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**WORKFORCE INNOVATION AND OPPORTUNITY  
ACT (WIOA)  
Request for Proposals  
to Operate  
NCWORKS CAREER CENTERS and To Provide  
Adult & Dislocated Worker Services  
PROGRAM YEAR: JULY1, 2017- JUNE 30,2018**

**JANUARY 18, 2017**

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**ISSUED BY**



***AN AGENCY OF LAND-OF-SKY REGIONAL COUNCIL***

***SERVING BUNCOMBE, HENDERSON, MADISON AND  
TRANSYLVANIA COUNTIES***

**TO INCREASE THE EMPLOYMENT, RETENTION, EARNINGS, AND OCCUPATIONAL SKILL  
ATTAINMENT OF JOB SEEKING CUSTOMERS AND TO PROVIDE THE BUSINESSES OF THE  
REGION WITH SUPERIOR LABOR MARKET INFORMATION AND WORKFORCE  
PREPARATION SERVICES**

**FUNDED BY THE  
WORKFORCE INNOVATION & OPPORTUNITY ACT  
(WIOA)**

**THE MOUNTAIN AREA WORKFORCE DEVELOPMENT BOARD IS AN EQUAL OPPORTUNITY  
EMPLOYER AND PROVIDER OF CAREER DEVELOPMENT, TRAINING AND EMPLOYMENT  
SERVICES.**

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**2016-2017  
NCWORKS CAREER CENTER OPERATIONS and ADULT & DISLOCATED  
WIOA WORKER SERVICES**

**Summary Form  
Mountain Area Workforce Development Board**

Agency Name: [Click here to enter text.](#)  
Street Address: [Click here to enter text.](#)  
Mailing Address: [Click here to enter text.](#)  
Contact Person(s): [Click here to enter text.](#)  
Telephone Number(s): [Click here to enter text.](#)  
Fax Number(s): [Click here to enter text.](#)                      E-Mail: [Click here to enter text.](#)

**Funds Available for NCWorks Career Center Operations: 0\***

**Funds Available for Adult and Dislocated Worker Services:** Contingent on Budget Availability from US Department of Labor and NC Department of Commerce, Division of Workforce Solutions

**\*Centers are to be operated for zero (0) cost reimbursement.**

Check NCWorks Career Centers to be Served:

Buncombe     Henderson     Madison     Transylvania

**I certify that the information contained in this response is accurate and reflects our plan to meet the program requirements for this program.**

**Signatory**

**Official:** \_\_\_\_\_

*(Signature Required)*

<p><b>LA USE ONLY:</b> Proposal Number: _____  Date and Time Received: _____  Received by: _____</p>
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## RFP Timeline

Action Item	Date	Location
RFP Notice of Release Date; RFP Release Date	<b>January 18, 2017</b>	
RFP Advertisement	<b>January 18, 25, 2017</b>	Mountain Xpress, Land of Sky Regional Council website, Mountain Area Workforce Development Board website
Notice Date of Intent to Bid, Bidders Conference/Pre-Award Technical Assistance	<b>Thursday, February 9, 2017 9:30 a.m.</b>	Land of Sky Regional Council Office 339 New Leicester Highway, Suite 140 Asheville, NC 28806
Letter of Intent to Bid Due	<b>Thursday, February 16, 2017 5:00 pm</b>	<b>Nathan Ramsey Mountain Area WDB Director 339 New Leicester Highway, Suite 140 Asheville, NC 28806</b>
Due Date for Proposals	<b>No later than 4:00 pm, Friday, March 3, 2017</b>	<b>Nathan Ramsey Mountain Area WDB Director 339 New Leicester Highway, Suite 140 Asheville, NC 28806</b>
Contract Award Date	<b>No later than May 1, 2017</b>	
Projected Start Date of Program	<b>July 1, 2017</b>	

## Resource Materials

**A copy of the Workforce Innovation and Opportunity Act can be found at:**

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

Visit [www.doleta.gov/WIOA](http://www.doleta.gov/WIOA) to learn more about WIOA and to access relevant guidance and technical assistance tools and resources developed by the Employment and Training Administration (ETA). The Workforce Innovation and Opportunity Act Final Rules are expected to be published by the U.S. Department of Labor (USDOL) in 2016.

Federal policy information is posted on the internet at [www.doleta.gov/usworkforce](http://www.doleta.gov/usworkforce). North Carolina's policy information and the N.C. Strategic Plan (are available at the Division of Workforce Solutions' [www.nccommerce.com](http://www.nccommerce.com) site.

**The Mountain Area Workforce Development Board does not discriminate in regards to employment or services to WIOA participants on the basis of Race, Color, Age, Religion, Sex, Disability, National Origin or Political Affiliation or Belief. All contractors must have an Equal Opportunity Policy that honors that commitment.**

## I. DEFINITIONS

1. The term “MAWDB” means the Mountain Area Workforce Development Board.
2. The term “Act” or “WIOA” refers to the Workforce Innovation and Opportunity Act.
3. The term “Local Area” (LA) refers to the Mountain Area WDB Local Area consisting of Buncombe, Madison, Henderson, and Transylvania counties.
4. The term “administrative entity” refers to the agency selected by the WDB to operate the WIOA certified and uncertified NCWorks Career Centers/Career Centers.
5. The term “Solicitation” or “RFP” means this Request for Proposals, indicating that the procurement is advertised.
6. The terms “Offer” and “Proposal” refer to the responses to this Proposal. “Offeror” and “Proposer” refer to the organization submitting that response. The terms “Service Provider” and “Contractor” refer to a successful offer selected by the WDB that has entered into a contract to provide services to eligible participants/customers. “Service Providers” as referred to in this Proposal are agencies providing Wagner-Peyser and Workforce Innovation and Opportunity Act services.
7. The term “Objective Assessment” refers to an examination of the capabilities, needs, and vocational potential of a participant based on a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for non-traditional jobs), supportive service needs and developmental needs.
8. The term “Individual Employability Plan” or “IEP” refers to a written plan that is used to document employment goals, appropriate achievement objectives, and appropriate services for the participant.
9. The term “Basic Skills Deficient” refers to having English, reading or math skills below a 9<sup>th</sup> grade level on a generally accepted assessment instrument.
10. The term “Non-traditional Employment for Women” means the placement of females into an occupation in which there is currently less than 25% female employment.
11. The acronym “CBO” refers to Community Based Organization.
12. The acronym “LEA’s” refers to Lead Educational Agencies.

13. The acronym “WDB” refers to Workforce Development Board.
14. The acronym “DWS” refers to the North Carolina Department of Commerce’s Division of Workforce Solutions.
15. The acronym “USDOL” refers to the United States Department of Labor.
16. The term “Career Pathways” pursuant to WIOA means a combination of rigorous and high-quality education, training, and other services that aligns with the skill needs of industries in the economy of the State or regional economy involved; prepares the individual to be successful in any of a full range of secondary and postsecondary education options, including apprenticeships registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”); includes counseling to support an individual in achieving the individual’s education and career goals; includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster; organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable; enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and helps and individual enter or advanced within a specific occupation or occupational cluster.
17. The term “Sector Strategies” refers to the focus of the Mountain Area Workforce Development Board on the following sectors of the Local Area economy: Advanced Manufacturing, Healthcare, Hospitality & Tourism, Skilled Trades, and Technology/IT.

**NOTICE:**

**Under this Request for proposals to operate NCWorks Career Centers AND to provide Adult and Dislocated Worker WIOA services in the Mountain Local Area of western North Carolina (Buncombe, Henderson, Madison and Transylvania Counties) only proposals offering Career Center Services in:**

**(1) Buncombe and Madison Counties, or**

**(2) Henderson and Transylvania Counties, or**

**(3) all four counties will be accepted.**

**We will accept proposals to operate NCWorks Career Centers separately from the provision of Adult and Dislocated Worker WIOA services for counties in the Local Area in the aforementioned three (3) combinations listed above.**

## II. BACKGROUND AND GENERAL INFORMATION

### **Introduction: Mountain Area Workforce Development Board**

The Mountain Local Workforce Area is under the authority of the Land-of-Sky Regional Council (LOS) which serves as the Grant Recipient/Administrative Entity for the Workforce Innovation & Opportunity Act (WIOA) Program allocated for the operation of WIOA programs in Buncombe, Henderson, Madison, and Transylvania Counties as designated by the Local Area Agreement between Buncombe, Henderson, Madison, and Transylvania Counties. Contracts entered into with WIOA service providers in the Local Area will be contracts with the Land-of-Sky Regional Council on behalf of the Mountain Area Workforce Development Board.

The Mountain Area Workforce Development Board (MAWDB) is an employer-driven entity, charged with the responsibility of implementing policies that ensure the distribution of federal workforce funds in a manner that creates a network of programs and systems designed to address critical workforce challenges. The MAWDB works to ensure the efficient use of funds, maximize the system's effectiveness, and improve collaboration between local workforce partners. The mission of the MAWDB is for the area of Buncombe, Henderson, Madison, and Transylvania Counties "to provide employers and job seekers a fully integrated system of employment, education, and training services for the purpose of developing the economic strength and global competitiveness of this area."

As a requirement of the Workforce Innovation and Opportunity Act of 2014 (WIOA), the MAWDB has a federal mandate to be the lead organization for workforce development planning and to arrange for a system of service delivery that meets the workforce needs of businesses and the public alike. The Mountain Area Workforce Development Board is comprised of private business representatives, educational representatives, a community-based organization representative, state agency representatives and labor organization representatives from our four county region. The MAWDB provides WIOA services for Buncombe, Henderson, Madison, and Transylvania counties.

All parties contracting with the Mountain Area Workforce Development Board must comply with USDOL regulations and any other interpretations published by the USDOL. Administration and operation of this program is subject to compliance with the Workforce Innovation and Opportunity Act of 2014, state policies, including but not limited to policies from the NC Department of Commerce Division of Workforce Solutions and local policies and procedures as issued by the Mountain Area Workforce Development Board. Funded proposals will also be required to meet specific Federal, State and Local guidelines for participant outcomes and program performance

## **Purpose of Request for Proposal**

The purpose of this Request for Proposal (RFP) is to solicit competitive proposals for the operation of the NCWorks Career Centers located in the Mountain Area Workforce Development Board Local Area AND for the provision of Adult and Dislocated Worker services pursuant to WIOA. The selected contractor will be responsible for operating the NC Works Career Centers AND providing Adult and Dislocated Worker services under the guidelines and requirements of the Workforce Innovation and Opportunity Act of 2014 (WIOA). The selected contractor will also be responsible for following and implementing all programs and services required by state law or approved by the Mountain Area Workforce Development Board. The area of service shall include the following counties: **Buncombe, Henderson, Madison, and Transylvania.**

## **Proposals shall meet the objectives identified as follows:**

The MAWDB is seeking interested organizations that demonstrate the objectives listed below:

- Competent and cooperative management with a vision for staffing and supporting the NC Works Career Center system;
- A commitment and ability to ensure that customer service oriented staff are available to serve job seekers and employers;
- A willingness to integrate resources and activities with other organizations;
- Flexibility in deploying human resources and an ability to adapt to change as economic conditions and operational needs evolve; and
- A willingness to initiate and participate in business, job seeker, community and partner planning and outreach activities.

