raised at that time, the Panel will not consider such new grounds or new evidence.

Determination of Protest Submitted After Notice of Intent to Award

Upon receipt of a timely and proper protest, the Panel will investigate the protest and will provide a written response to the Vendor within 10 business days of receipt of the protest. If the Panel requires additional time to review the protest and is not able to provide a response within ten (10) business days, the Panel will notify the Vendor. SCWDB at its sole discretion, may elect to withhold the contract award until the protest is resolved or denied or proceed with the award and implementation of the contract. The determination of the Panel is final.

Protest Remedies

If the protest is upheld by the Panel, SCWDB will consider all circumstances surrounding the procurement in its decision for a fair and reasonable remedy, including the seriousness of the procurement deficiency, the degree of prejudice to the protesting party or to the integrity of the competitive procurement system, the good faith efforts of the parties, the extent of performance, the cost to the SCWDB, the urgency of the procurement, and the impact of the recommendation(s) on the SCWDB. SCWDB may recommend any combination of the following remedies:

- Re-solicit the requirement
- Issue a new RFP
- Award a contract consistent with statute or regulation, or
- Other such remedies as may be required to promote compliance

Notwithstanding that a protest is upheld, SCWDB reserves the right to proceed with the protested selection or award of contract, and to implement a contract with the firm selected or awarded the contract.

ATTACHMENT: C WIOA Performance Levels PY 2021

Adult Program	PY 21 Negotiated	PY 21 Actual
Employment Rate 2 nd Quarter After Exit	69.0%	
Employment Rate 4 th Quarter After Exit	69.0%	
Median Earnings 2 nd Quarter After Exit	\$5,700	
Credential Attainment within 4 Quarters After Exit	57.0%	
Measurable Skill Gain	55.0%	
Dislocated Worker Program		
Employment Rate 2 nd Quarter After Exit	73.0%	
Employment Rate 4 th Quarter After Exit	72.0%	
Median Earnings 2 nd Quarter After Exit	\$7,200	
Credential Attainment within 4 Quarters After Exit	63.0%	
Measurable Skill Gain	55.0%	
Youth		
Employment Rate 2 nd Quarter After Exit	66.0%	
Employment Rate 4 th Quarter After Exit	69.0%	
Credential Attainment within 4 Quarters After Exit	55.0%	
Median Earnings Gain (Second Qtr. After Exit)	\$3,700	
Measurable Skill Gain	55.0%	

ATTACHMENT: D WIOA Customer Flow at the Kentucky Career Center

Delivery Model Explanation

Four key principles for the front end to provide access to service delivery:

- High touch when customer arrives through front door
- Virtual and/or physical tour of facility
- Access to a Navigator
- Help the customer develop an understanding of their potential career path

Flow Description (Note this may be different under current COVID restrictions)

- Customers enter the Center
- Customer is greeted by a front counter staff member who is a partner staff or trained volunteer. The Greeter will ask what the customer is there for and encourage them to meet with a Navigator.
 - o **Appointment** – Greeter will inform partner that scheduled appointment has arrived at the Center
 - o **UI** – Greeter will direct the individual to the phone (or follow new procedures issued by the KY Labor Cabinet)
 - o **Self-directed to Resource Room (if the individual does not want to meet with a Navigator)** – Greeter will lead customer to Resource Room to conduct independent job search.
 - o **Navigation** – Assigned Navigator will meet with customer to conduct a 10 to 15-minute initial assessment of needs; describe services that are available that may meet the customer's needs; determine an initial course of action; and then give a warm handoff to appropriate partner for

individualized career services, assignment to a case manager/career coach and/or expedited training.

ATTACHMENT: E Debarment Certification Regarding Debarment, Suspension, and Other Responsibility Matters Primary Covered Transactions

Applicant Organization: _____

Applicant Organization Address: _____

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

1. The prospective primary participant (i.e. **respondent**) certifies to the best of its knowledge and belief, that it and its principals:

a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a federal department or agency;

b. have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making also statements, or receiving stolen property;

c. are not presently indicted for or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of the offenses enumerated in paragraph (1)(b) of this certification; and

d. have not within a three-year period preceding this proposal had one or more public transactions (federal, state or local) terminated for cause or default.

2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this application/renewal package.

Name and Title of Authorized Representative _____

Signature _____ Date _____

ATTACHMENT: F Non-Collusion Affidavit

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the South Central Workforce Development Board or Local Elected Official (LEO) Consortium whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting of the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent **entered into** any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Signature of Authorized Representative: _____

Print or Type Name: _____

Subscribed and sworn to me this ____ day of _____

Notary Public _____

County of _____

Commission Expiration Date _____