A contract resulting from this RFP is anticipated to begin July 1, 2017 and continue until June 30, 2018 pending available funding. This is a one-year award with an option to extend for two additional years.

## **Eligible Service Provider:**

Any governmental, educational, community or neighborhood-based organization or non-profit agency engaged in a public service; or any private for-profit agency engaged in providing workforce development services to customers (job seekers and businesses).



**Program Period:**

The program-funding period is from July 1, 2017 through June 30, 2018. Continuation beyond June 30, 2018 is subject to future funding and legislative authority. Based on funding availability, the option to extend the contract up to two additional years beginning July 1, 2018, exists with the opportunity for re-negotiation at least sixty days before the expiration date of the first year contract. In order for the MAWDB to exercise its two additional year option, the contractor must meet the performance requirements as outlined in the contract. However, the MAWDB is not bound to exercise the two additional year contract solely on stated performance criteria. The MAWDB can, with sufficient justification, renew an annual-contract for two additional years without benefit of competitive procurement not to exceed a total of three years. Each renewal shall be limited to a one-year period.

**Type of Contract:**

The LA will accept only **Cost Reimbursement Proposals** for this contract year. A Cost Reimbursement Contract is one that establishes an estimate of total costs for the purpose of obligating funds and a ceiling that the contractor may not exceed (except at contractor's risk) unless the awarding party agrees to amend the contract to provide additional funds. A line item budget shall be based on all legitimate costs to be incurred by the contractor in carrying out the training activity. The contractor is reimbursed for actual expenses according to the approved line item budget.

**Program Allocations by Counties to be Served:**

In preparing a bid, the bidder must specify the counties in which services are being proposed and develop budgets based on the following allocations:

**NOTE: This is a draft of estimated allocations based on PY16 funding. Actual figures will be determined at a later date based on approval of the Congressional budget and by the MAWDB. These figures should be used in preparing your budget worksheets. There may be funding reductions for Program Year 2017 and budgets may have to be modified prior to July 1, 2017.**

Although the initial award will be for a 12-month period, bidders may design a multi-year program with longer-term interventions that provide for continuous performance improvement. Based on successful performance, timeliness of start-up and quality of service, the WDB and the contractor will have the option, depending on future funding, to negotiate continued funding for up to an additional two years. However, each renewal of the contract shall be limited to a one-year period. For the provision of Adult and Dislocated Worker services in the Local Area, funding is contingent on budget availability and allocations as determined by USDOL and DWS. The Local Area has experienced a significant reduction in our allocations over the past several program years and we will not know the availability of funding for Adult and Dislocated Worker Services until most likely late in the Spring of 2017. For the operation of the NCWorks

Career Centers in the Local Area, there will be no funding provided to support that award:

<b>County</b>	<b>Estimated Allocation</b>	<b>Total Allocation</b>
Buncombe	0	0
Henderson	0	0
Madison	0	0
Transylvania	0	0

**A. PURPOSE:** The Purpose of this Request for Proposal is to solicit a Statement of Work and budget from potential WIOA service providers for the delivery of Title I services for Adults and Dislocated Workers AND for the operation of the NCWorks Career Centers located in the Mountain Area Workforce Development Board (MAWDB) Local Area in each of the four counties in the Mountain Area Region of western North Carolina. The WIOA services are to be delivered through the Integrated Service Delivery System as specified and chartered by the North Carolina Department of Commerce, Division of Workforce Solutions. The service provider must submit a Statement of Work and Budget(s) as outlined in this request for the program year July 1, 2017 through June 30, 2018. The selected contractor(s) will be responsible for operating the NCWorks Career Centers under the guidelines and requirements of the Workforce Innovation and Opportunity Act of 2014 (WIOA). **There will be no funding provided for the “Career Center Operator” portion of this Request for Proposals; for this portion of the contract the centers are to be operated for zero cost reimbursement.** The selected contractor(s) will also be responsible for following and implementing all programs and services required by state law or approved by the Mountain Area Workforce Development Board. The area of service shall include the following counties: Buncombe, Henderson, Madison, and Transylvania.

The initial funding period is from July 1, 2017 through June 30, 2018. At this time, the Program Year 2017 funding allocation amount to Mountain Area Workforce Development Board for Adult and Dislocated Worker services is unknown. Continuation beyond June 30, 2018 is subject to future funding and legislative authority. Based on funding availability, the option to extend the contract for a second year beginning July 1, 2018, exists with the opportunity for renegotiation to be initiated in writing by MAWDB. In order for MAWD to exercise the second year option, the Sub-recipient must meet the performance requirements as outlined in the contract and must have demonstrated program and financial compliance as evaluated during contract monitoring visits. However, MAWD is not bound to exercise a second year contract based on accomplishment of compliance and performance criteria.

**B. Type of Contract:** Bidders must propose a Cost Reimbursement contract. A Cost Reimbursement contract is one that establishes an estimate of total costs for the purpose of obligating funds and a ceiling that the Sub-recipient may not exceed (except at Sub-recipient's risk) unless the awarding party agrees in advance to amend the contract to provide additional funds. A line item budget shall be based on all legitimate costs to be incurred by the Sub-recipient in carrying out the training activity(ies) of the program(s). The Sub-recipient is reimbursed for actual expenses incurred according to the approved line item budget. There will be NO funding provided for the Career Center Operator portion of the Contract.

**C. Procedures:** The Mountain Area Workforce Development Board is instituting a competitive procurement Request for Proposals process for WIOA funded Career Center Services to be provided in Buncombe and Madison Counties and/or Henderson and Transylvania Counties AND for Career Center Operator in Buncombe and Madison Counties and/or Henderson and Transylvania Counties. The schedule of activities and deadlines is presented below.

All questions related to the preparation and submission of proposals must be presented in writing and submitted by email to the Director for the Mountain Area Workforce Development Board – Nathan Ramsey at [nathan@landofsky.org](mailto:nathan@landofsky.org). Responses will be provided to all parties that submit a **Letter of Intent to Bid no later than 5:00pm Thursday, February 16, 2017. Letters of Intent to Bid must be submitted to Nathan, Mountain Area WDB, 339 New Leicester Highway, Suite 140, Asheville, NC 28806 or by email to [nathan@landofsky.org](mailto:nathan@landofsky.org) and [zia@landofsky.org](mailto:zia@landofsky.org).** Letters should provide a clear statement of the intent to submit a proposal for WIOA funding to operate NCWorks Career Centers in Buncombe and Madison Counties; Henderson and Transylvania Counties; or all four counties. **The letter should include the name of the organization, its chief executive officer's name and contact information, and the designated contact person from the organization through which dialogue regarding the procurement process should be routed.** If at any time your organization wishes to withdraw your intent to Bid, notify the Mountain Area WDB Director at [nathan@landofsky.org](mailto:nathan@landofsky.org) and [zia@landofsky.org](mailto:zia@landofsky.org). This notice of withdrawal must come from the designated contact person or the CEO as designated in the Letter of Intent to Bid.

All proposals submitted are subject to negotiation in price/funding and in terms of service after the appropriate committees of the Mountain Area Workforce Development Board make decisions regarding the funding of the selected proposals.

A bidders Conference will be held at the Land-of-Sky Regional Council Offices (339 New Leicester Highway, Suite 140, Asheville, NC 28806) at 9:30 AM on Thursday, February 9, 2017. Conference call options will be offered if requested in the Letter of Intent to Bid. The quality of communications on conference calls is not guaranteed. **Transcripts of the Bidder's conference will not be provided.**

**Questions related to this RFP and the services involved in WIOA programs must be submitted in writing by email to [nathan@landofsky.org](mailto:nathan@landofsky.org). Questions will be accepted until 12:00 noon on Monday, February 27<sup>th</sup>.** Replies will be provided as quickly as practical. After these replies are provided, no further responses will be provided to inquiries concerning this Request for Proposals. If circumstances arise that involve critical information that must be communicated to all bidders between February 27<sup>th</sup> and the proposal submission deadline at 4:00pm on March 3<sup>rd</sup>, such information will be communicated by email to all bidders who have submitted a Letter of Intent to Bid.

**NOTICE: The US Department of Labor has only recently published the Final Regulations for WIOA as of the release of this Request for Proposals. Should those final regulations conflict with the contents of this RFP or should the regulations require more, or different actions related to the operation and/or funding of the One-Stop Integrated Career Center System, the Mountain Area Workforce Development Board reserves the option to materially alter the terms of this RFP or withdraw it entirely.**

## **II. GENERAL PROVISIONS AND REQUIREMENTS**

1. No costs will be paid to cover the expense of preparing this proposal under WIOA.
2. The MAWDB reserves the right to reject any and all proposals received in response to this RFP.
3. Proposals are to be submitted in the format set forth in the Request for Proposal Format and Required Forms section of the RFP. Proposals must comply with the requirements specified therein.
4. Any changes to the WIOA Law or Regulations, the State of North Carolina WIOA Policies and Plan, or the MAWDB WIOA Policies and Plans, may result in a change in the terms or duration of the contract. In such instances, MAWDB will not be held liable for what is in the Offeror's proposal or this Request for Proposal package. Appropriate amendments to any resulting contract MAY be negotiated with the Offeror at the discretion of the Mountain Area Workforce Development Board.
5. Each Offeror submitting a proposal will be notified in writing of MAWDB's decision concerning its proposal.
6. Proposals submitted for funding consideration must assure operations will be conducted in compliance with:
  - a. the federal Workforce Innovation and Opportunity Act of 2014  
<http://www.doleta.gov/wioa/>;  
<http://beta.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>

- b. the North Carolina Division of Workforce Solutions Policies, <http://www.nccommerce.com/workforce/workforce-professionals/policy-statements>; and,
  - c. the Mountain Area Workforce Development Board's Policies and Procedures.
7. Offerors selected for funding must also ensure compliance with the following: Super-Circular, Subpart F [Audits of Non Federal Entities: States, Local Governments and Non-Profit Organizations].
  8. Mountain Area Workforce Development may require the bidders to participate in negotiations and to submit any price, technical, or other revisions of their proposals as may result from such negotiations. Any modification as a result of negotiations will be incorporated into and made a part of the final contract.
  9. Any proposal approved for funding is contingent on the results of a pre-award survey that may be conducted by MAWD administrative staff. This survey will establish, to MAWD's satisfaction, whether the proposed service provider is capable of conducting and carrying out the provisions of the proposed contract. If the results of the survey indicate, in the opinion of MAWD staff, that the proposed service provider may not be able to fulfill contract expectations, MAWD reserves the right not to enter into contract with the organization, regardless of Workforce Board's previous approval of the Offeror's proposal.
  10. Service Providers will be expected to adhere to MAWD procedures to collect, verify, and submit required monthly reports as well as invoices to MAWD.
  11. Mountain Area Workforce Development encourages all interested Offerors to submit a proposal.
  12. While every effort has been made to include all necessary information, specifications and examples; the need for clarification or interpretations is recognized as a possibility. For a matter of simple clarification, you may call (828) 251-6622 for Nathan Ramsey, Local Area Director or Zia Rifkin. For any matter of interpretation or any matter of material concern the inquiry must be submitted in writing and sent via email to Nathan Ramsey at [nathan@landofsky.org](mailto:nathan@landofsky.org) and to Zia Rifkin at [zia@landofsky.org](mailto:zia@landofsky.org). You will receive a written response that will be shared with all other organizations that have expressed an intent to submit proposals.
  13. Approval of any and all proposals submitted is contingent upon the Mountain Area Workforce Development Board's receipt of funding under the Workforce Innovation and Opportunity Act.

- A. BACKGROUND:** The Workforce Innovation and Opportunity Act of 2014 is the nation’s principal workforce development legislation. The primary system of service delivery in North Carolina is the NCWorks Career Center System.

The NCWorks Career Centers are structured as “one stop delivery systems” that function in accordance with the “Integrated Service Delivery” model. Services to be provided are enumerated and described in WIOA Section 134(c) – Required Local Employment and Training Activities; and 134(d) – Permissible Local Employment and Training Activities.

<http://beta.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>

**Integrated Service Delivery (ISD)** operational basis of the workforce investment system is in North Carolina. ISD unifies numerous training, education and employment programs into a single, customer-friendly system in each community. The underlying notion of the integrated service delivery system is the coordination of programs, services and governance structures so that the customer has access to a seamless system of workforce investment services. (Attachment F). The ISD model of operations emphasizes the cross training of staff who are funded with Wagner-Peyser Act funds, and who are state employees; and staff funded through the Workforce Innovation and Opportunity Act who are employees of the successful bidder for this (these) grant(s). The WIOA provides common performance standards for both WIOA and Wagner-Peyser programs. Supervision of the staff in the integrated service delivery NCWorks Career Centers is divided into functional supervision of day-to-day operations, and formal supervision which involves the North Carolina Office of State Personnel and the NC Department of Commerce, Division of Workforce Solutions. Formal supervision involves the human resource policies of the State of North Carolina. For daily operations all staff are accountable to the center manager.

Within the center there are basically four teams – Welcome, Skills Development, Employment Services and Employer/Business Services:

**The Welcome Team** greets customers (in person or on the phone) and assists clients with the initial service needs assessment, orientation to services available, workshop scheduling, and guides them to the appropriate staff who can provide them with the services they want/need.

**The Skills Team** works mostly with clients who want assistance with job readiness skills (interviewing, resumes, online job applications, etc.), basic education skills, occupational skills, etc. The skills team develops and schedules workshops, administers formal assessments, provides career planning services, assists with course registration processes and coordinates the use of WIOA funds for tuition, books, fees, etc. to support clients entering short and long term training.

**The Employment Team** primarily assists clients with job search and acquisition activities. They also have primary responsibility for required programs related to

meeting the NCWorks Online registration processes that are required for Unemployment Insurance claimants. They conduct Employability Assessment Interviews (EAI) and Re-employment and Eligibility Assessments (REAs). The Employment Team also assists employers with job listings and job order referrals. The employment team also assists employers with scheduling and recruiting for employer interview days in the Career Center. The employment team also teaches WIOA clients how to use NCWorks online to conduct job searches and set-up virtual job search notifications.

**The Business Services Team** is the NCWorks Career Center's primary business outreach team. The Business Services Team is comprised of WIOA employees, Veteran's Employment Representatives and Wagner-Peyser business services staff. These staff members market NCWorks Career Center services to businesses throughout the region. Services that they market include Job Order listings and fulfillment; recruitment, assessment/screening and referral services; WIOA On-the-Job Training contracts; Maximize Carolina Grant opportunities; Work Opportunities Tax Credits, the National Career Readiness assessments and certificates (Work Ready Communities); WorkKeys profiling and testing, etc. This request for proposals does not include Business Services positions or responsibilities, but positions funded under this RFP will need to have close working relationships with the Business Services Team.

**Career Center Partners** – Several partner organizations have a presence in the career centers or have referral relationships with the Career Centers:

- Vocational Rehabilitation,
- Temporary Assistance to Needy Families (TANF),
- Adult Education (Basic Education, High School Equivalence & English as a Second Language),
- Community College Human Resources Development (HRD) programs,
- Former Offender Re-entry programs and
- Disabled Veterans Outreach Programs.

Other partners may be added to the list of service providers as opportunities and needs arise.

**Certified NCWorks Career Centers** – The NCWorks Commission is comprised of prominent business executives and the executive leadership of all State agencies that are tasked with Workforce Development. The NCWorks Commission is given the authority to certify NCWorks Career Centers based on formally established criteria involving the types and quality of services delivered, standards of customer service, the job related professional expertise of staff and commitment to continuous improvement.

MAWD, in partnership with the community colleges and other workforce development partners, has developed a system of comprehensive and affiliate NCWorks Career Centers throughout the four county Mountain Area region. Two centers, Asheville and Henderson County, are certified as Level 1 NCWorks Career

Centers. The Transylvania County Career center is certified as a Level 2 NCWorks Career Center. The Madison County Center is authorized as an affiliate site of the Asheville NCWorks Career Center.

At minimum the certified NCWorks Career Centers must provide an array of services that are consistent with the Wagner-Peyser Act, Title I of the Workforce Innovation and Opportunity Act (WIOA), Trade Adjustment Assistance (TAA) and Veterans Services programs. Memoranda of Agreement must be developed to assure the inclusion of services by other relevant workforce development partners in the counties of operation. Memoranda of Understanding (MOU) must be developed among the organizations in the workforce system that collocate with, or have mutual referral arrangements with, the NCWorks Career Centers in the Mountain Local Area. Attachment G provides the framework for North Carolina's Integrated Workforce Delivery System.

**The proposing organization(s) that is(are) awarded the WIOA funds for operating the NCWorks Career Centers must assure that operations will meet the standards set for maintaining, or enhancing, the NCWorks Career Center certification standards.**

## **B. WIOA SERVICES TO BE PROVIDED THROUGH THE INTEGRATED SERVICE DELIVERY CENTER**

Services to be provided are listed and described in WIOA Section 134(c) – Required Local Employment and Training Activities; and 134(d) – Permissible Local Employment and Training Activities.

<http://beta.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>

also see Attachment C to this RFP

Generally, all jobseekers entering an NCWorks Career Center must receive a polite and friendly reception, an opportunity to explain their needs. Prompt attention to those needs is expected of staff. At this time staff are not permitted to answer questions about Unemployment Insurance or Claims. Questions about these matters are to be presented to the NC Division of Employment Security via phone, internet or mail. However, staff will be involved in registering all Unemployment Benefits Recipients on NCWorks Online and in conducting Employability Assessment Interviews and Reemployment and Eligibility Assessment workshops.

### Training Services

**Short-term (less than 6 months) and long-term (up to 2 years) credentialed training services** are available to eligible adults and dislocated workers through the use of Individual Training Accounts (ITAs) or through the Cost Authorization process. Participant may choose from among approved training providers and training courses. Training services are available to qualified adults or dislocated workers in approved “occupations in demand” as determined by the Mountain Area Workforce Development Board (see Attachment B – Approved Training Programs). Trained



staffs at the NCWorks Career Centers assist applicants with the assessments, career planning, training registration processes and the financial aid analyses. WIOA assistance with tuition, books and fees may be provided to eligible applicant with demonstrated financial need if they meet the terms specified in WIOA Section 134(c)(3)(A)(i). Services to priority group members apply when funding for training is limited.

**On-the-Job Training (OJT)** is operated as a regional program with staff employed by the Board. The Regional Business Services team members are based in the larger Career Centers and schedule regular visits at the smaller centers. They are also involved in several other business service initiatives including Sector Strategies in advanced manufacturing, healthcare, hospitality & tourism, skilled trades, and technology/IT, Career Pathways for advanced manufacturing and hospitality & tourism, Work Ready Communities and marketing NCWorks Online as the preferred system for job listings and virtual recruiting. The regional business services team works in close partnership with the Career Center Staff, especially the Employment Team and the Career Center Manager. The position(s) are also accountable to the Regional Business Services Coordinator and the Director for the Mountain Area Workforce Development Board. Staffing for OJT positions will not be part of contract(s) awarded from this RFP. However, Career Center staff funded through this RFP are expected to work closely with the Regional OJT staff to assure that appropriate clients are referred for OJT opportunities and to fill OJT job openings with appropriate candidates.

On-the-Job Training (OJT) is training provided by a private, private non-profit or public non-profit employer to an eligible WIOA participant. An OJT contract with an employer to train a participant must be completed and signed before the participant is extended an offer of employment by the employer. The process of developing the OJT contract involves assessing and documenting the participant's skills gap. The participant's existing skills and prior work experience must be compared to the requirements of the job. A detailed, individualized training plan must be developed that guides the employer in the training that is to be provided to the participant/employee during the OJT training period. This training plan becomes an essential element in the OJT contract and the participant becomes an employee of the business when the OJT contract begins. The employer pays the participant an agreed upon wage, and the employer receives a reimbursement of up to 75% of the participant/employee wages during the contracted training period. On-the-Job Training contracts will be written for a maximum of twenty-six (26) weeks in the Mountain Local Area. All OJT contracts must be reviewed and approved by Mountain Area Workforce Development's Business Services Coordinator or the MAWDB Director, and the MAWDB Finance Director prior to the start of the OJT activity. The OJT program activity will only be funded should the Local Area have sufficient funding to operate an effective and efficient program. The service provider will utilize the Local Area OJT Handbook for the operation of any OJT program funded.

### **C. RAPID RESPONSE SERVICES (Dislocated Worker ONLY)**

Rapid Response activities are provided to enable dislocated workers to transition to new employment as quickly as possible, following either a permanent closure or mass layoff. These services are coordinated through the North Carolina Dislocated Worker Unit, located in the Division of Workforce Solutions, North Carolina Department of Commerce. In most cases, the manager of the local NCWorks Career Center will contact the management of the affected company and offer services in accordance with the company's preferred schedule and arrangements. The Career Center manager then establishes the local rapid response team that involves appropriate workforce development partners (e.g., community colleges, Health and Human Services, Unemployment Insurance, non-profit financial counseling services; and if appropriate Trade Adjustment Assistance staff etc.).

Assistance with Rapid Response activities are defined in the Workforce Innovation and Opportunity Act Section 134(a)(2)(A) and Section 134(d)(1)(A)(ix)(II)(cc). Usually, local Career Center managers will make on-site contact with employers, representatives of the affected workers and concerned family members local to offer assistance with job search workshops, and career services and training services for affected workers.

## **PARTICIPANT SERVICES**

### **A. Outreach and Recruitment**

WIOA service providers are expected to coordinate outreach efforts and disseminate information on program services available through the NCWorks Career Centers. Efforts to market service to both job seekers and businesses must be a priority. The availability of access to services offered by partner agencies in the NCWorks Centers is also an important part of the outreach and recruitment process. Special efforts shall be made to recruit adults and dislocated workers including veterans, public assistance recipients, minorities and persons with disabilities.

### **B. Eligibility Determination/Verification**

Prior to enrollment in **WIOA Activity** applicants must be certified as eligible to receive WIOA services by authorized intake personnel in accordance with the Division of Workforce Solution's (DWS) instructions for data entry into the NCWorks virtual online system. The service provider is responsible for reviewing each client's WIOA application to ensure that services are provided only to applicants who have been determined and verified eligible.

For most basic services related to NCWorks Online registration, basic job search assistance and attendance in job readiness workshops the only eligibility documentation needed is being age 18 or older and having a driver's license or State issued photo ID.

For **WIOA Training** Services more extensive documentation is required prior to enrollment in a Training Activity:

- A copy of the client's signed social security card or documents proving authorization to work in the US
- A Photo ID issued by a unit of state, federal or local government
- Signed WIOA Application and Eligibility Determination Form
- Signed Participant Rights, Benefits, and Complaint Procedures Form
- Signed Individual Employment Plan
- Signed Release of Information Statements
- A copy of verification of County of Residence
- A copy of verification of Applicant's Age and Place of Birth
- Selective Service Registration (Males over age 18 only)
- Prior six months' income for Adults or proof of receipt of public assistance
- Verification of dislocated worker status
- Veterans copy of Form DD-214

These verification documents **must be secured** in the participant's permanent file and will be subject for review by the Local Area and the State's Monitoring Team. In the event that ineligible participants/enrollees are identified, the WIOA service provider is responsible for immediately notifying MAWD. In compliance with the regulations, appropriate steps must be taken to immediately terminate the ineligible participant/enrollee from the program. Any cost incurred will be disallowed.

### **c. General Client Orientation**

As part of delivering WIOA services and Wagner-Peyser services, a general orientation will be provided to all integrated service delivery system customers which includes an explanation of:

- The integrated service delivery registration process
- An overview of NCWorks Career Center services including partner agency services
  - Work readiness assessments
  - Job readiness workshops and services
  - Resumes, Online Job Applications, Networking, Interviewing Skills, etc.
  - Self-service and staff assisted job search and referral
  - Virtual services available 24/7 with and/or without service delivery registration (<https://www.ncworks.gov>)
  - Labor Market Information
  - Support Services Available from non-WIOA sources
  - Designation of counselor
    - services available, schedules and appointments
  - Service delivery registrant's responsibilities

- Employability Assessment Interviews (EAI) and Reemployment and Eligibility Assessment (REA) services for Unemployment Insurance recipients
- Available supportive Services in the community

#### D. WIOA Orientation

For clients seeking **training assistance** or intensive counseling/career guidance services a separate WIOA Orientation is required:

Orientation for WIOA eligible clients seeking WIOA Training Services

- Career Development Assistance (WIOA enrollment required)
- Skills Training with WIOA financial assistance (WIOA enrollment required)
  - Objective Assessment process (types, time, length, results)
  - Review/Analysis of assessment results
  - Individual Employment Plan
  - Release of Information Form
  - Individual Training Account responsibilities (if applicable)
  - Length of Participation (program specific and formal limitations as appropriate)
  - Grievance Policies and Procedures
  - Participant Rights, Benefits, Complaint procedures
  - EEO Designee
  - Hatch Act

#### E. Assessments

**WIOA service providers will be required to conduct an assessment for each eligible participant. The assessment provides the necessary foundation for the WIOA service provider in partnership with the participant, to establish a service strategy that addresses their academic and occupational skills status/needs that ultimately lead to employment. The assessment consists of a review of the participant’s academic levels, skill levels and service needs to include:**

- |                                      |   |   |
|--------------------------------------|---|---|
| •family situation                    | •interest and aptitudes (including interests and aptitudes for non-traditional occupations) | •job readiness/employability skills                                       |
| •work history                        | •attitudes toward work/training including motivation factors                                | •personal employment information as it relates to the local labor market. |
| •occupational skills and credentials | •financial resources/wages earned in recent employment and wage needs                       | •assessment of effective workplace behaviors and job retention skills     |
| •basic skill levels                  | •barriers to employment   |   |

#### E. Individual Employment Plan (WIOA enrollees only)

As stated in WIOA Section 134(c)(3)(A)(i), the need to determine an individual is “unable to obtain employment that leads to economic self-sufficiency” before training can be provided does not mean that the individual must pass through layers of service to prove the need for service. A case manager could initially meet with a participant, assess skills, consider labor market conditions and determine that core and intensive services will not be sufficient to result in employment. The provision of training or other needed services can then be provided sequentially, concurrently, or in whatever order makes the most sense for the individual. However, the case manager should determine that the client has “...the skills and qualifications to successfully participate in the selected program of training services.”

From this method of determination of need, the case manager along with the participant will develop the Individual Employment Plan (IEP). The IEP is an ongoing strategy jointly developed by the participant and the case manager, that identifies the participant’s employment goals, the appropriate achievement objects, and the appropriate combination of services for the participant to achieve his/her employment goals.

#### **F. Individual Training Accounts (WIOA enrollees in long-term training only)**

Training services will be provided to eligible adults and dislocated workers through Individual Training Account (ITA) vouchers issued by the WIOA service provider located in the Asheville NCWorks Career Center or Henderson County NCWorks Career Center. The ITA is an account that is established on behalf of an eligible individual enrolled in a long-term training activity and will be funded with adult and dislocated worker funds authorized under Title I of WIOA. Trainings services shall be provided in a manner that maximizes consumer choice in the selection of eligible providers that are approved by the MAWDB. The WIOA service provider will be responsible for managing the Individual Training Account voucher system in Asheville NCWorks Career Center or Henderson County NCWorks Career Center. The WIOA service provider will assist eligible individuals who have completed core and intensive service activities with the purchase of a training program that meets the individual’s training needs as evidenced by supporting documentation in the participant’s permanent file.

The WIOA service provider will provide information regarding the availability of training. Individual Training Accounts will be discussed with the individual specifying his/her responsibility regarding the ITA. In consultation with the WIOA service provider, the participant will review the list of eligible training providers to determine available training options. The training provider’s requirements for enrollment, performance outcomes, and cost for the training course selected will be discussed with the participant. The participant will be responsible for selecting a training provider from the list of eligible providers approved by the MAWDB. Training must be directly linked to occupations that are in demand in the Local Area or in another area to which an adult or dislocated worker receiving such services is willing to relocate.

When training funds are not provided in the WIOA service provider's contract, payments from ITAs will be made to the approved training institutions by MAWD – Finance Office. Payment of training costs by WIOA will be coordinated with any payment of training costs by other grant assistance. The WIOA service provider will be required to abide by contractual requirements, as well as Federal, State and local policies and procedures. The WIOA service provider will be required to track expenditures of resources by individuals to ensure that individual accounts are not over awarded through WIOA Title I funds for the ITA. Only training providers that have been approved by the MAWDB for the delivery of long-term curriculum programs and that are on the NCWorks list of eligible providers will be reimbursed under the ITA training vouchers.

Short term training courses are paid through a cost authorization process, not through the ITA system. In order to maximize training opportunities for as many eligible individuals as possible the maximum amount of funding for short term training which leads to a nationally recognized credential or that provides a credential that is recognized by local employers is \$1000.00 per individual with a six (6) month limit on training allowed. Training funds for eligible individuals participating in non-credentialed workforce continuing education classes is limited to \$500.00. (Attachment F) For eligible WIOA participants in need of long-term training, WIOA service providers will adhere to the Local Area's ITA policy and procedures that outline the requirements and limitations. (Attachment E)

## **F. Supportive Services**

Supportive services may only be provided to individuals who are participating in training services and who are unable to obtain supportive services through other programs providing such services. The WIOA service provider will provide supportive services to participants through arrangements with integrated service delivery system partners and other human services agencies in order to avoid duplication and maximize resources. Where community resources are not available to provide supportive services as identified in the participant's individual employment plan, the WIOA service provider may provide such services provided funds are included and approved in the WIOA Budget. In all cases, the WIOA service provider will be required to provide rationale for WIOA funded assistance and supporting documentation for reimbursement from MAWD.

## **G. Management Information System and Reporting Requirements**

North Carolina's NCWorks virtual online system is a browser-based (internet) case management system that can be accessed by authorized individuals twenty-four hours a day, seven days a week from any computer with internet access (Internet Explorer required). The Local Area requires that all WIOA service provider staff participate in State and local training as it relates to data entry and documentation requirements in the NCWorks system.

The NCWorks virtual online system stores participant data that will be used to report required information to the U.S. Department of Labor, the North Carolina General Assembly, The North Carolina Department of Commerce/Division of Workforce Solutions and other interested parties. The data is also used to calculate State and Local Areas’ performance against the mandated WIOA performance measures.

**H. Follow-up Services 663.150(b) – WIOA enrollees only**

WIOA service providers are required to provide follow-up services for adults and dislocated workers, for a minimum of four quarters after the exit, to assist participants in meeting performance measures regarding unsubsidized employment and earnings during the 2<sup>nd</sup> and 4<sup>th</sup> quarters after exit.

**I. Rapid Response Activities (Wagner-Peyser, WIOA, TAA, Unemployment Insurance and Selected Partner Organization Staffs)**

Integrated service delivery service providers who operate the Dislocated Worker program will be required to participate in Rapid Response activities in their service area. In consultation with the employer, representatives from the State Rapid Response Dislocated Worker Unit, MAWD staff, and local service delivery partners will provide information to workers, employers, worker representatives, and the community. The information concerns the availability of services such as unemployment compensation, labor market information, retraining opportunities, strategies for re-employment, as well as Trade Act program information where appropriate. The delivery of services provided by different agencies and programs will be seamless and coordinated through the local North Carolina Workforce Office system in their workforce area. Rapid Response resources, combined with other available resources, should provide workers with services they need to ease the adjustment process and return to productive work. By leveraging and coordinating resources, a wider range of assistance can be directed at the effort to help workers and their families adjust to job loss and help the workers re-enter the workforce.

**Indicate the staff person(s) responsible for coordinating local Rapid Response Services**

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<b>Staff Assigned</b>	<b>Job Title</b>	<b>Phone#</b>
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### III. INSTRUCTIONS

A. To be considered, all applications in response to this package must:

1. Be submitted no later than Friday, **March 3, 2017, by 4:00 PM.**  
The Workforce Development Board reserves the right to return any proposal not received in the designated office at the specified time.
2. Use this package by completing the requested items in the RFP. All proposals must be submitted on the appropriate forms provided by this office.
3. **Submit ONE ORIGINAL (clearly marked) in a three-ring binder, of proposal and attachments with required signatures, and ONE ELECTRONIC COPY in Word/Excel to:**

**Nathan Ramsey**  
**Workforce Development Director**  
**Mountain Area Workforce Development Board**  
**Land of Sky Regional Council**  
**339 New Leicester Highway, Suite 104**  
**Asheville, NC 28806**  
[nathan@landofsky.org](mailto:nathan@landofsky.org) and [zia@landofsky.org](mailto:zia@landofsky.org)

B. Questions concerning this package must be directed in writing and by email to:

**Nathan Ramsey**  
**Workforce Development Director**  
**Mountain Area Workforce Development Board**  
**Land of Sky Regional Council**  
**339 New Leicester Highway, Suite 104**  
**Asheville, NC 28806 at [nathan@landofsky.org](mailto:nathan@landofsky.org)**

#### **RFP Forms Checklist**

##### **Forms:**

- Application Summary/Signature Sheet Form attached (page 3)
- Agency Organization and Experience Form attached (page 14)
- Budget Form attached
- Statement of Work attached (see pages 56-61)
- Responders Information and Assurance Forms attached (pages 29-30, 63-69, 80-81)
- A Signed Certification regarding Debarment attached (page 70-72)
- Job Descriptions for all requested WIOA Funded positions (see Attachment)
- Financial Information (page 73)



**C. Name of Organization Submitting the RFP:**

Contact Person:

Telephone Number:

#### **IV. GENERAL PROVISIONS AND REQUIREMENTS**

- A. This RFP does not commit the MAWDB to award a grant.
- B. No costs will be paid to cover the expense of preparing a proposal or to procure a contract for services or supplies under WIOA.
- C. If you are submitting RFPs for more than one (1) project, include separate project summary, target groups and budget information
- D. Ownership of all data, material, and documentation originated and prepared by the service provider pursuant to the contract shall belong exclusively to the MAWDB.
- E. Proposals should be submitted in the format set forth in the Proposal Format and Required Forms section of the RFP and adhere to the minimum requirements specified therein.
- F. Formal notification to award a contract and the actual execution of a contract are subject to the following:
  - receipt of WIOA funds granted under the WIOA plan;
  - results of negotiations between selected service providers and the MAWDB administrative staff; and
  - continued availability of WIOA funds.
- G. Any changes to the WIOA programs, the State of North Carolina WIOA Plan, or the MAWDB WIOA Plan, may result in a change in contract content, contract requirements or contract funding levels. In such instances, the MAWDB will not be held liable for what is in the Request for Proposal package or Bidder's proposal.
- H. Each proposer submitting a proposal will be notified in writing of the SWDB decision concerning its proposal.

- I. Proposals submitted for funding consideration must be consistent with the federal WIOA legislation, all applicable Federal Regulations, the North Carolina Division of Workforce Solutions policies, and the MAWDB Policies and Procedures.
- J. Proposers selected for funding must also ensure compliance with the following: Office of Management and Budget Circulars A-21, A-87, A-110, A-122, A-133, or 48 CFR Part 31, whichever is applicable.
- K. The MAWDB may require selected service providers to participate in negotiations and to rewrite their proposals as agreed upon during the negotiations and to submit any monetary, technical, or other revisions of their proposals as may result from negotiations.
- L. Additional funds received by the MAWDB may be contracted by expanding existing programs, or by consideration of proposals not initially funded under this RFP, if such proposals were rated in the competitive range. These decisions shall be at the discretion of the MAWDB.
- M. The MAWDB may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of the MAWDB, the services proposed are not needed, or the costs are higher than the MAWDB finds reasonable in relation to the overall funds available, or if past management concerns lead the MAWDB to believe that the service provider has undertaken more services than it can successfully handle. The MAWDB reserves the right to reject any proposal based upon the total proposed expenditures for staff salaries and compensation that are not considered as “customary and reasonable” for similar staff positions with our Local Area.
- N. Any proposal approved for funding is contingent on the results of a pre-award survey that may be conducted by the MAWDB administrative staff. This survey will establish, to the MAWDB's satisfaction, whether the proposed service provider is capable of conducting and carrying out the provisions of the proposed contract. If the results of the survey indicate, in the opinion of the MAWDB, that the proposed service provider may not be able to fulfill contract expectations, the MAWDB reserves the right not to enter into contract with the organization, regardless of the SWDB's approval of the Proposer's proposal.
- O. The MAWDB is required to abide by all WIOA legislation and regulations. Therefore, the MAWDB reserves the right to modify or alter the requirements and standards as set forth in this RFP based on program requirements mandated by State or Federal agencies.

- P. Programs must be operated according to the federal WIOA provisions and all applicable federal regulations, the North Carolina Division of Workforce Solutions policies and the MAWDB's policies and procedures.
- Q. Service Providers will be expected to adhere to MAWDB procedures to collect, verify, and submit required monthly reports as well as invoices to the MAWDB.
- R. All grievances arising out of the WIOA or this RFP must be filed according to the MAWDB's established grievance procedures.
- S. All service providers must ensure equal opportunity to all individuals. No individual in the MAWDB Local Area shall be excluded from participation in, denied the benefits of, or be subjected to discrimination under any WIOA-funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
- T. Service providers must accept liability for all aspects of any WIOA program conducted under contract with the MAWDB. Service Providers will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
- U. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a service provider fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.
- V. Service providers will allow access to all WIOA records, program materials, staff, and participants to local, state, and federal representatives. **Additionally, service providers are required to maintain all WIOA records for a minimum of three years, beginning on the last day of the program year.**
- W. The MAWDB encourages all interested proposers to attend the Bidders' Conference. While every effort has been made to include all necessary information, specifications and examples, the need for clarification or interpretation is recognized as a possibility. This is the forum the MAWDB has selected to answer questions so that all interested parties will have the benefit of the same answer. Minutes of the Bidders' Conference will be distributed by mail to all potential service providers (individuals who formally request a copy of the solicitation). However, the SWDB is under no obligation to send answers to questions, clarifications, or amendments to the RFP to anyone who did not make a formal request for a copy of the solicitation.

- X. Service Providers shall give credit to the MAWDB, as the program activity funding source, in all oral presentations, written documents, publicity and advertisements regarding any activities utilizing the MAWDB brand logo with the following language “this or these service(s) made possible by funding from the Mountain Area Workforce Development Board.”
- Y. Service Providers will be required to submit quarterly status reports and financial updates during the life of the project. Reports will cover areas such as recruitment and enrollment activities, challenges encountered, partnership updates, and other subjects.
- Z. PROGRAM REQUIREMENTS AND RESTRICTIONS [Subject to change based on Federal Regulations].

Program Provisions must be made to ensure the following:

- 1) Funding of sectarian activities are prohibited.
- 2) Procedures must be established to prohibit the displacement of current workers, the impairment of existing contracts for services or collective bargaining agreements, the replacement of laid-off workers and the infringement on promotional opportunities of current workers.
- 3) Working participants must be covered by workers’ compensation or other insurance.
- 4) That all WIOA individuals in programs shall be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working for similar length of time and doing the same type of work.
- 5) That no funds are being used to assist, promote, or deter union organizing.
- 6) That all individuals in programs be compensated at the same rates, including periodic increases, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills. (In no event shall the rate be less than the applicable State or local minimum wage law.)
- 7) That the use of funds to encourage or induce relocation of a business are prohibited.

- 8) That the use of funds for customized or skill training and related activities after the relocation of a business are prohibited until after 120 days.
- 9) That the use of funds for (1) employment generating activities, economic development activities and similar activities that are not directly related to training for eligible individuals, and (2) foreign travel are prohibited.
- 10) Provisions made that allow for the testing and sanctioning of participants for the use of controlled substances.
- 11) Provisions made to prohibit any discrimination based on: (a) age, disability, race, color, national origin, or sex; (b) participation in a program or activities that receive funds under this title; and (c) certain non-citizens.
- 12) Provisions made to ensure that funds are not used to duplicate services available in the area.
- 13) Provisions made to ensure that participants are not being charged fees for placement or referral.
- 14) Provisions made to ensure that no financial assistance is provided to any program that involves political activities.
- 15) Provisions made that ensure that participants are aware of grievance procedures.
- 16) Provisions for a Contractor agreement to abide by the Act, regulations, and applicable business licensing, taxation and insurance requirements.
- 17) Provisions made regarding modification, handling of disputes, and termination, including termination for convenience of the government.
- 18) Provisions made for record maintenance and retention and access to records by the subrecipient, the LA, the State, and the USDOL.
- 19) Provisions being made to include liability, sanctions, and debt repayment.

- 20) Provisions made for debarment and suspension.
- 21) Provisions made to prohibit political activities (Hatch Act).
- 22) Affirmative action assurance that the offeror will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34. The United States has the right to seek judicial enforcement of this assurance.

## V. PROPOSER'S ORGANIZATION AND EXPERIENCE

### Complete Agency Organization and Experience Form

- A. Name of Agency or organization and mailing address. If a non-governmental agency, provide the name under which you are incorporated.
- B. Type of Organization. Check the appropriate box which describes your organization.
  - a.  Unit of Local Government
  - b.  Private-Non-Profit Organization
  - c.  Private-For-Profit Organization
  - d.  Educational Institution
  - e.  Other \_\_\_\_\_
- C. Organization's Structure and Experience.
  - 1. **Organizational Chart. Attach an organizational chart which outlines administration of proposed project.**
  - 2. **Experience. List experiences in operating WIOA programs and/or providing public service in the past 2 years.**
  - 3. **In the space provided, enter the name and title of the person completing and/or providing information in section III, C.**

## VI. PROGRAM DESIGN – SCOPE OF WORK

### NCWorks Career Center Functions:

#### Overview

The Mountain Area Workforce Development Board is seeking service providers that employ vision, innovation, accountability, and efficient and effective utilization of resources in workforce development services with customers. In the interest of establishing a seamless delivery of services for all prospective customers and keeping with both the spirit of the WIOA legislation as it pertains to the participation of all mandatory partner agencies and programs, it is essential that all partners deliver services in the most effective and integrated manner as possible.

Service Providers will be expected to deliver WIOA services within the context of the NC Works system and operated specifically in the local NC Works Career Centers, which includes consistent use of the name, logo, marketing materials, etc.. NC Works Career Centers serve as a hub for workforce efforts within their community, offering services to both job seekers and employers within the NC Works Integrated Services Framework.

WIOA funded, Wagner Peyser funded and Partner funded staff will work within an integrated NC Works team to coordinate and deliver all aspects of career services including greeting customers, career advising, issuing ITAs for training, assisting with workshop organization, participating in hiring events, and other center services including employer services. All staff should be fully cross-trained to fulfill any “career services” role within a center dependent on need and traffic flow.

Service providers are expected to assist in workforce system building activities with NC Works partners, the education community and other organizations. Activities should include, but are not limited to, partnerships with schools to provide workforce information and resources, assisting with career fairs, hosting workshops, support of Work Ready Communities, development of Career Pathways, and the NC Works system. Proposals should incorporate activities that demonstrate the provider’s ability to successfully engage and contribute to the development of the local workforce system.

NCWorks Career Center Operations:

Section 121.(d) of the WIOA authorizes the local workforce board, with the agreement of the chief elected official, to designate or certify one-stop operators and to terminate for cause the eligibility of such operators.

Three one-stop centers in the Mountain Area WDB Local Area have been certified by the NC Works Commission as NC Works Career Centers through the process established by the state of North Carolina in partnership with the Mountain Area Workforce Development Board. There is also presently one non-certified career center serving the customers of the Mountain Area WDB Local Area.

Accordingly, the following NC Works Career Centers and their Board-designated one-stop operators are listed:

**NCWorks Career Center – Buncombe County (County Population 2015: 253,178 per US Census Bureau)**

48 Grove Street  
Asheville, NC 28801  
One-Stop Operator – City of Asheville Office of the North Carolina Division of Workforce Solutions

**NCWorks Career Center – Henderson County (County Population 2015: 112,655 per US Census Bureau)**

Blue Ridge Community College Henderson/Main Campus  
180 West Campus Drive  
Hendersonville, NC 28731  
One-Stop Operator – Hendersonville Blue Ridge Community College

**NCWorks Career Center – Transylvania County (County Population 2015: 33,211 per US Census Bureau)**

Blue Ridge Community College Transylvania Campus  
45 Oak Park Drive  
Brevard, NC 28712  
One-Stop Operator – Blue Ridge Community College

**Non-Certified Career Center Site:**

**ABTech Madison Co Career Center - Madison Co (County Population 2015: 21,139 per US Census Bureau)**

AB Tech Madison Campus  
4646 US Highway 25-70  
Marshall, NC 28753  
One-Stop Operator – Asheville Buncombe Technical Community College



### NCWorks Career Centers Integrated Service Delivery Model:

North Carolina's NCWorks Career Center System was established to provide improved performance, more coordinated access to services, and accountability of workforce development service delivery in North Carolina. **The new vision for the Career Center System is that all customers of the system will be served by staff organized by function, rather than by program or funding source, through a customer-focused, skill-based, integrated service delivery strategy.**

North Carolina's NCWorks Career Centers will provide integrated services to better serve customers – both individuals and businesses. This system will feature an integrated customer flow that responds to customer need(s), fulfilled by cross-trained teams, with functional and formal leadership funded by both Wagner-Peyser and WIOA Title I, and other partners, as appropriate.

The revision of the NCWorks Career Center system to an integrated service delivery model enhances the movement towards a seamless united approach, and emphasizes the need for and support of the Workforce Development Boards (WDBs), the Division of Workforce Solutions (DWS) collaboration across the state. Under this model, DWS and the WDB will integrate its staff, and any WIOA contractors, and shift from program specific organizations to an integrated services approach. All local NCWorks Career Center staff will be integrated into functional units not separated by program or funding stream. While WIOA and Wagner-Peyser funded staff are the foundation of this new approach to service delivery, other partners and programs are encouraged to participate in the staffing of a Career Center.

DWS and the WDB will work together to implement an integrated customer flow designed to respond to customer need in addition to program requirements. Staff-assisted services will be emphasized and Center services will be continuously promoted and provided until the customer's goal has been achieved. The NCWorks Career Center customer flow of services will include three major functions: welcome/assessment, skill development, and employment.

Using regional labor market information, the Center will design and provide services to meet the needs of employers and jobseeker customers.

Career Center customers, if eligible, will be enrolled in the performance pool of both WIOA Title I Adult and Wagner-Peyser. All Trade Act customers will also be enrolled in the performance pool of the WIOA Title I Dislocated Worker Program. WIOA Title I Youth customers are not considered a part of

the common customer pool, as the needs and the services available to that population are different.

All NCWorks Career Center customers, including Unemployment Insurance claimants, will be provided with the opportunity to assess their skills, improve their skills, and obtain the best job possible with their skills. The goal is that all jobseekers that enter a NCWorks Career Center will leave as better job candidates because of the value-added services received. DWS and the WDB will develop a system where adults move easily within the labor market, continuing to further their education and training over a lifetime to advance in their careers.

The NCWorks Career Center customer flow will include a standardized initial skills assessment, access to a wide range of skill development services, and include options to improve their employment opportunities through skill upgrading, skill validation, and credentialing.

North Carolina's NCWorks Career Centers will provide a wide range of short-term skill development opportunities through multiple service delivery methods. All services in this robust "product box" will be available to Center customers, embedded in an integrated customer flow, and easily accessed by all customers with the support of all Center staff.

**Functional Versus Formal Leadership:**

Career Center staff will be supervised based upon two different approaches – functional and formal supervision. The functional leader has the authority to organize and supervise staff, without regard to the program that funds an individual staff member and will focus on day-to-day supervision of service delivery efforts. The formal leader has responsibilities as the employer of record.

The functional leader:

- Creates daily work schedules, team assignments and work flow based upon operational needs.
- Coordinates staff vacations/unscheduled absences with the formal leader to ensure service coverage by Center staff.
- Ensures staff are properly trained and provided technical assistance as needed.
- Provides constructive feedback to team staff regarding their duties.
- Facilitates communication among the other functional leaders and teams in the Center.
- Provides input to the formal leader on the work performance of staff under their purview.
- Notifies the formal leader immediately of any staff leave requests or unexcused absences, disciplinary needs, or changes in employee status.

- Identifies and facilitates the timely resolution of complaints, problems, and other issues.
- Will not have access to personnel information or disciplinary actions of Center staff unless under their direct employment.
- Provides and/or contributes to reports of Center activities as requested by the WDB or DWS.
- Will ensure open communication with the formal leader(s) and center Manager in order to facilitate efficient and effective Center operations.
  
- The formal leader has the following responsibilities only for Center staff under their purview:
  - Hires, disciplines, and/or terminates staff.
  - Completes performance appraisals and disciplinary actions for Center staff in concert with feedback from the functional leader.
  - Approves payroll records, travel requests, and reimbursements.
  - Identifies and facilitates the timely resolution of complaints, problems, and other issues.
  - Approves and assists with procurement and other fiscal matters that obligate State or federal funds under their purview.
  - Ensure open communication with the functional leader(s) and Center Manager in order to facilitate efficient and effective Center operations.

### *Specific Roles and Responsibilities*

#### **NCWorks Commission:**

As the Governor’s advisory body on workforce development issues, the NCWorks Commission (Commission) is responsible for the coordination of workforce development programs in the state, including the Career Center service delivery system. It is also responsible for oversight of the implementation and operation of the service delivery system and the integrity of the Career Center brand.

The Commission sets forth the minimum standards for the Career Center operation under the brand established for the system. The Commission supports and maintains:

1. A system vision for high quality services.
2. A minimum system of standards for NCWorks Career Center readiness and operation.
3. A continuous improvement process for performance outcomes and customer satisfaction.
4. Oversight of the implementation and operation of the Career Center system and ongoing system building activities.

5. A monitoring and evaluation process for the delivery system that ensures the minimum standards set forth in the certification criteria are met.
6. Methods for the provision of technical assistance to Workforce Development Boards, delivery system operators, management, and staff.

**Local Workforce Development Board (WDB):**

The WDB is responsible for coordinating and aligning workforce development services and strategies that meet local and regional workforce and economic needs. This is accomplished, in part, by the WDB carrying out its responsibility of developing and overseeing the Career Center system in its local area. The WDB will utilize policies, developed by the Commission on Workforce Development, and its workforce delivery system requirements in establishing local area processes for partner activities. The WDB will:

1. Assure that North Carolina NCWorks Career Centers adhere to the Commission's policies, as well as any additional standards established by the WDB.
2. Organize, oversee, and support at least one comprehensive Career Center in the area served by the WDB.
3. Coordinate with workforce system management and partners in determining the appropriate workforce services and service access locations, based on local and regional needs.
4. Designate the local area NCWorks Career Center operator(s).
5. Assure that WIOA services provided in the local areas (whether delivered by WDB staff, or by contractors) are delivered in a manner consistent with WDB policies.
6. Assure that a local Memorandum of Understanding is executed between the WDB and the required partners as identified by the WIOA.
7. Provide consistent and continuous oversight and monitoring of the system service delivery in their local area.

WDBs will provide the leadership and advocacy for maintaining a quality and continuous improvement focus in order to ensure excellent customer service in their local Career Centers.

**NC Division of Workforce Solutions (DWS):**

Operating within the Department of Commerce, the Division of Workforce Solutions (DWS) administers a statewide system of workforce programs that prepare North Carolina's citizens facing job loss and other serious barriers to employment, for participation in labor force. DWS is the state level administrator of WIOA, Wagner-Peyser, Trade Adjustment Assistance and other workforce development programs and is a key partner in the state's Career Center System.

1. DWS will provide the administrative/policy guidance and available staffing resources to local Workforce Development boards for the necessary Wagner-Peyser and Trade Act-funded staffing and services required for NCWorks Career Centers.
2. DWS will provide and support Internet-based technology that is an operating, reporting and labor exchange system for programs administered by DWS and supports the integrated services delivery model.
3. DWS will collaborate with the WDB to develop a process whereby the costs of operating local sites are shared among the participating partners.
4. Through its Workforce Development Training Center, DWS will provide and support staff development activities that enhance the implementation of integrated services delivery and quality services to system customers.
5. DWS will collaborate with the WDB in the identification and operation of Career Center sites and in means of delivering workforce services in locations where there is no Career Center.

**NC Division of Workforce Solutions Regional Managers:**

The Regional Managers are the local representatives of DWS and will ensure that the DWS's interests are being met by developing a thorough knowledge and understanding of all programs laws, regulations and policies to ensure proper implementation within the system, including but not limited to: Workforce Innovation and Opportunity Act. Wagner-Peyser. Veterans' Trade Act services, and other related employment and training programs. Their responsibilities will include:

1. Working with the WDB Director to ensure all DWS services are successfully implemented within the common framework of integrated service delivery.
2. Monitoring of primary program performance data, for which DWS is responsible.
3. Working with the Center Manager to ensure all DWS service delivery decisions are in alignment with state, local, and federal policies.
4. Collaborating with the WDB when monitoring the progress of the implementation of state Career Center policies, providing guidance and technical assistance to teams/staff as needed or requested.
5. Collaborating with the WDB to optimize the coordination of customer flow, access to all services, non-duplication of processes, sharing of information and attainment of performance measures.
6. Maintaining regular contact with the WDB to provide updates and data on the progress of implementation of the integrated system and receiving necessary feedback for system and service development.

7. In the absence of a single, competitively procured WDB-designated Center operator, working with the WDB to determine the most qualified, capable Center Manager.
8. Working with the DWS Manager and WDB to ensure that Center members possess the appropriate technical and personal skills, and program knowledge to perform their functional responsibilities and meet performance outcomes of the system.
9. Providing formal supervision to local DWS staff.
10. Where appropriate, serving on the Workforce Development Board as the required public employment service representative.

**Career Center Manager:**

The Center Manager is the functional supervisor of all Career Center staff and responsible primarily to the WDB for the operations of the Center. The Mountain Area Workforce Development Board, pursuant to WIOA, is the entity responsible for designating the Career Center Manager for each Career Center location. The Center Manager's responsibilities will include, but not be limited to:

1. Primary responsibility to ensure that all integrated operations at the assigned site(s) are meeting all system, center, and program goals.
2. Ensure all decisions relative to the Center are made in the best interest of the WDB and in alignment with local, state, local and federal policies.
3. Developing a through working knowledge of all applicable laws, regulations, and policies to ensure proper implementation within the Center.
4. Ensure all directives, policies, and procedures of the Career Center system are met and communicated through the WDB and DWS.
5. Participating as a local Leadership Team member with the WDB and Regional Manager in development of interagency agreements such as MOU and Resource Sharing agreements; reviewing and updating as necessary.
6. Assisting in creating Career Center standard operating procedures that facilitate customer-focused work processes within each functional area, between functions and across.
7. Communicating all new (or changed) policies, procedures, and/or processes with relevant staff to ensure they have the most up-to-date and current information affecting their work.
8. Ensuring all functions are staffed appropriately and workload is organized to facilitate implementation of Career Center system goals.
9. Guiding staff to understand their roles/responsibilities within a function and in relationship to other functions to achieve the Center's goals.
10. Identifying needed staff development activities and providing and/or securing technical assistance and/or training.

11. Facilitating regularly scheduled Career Center staff meetings to foster teamwork, discuss Center operations, technical problems and the status of projects, etc.
12. Continually improve upon the Center's products and services and adjust as necessary in response to customer feedback.
13. In coordination with the WDB, participating in ongoing comprehensive public relations activities across all communities in the region so there is public awareness and optimum utilization of the Career Center system, centers and services.
14. Attending relevant state, regional or local meetings, and sharing information with staff.
15. Providing reports on Center activities as required by the WDB or DWS.

**Performance Accountability:**

In support of the State's Integrated Service Delivery (ISD) Framework, it is essential that there is joint accountability to ensure that job seekers get jobs, keep jobs, increase their skills and that employers' needs are being met. Having common system/center measures will ensure that our centers and all organizations have a shared accountability for results in our workforce centers. To effectively measure results, workforce partners need common performance measures and indicators to which they are accountable.

**Shared Accountability:**

1. Guiding principles for accountability:  
A collaborative workforce development system produces positive results for job seekers and employers.
2. The ultimate objectives of shared accountability are consistent, positive results for customers.
3. Shared accountability assumes accountability for agreed upon outcomes articulated as success indicators of performance and the established levels of performance goals to be attained for these indicators.
4. Partners have direct or indirect responsibility for all outcomes/indicators.
5. Shared accountability does not mean that partners have given up their own specific missions; it means they recognize their connection to the whole system.

Mountain Area WDB must meet performance standards as mandated by the United States Department of Labor and the NCWorks Commission. It will be the responsibility of all of MAWDB's Contractors to assist in meeting and exceeding these performance standards. The achievement or lack of achievement of these performance standards will be a significant factor in determining whether contracts will be renewed for an additional program year. Following are the mandated performance standards for the Local Area:

## United States Department of Labor WIOA Performance Standards

<b>PROGRAM YEAR 2016</b>			
Expected Levels	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>
Employment Rate 2 <sup>nd</sup> Quarter after Exit	72%	80%	70%
Employment rate 4 <sup>th</sup> Quarter after Exit	72.5%	81.5%	68%
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$5,000.00	\$6,500.00	N/A
Credential Attainment within 4 Quarters after Exit	52%	62%	72%

<b>PROGRAM YEAR 2017</b>			
Expected Levels	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>
Employment Rate 2 <sup>nd</sup> Quarter after Exit	74%	80%	73%
Employment rate 4 <sup>th</sup> Quarter after Exit	74.5%	84.5%	71%
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$5,200.00	\$6,800.00	N/A



Credential Attainment within 4 Quarters after Exit	54%	64%	74%
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**NCWorks Commission Performance Standards PY16-17 for Mountain Area WDB:**

<b>Goal:</b> Serve at least this number of adults	9,417
<b>Goal:</b> At least this number of adults enrolled in training	283
<b>Goal:</b> Serve at least this number of youth	185
<b>Goal:</b> At least this number of youth in work-based learning activity	46
<b>Goal:</b> Serve at least this number of businesses	621
<b>Goal:</b> Serve at least this number of new businesses	62
<b>Goal:</b> Serve at least this number of small business customers	155

The Mountain Area WDB will incorporate more technology into core operations, align Workforce Delivery services to other community-based support services for customer referral, identify clear career pathways to target industry sectors for all Workforce Center customers and identify services to address the skill gaps between employers’ needs and job seekers.

The Mountain Area WDB’s improved and innovative system will be organized around four interrelated functions to serve customers, (businesses and job seekers). The selected respondent(s) to the RFP will be responsible for the provision of Career, Individualized, and Training Services and Business/Employer services associated with the Workforce Innovation and Opportunity Act (WIOA), in partnership with local DWS staff. The four interrelated functions to serve the customers are described below:

- Welcome Function welcomes customers, conducts basic assessment of needs, collects registration information, and directs customers to center services based upon needs.
- Skills/Training Function assists the job seeker with work readiness activities. Activities include, but are not limited to, skills analysis, assessment testing, supportive services assistance, career counseling, soft skills training, partner services, and occupational skills training referrals.
- Employment Function provides services to employers and work-ready job seekers. Services to connect employers and job seekers will be provided

through a variety of activities including recruitment, labor market data, rapid response, career fairs, interview days, and many others.

- The Business Services Function is the NCWorks Career Center's primary business outreach team. The Business Services Team is comprised of WIOA employees, Veteran's Employment Representatives and Wagner-Peyser business services staff. These staff members market NCWorks Career Center services to businesses throughout the region. Services that they market include Job Order listings and fulfillment; recruitment, assessment/screening and referral services; WIOA On-the-Job Training contracts; Incumbent Workforce Training Grant opportunities; Work Opportunities Tax Credits, the National Career Readiness assessments and certificates (Work Ready Communities); WorkKeys profiling and testing, etc. This request for proposals does not include Business Services positions or responsibilities, but positions funded under this RFP will need to have close working relationships with the Business Services Team.

### **Customer Flow:**

The selected WIOA contractor will have responsibility, along with DWS, for providing staffing and services at the Mountain Area WDB full-time NCWorks Career Centers, and part-time Career Centers located in Buncombe County, Henderson County, Madison County and Transylvania County.

All customers will be provided the opportunity for skill assessment and to improve their skills in order to get the best job based upon their skills.

All customers will be given an initial, getting started, private and staff assisted customized welcome. This initial welcome must provide the customer with a positive experience and a tangible take away of what the next step(s) is(are) toward meeting their ultimate goal of employment. The staff shall connect customers continuously through service recommendations and offer, promote and schedule next visits. All customers should be continuously engaged. See Attachments – Customer Flow Chart

### **Customer Services:**

The selected WIOA Contractor shall develop, in conjunction with the Mountain Area WDB and local DWS staff, a product box of services to be provided at the NCWorks Career Center. Services must continuously be added or deleted from the product box to fit the needs of center customers. Integrated services will be provided by sharing and serving customers by function and not by programs and ensuring that center customers find employment and receive additional skills in order to be a better job candidate. All center customers need to know their skills, develop their skills and improve their skills to be more competitive and get the best job possible with their skills.

The product box shall be a customer (job seeker and employer) centered approach to the delivery of services designed to prepare and coordinate comprehensive employment

plans such as service strategies for customers to ensure access to necessary workforce investment activities and supportive services using where feasible computer based technologies and to provide job and career counseling during participation and after job placement as well as services for employers. See Attachments - Sample Product Box. It should be noted that the services listed in the Product Box are not limited to those services and will constantly change as new products are introduced. The Product Box will be driven by the demands and needs of job seekers and employers.

### **Workforce Center Positions and Roles:**

The minimum hours of operation for the certified NCWorks Career Centers are 8:30 AM to 5:00 PM Monday through Friday. The hours of operation for non-certified Career Center is 8:30 AM to 5:00 PM Monday through Friday. Staff coverage must be available for no less than 40 hours per week, unless otherwise approved by the Mountain Area WDB. Staffing is not required on holidays observed by NCWorks Career Centers. There may be instances where staff coverage will be required during non-traditional hours as needed/requested by employers for rapid response, job fairs, mass recruitment, etc. Contractor staff must be willing to be available for non-traditional hours if needed. Contractors should be innovative and creative about utilizing the resources available to reach more employers and job seekers. There shall be a constant effort to expand services beyond the walls of the NCWorks Career Centers. Using technology like the NCWorks App for smart phones and increasing remote access points for improved NCWorks Online engagement in the Local Area is critical.

When hiring staff, contractors will give preference to applicants who have prior experience in WIOA and Integrated Services Delivery.

In the event of staff turnover, the contractor will replace staff within a maximum of 30 days. The Mountain Area WDB shall be informed of any staff turnover and information provided on new hires.

### **Workforce Center Services Components**

#### Adult/Dislocated Workers:

**AN ADULT IS DEFINED AS AN INDIVIDUAL WHO IS AGE 18 OR OLDER.**

Priority for individualized career services and training services funded with Title I adult funds must be given to recipients of public assistance, other low-income individuals, and those who are basic skills deficient (as defined in WIOA sec.3(5)(B) – The term “basic skills deficient” means, with respect to an individual who is a youth or adult, that the individual is unable to compute

or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.) in the local area.

**A DISLOCATED WORKER IS AN INDIVIDUAL WHO IS AGE 18 OR OLDER and falls into one of the following:**

1. An individual who has been terminated or laid off, or who has received notice of termination or layoff from employment, **and** is eligible for or has exhausted entitlement to unemployment compensation, **and** is unlikely to return to a previous industry or occupation.
2. An individual who has been terminated or laid off, or who has received notice of termination or layoff from employment, **and** has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 134(c), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a state unemployment compensation law, **and** is unlikely to return to a previous industry or occupation.
3. An individual who has been terminated or laid off, or who 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.
4. An individual who is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days. 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.
5. An individual 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 disaster.
6. An individual who is a displaced homemaker. The term "displaced homemaker" means an individual who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income; **OR** is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a

deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member; and is unemployed or underemployed **AND** is experiencing difficulty in obtaining or upgrading employment.

7. The spouse of a member of the Armed Forces on active duty 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.
8. The spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Until July 1, 2015, WIA-funded staff in North Carolina primarily focused on enrolling customers into intensive and training services only after receiving core services as prescribed in WIA legislation, regulations, and state/local policies. However, the implementation of integrated service delivery across the NCWorks system and the new WIOA legislation changes service delivery to make the previous sequence of core, intensive, and training services obsolete.

With a streamlined and simplified process, it is anticipated that the number of customers receiving a training service will increase, and the number of customers enrolled into WIOA career services will increase significantly as well.

**The MAWDB is seeking center operators to provide services as a part of an integrated team in providing innovative and relevant career services to all customers, no matter the skill level or path to educational and employment goals. This requires staff to be actively engaged in working with the public on a regular basis, be it working in the career resource area assisting customers with their job search or resume development, or assisting an employer in seeking a qualified job candidate, the important role of an Employment Consultant/WIOA Specialist is critical to the success of the NCWorks Career Center. Staff's professional expertise and passion for helping all customers is what leads to gainful employment as the end goal.**

#### **Adult Career Services:**

Career services as identified in the WIOA legislation include the following:

- Eligibility determination for funding and services;
- Outreach, intake, and orientation to the information and other services available through the NCWorks Career Centers;
- Initial assessment of educational attainment and skill levels, 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 providers of training;
- Information, in formats that are usable by and understandable to customers, regarding how the Southwestern Local Area is performing on the local performance accountability measures;
- Information relating to the availability of supportive services or assistance provided by partners;
- Referrals to supportive services or other needed assistance;
- Information and assistance regarding filing claims for unemployment compensation;
- Information and assistance regarding financial aid assistance for training and education programs;
- Other services needed in order for an individual to obtain or retain employment, that consist of comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
- Group counseling;
- Individual counseling;
- Career planning;

- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities;
- Financial literacy services;
- Out-of-area job search assistance and relocation assistance;
- English language acquisition and integrated education and training programs; and
- Follow-up services, including counseling regarding the workplace, for participants in WIOA activities authorized under this subtitle that are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

Each customer shall receive an orientation of available services, including all partner services and any other pertinent resources to ensure successful return to employment. The orientation shall include a complete overview of the processes and procedures for gaining maximum benefits from engagement with the NCWorks Career Center. Orientations may be conducted in individual or group settings, depending on demand and the need for center efficiency. Group orientations (and other center activities) may be center or program specific and shall be included in a master calendar and published on a monthly basis for the public through [www.NCWorks.gov](http://www.NCWorks.gov).

WIOA consistently emphasizes the need for services targeted to persons with disabilities and individuals with barriers to employment, including individuals who receive public assistance or are otherwise low income and/or basic skills deficient. Outreach, marketing efforts, and services shall include efforts to encourage the use of the NCWorks system to groups that need employment and training services to become more skilled and employable on the path to financial self-sufficiency.

WIOA Sec. 3 (24) defines an “individual with a barrier to employment” means a member of one or more of the following populations:

- a. Displaced Homemakers
- b. Low-Income Individuals
- c. Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in Section 166
- d. Individuals with disabilities, including youth who are individuals with disabilities
- e. Older individuals
- f. Ex-Offenders
- g. 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))).

- h. Youth who are in or have aged out of the foster care system
- i. Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- j. Eligible migrant and seasonal farm workers, as defined in Section 167(i)
- k. 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.)
- l. Single parents (including single pregnant women)
- m. Long term unemployed individuals
- n. Such other groups as the Governor involved determines to have barriers to employment

### **Training Services:**

Upon completion of orientation and assessments, customers may be deemed appropriate for training services if the customer is unlikely to obtain or retain self-sufficient employment. Training programs should focus on in-demand industry sectors or occupations in demand in the area, or an area to where the customer is willing to relocate.

Occupational skills training is provided through Individual Training Accounts with approved training providers that are authorized by WIOA staff. All customers interested in receiving WIOA assistance must apply for a Pell Grant. If awarded, the Training Provider will take into consideration the Pell Grant funds and other resources available to the customer. WIOA resources to the customer could be reduced if a combination of resources available to the customer including Pell Grant funds exceeds an individual's cost of training.

Training services include the following:

- Occupational skills training, including training for nontraditional employment;
- On-the-Job Training (OJT);
- Incumbent worker training;
- 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; and



- 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.
- Job readiness training AND Customized training conducted with a commitment by an employer or group of employers to employ.

Regional policy has been established regarding the determination of eligibility for training services based on priority of service in WIOA. All those who receive training services must be determined eligible for WIOA-funded services as recorded in NCWorks.gov prior to expenditure of any WIOA funds. Selected service providers will be expected to continue services with currently enrolled participants.

### **Youth Services:**

Youth Services are an important aspect of the WIOA workforce legislation. Though not formally a component of the Mountain Area Local Area integrated service model Youth 16- 24 years of age are serviced in the region’s local NCWorks Career Centers. WIOA Youth Specialists are stationed in the centers and provide an array of case management services to include:

- Educational Assistance/Opportunities
- Career Exploration Activities
- Soft Skills Training
- Job Shadowing Opportunities
- Paid Work Experience
- Job Referrals
- Supportive Services

**Out-of-school youth** must be aged 16-24, not attending any school, and meet one or more additional conditions, which could include:

School dropout; within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter; holds a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner; subject to the juvenile or adult justice system; homeless, runaway, in foster care or aged out of the foster care system, eligible for assistance under Section 477, Social Security Act, or in out-of-home placement; pregnant or parenting; an individual with a disability; low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment

**In-school youth** must be aged 14-21, attending school, low income, and meet one or more additional conditions, which could include:

Basic skills deficient; English language learner; an offender; homeless, runaway, in foster care or aged out of the foster care system; pregnant or parenting; an individual with a disability; person who requires additional assistance to enter or complete an educational program or to secure and hold employment

At least 20 percent of local Youth formula funds must be used for work experiences, such as summer and year round employment, pre-apprenticeship, on-the-job training, or internships and job shadowing.

### **North Carolina's Career Readiness Certificate Initiative:**

The North Carolina Career Readiness Certificate (CRC) initiative is an encouraged activity for all WIOA funded programs within the Mountain Area WDB Local Area. It is expected that WIOA participants enrolled in training services will receive their CRC. The CRC is administered in partnership with the NC Community College system, NC Department of Public Instruction, local Workforce Development Boards, and other key workforce and economic development partners. The CRC is designed to meet the needs of both employers and job seekers in this transitioning economy. For employers, the CRC offers a reliable means of determining whether a potential employee has the necessary literacy, numeracy, and problem solving skills to be "job ready". For job seekers, the CRC serves as a portable credential that can be more meaningful to employers than a high school degree or a resume citing experience in a different job setting. The CRC assessments identify current skill levels in reading, locating information, and math and skill gaps to help determine a comprehensive approach to serving youth. For more information about the North Carolina Career Readiness Certificate initiative, please visit [www.crcnc.org](http://www.crcnc.org).

### **Career Pathways:**

Under WIOA, the MAWDB in coordination with service providers and education partners, will continue to lead efforts in the area to develop and implement career pathways by aligning the employment, training, education and supportive services that are needed by adults and youth to gain employment. Initiatives have been developed to identify employment needs of employers within identified sectors and occupations. Efforts include enhancing communication, coordination, and collaboration among employers, educational partners, economic development entities, and service

providers to develop and implement strategies for meeting the employment and skill needs of workers and employers. The NCWorks Commission certified the Local Area's Advanced Manufacturing Career Pathway on November 9, 2016. The information related to this pathways can be accessed at the following link:

[http://www.landofsky.org/pdf/MAWD/AMCP\\_Application\\_MAWD\\_Final.pdf](http://www.landofsky.org/pdf/MAWD/AMCP_Application_MAWD_Final.pdf). Mountain Area Workforce Development Board submitted the Local Area's Hospitality & Tourism Career Pathway application to the NCWorks Commission on December 15, 2016 for certification of this pathway. Career Pathways will be developed for the Local Area for all five target sectors as identified by the Mountain Area Workforce Development Board.

WIOA Sec. 3 (7) describes Career Pathway – The term “career pathway” means a combination of rigorous and high-quality education, training, and other services that

- Aligns with skill needs of industries in the economy of the state or regional economy involved;
  - Prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships registered under the act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, Chapter 663; 29 U.S.C. 60 ET SEQ.) (Referred to individually in this act as an “apprenticeship”, except in Section 171);
- Includes counseling to support an individual in achieving the individual’s education and career goals;
- Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
- Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least one recognized postsecondary credential; and
- Helps an individual enter or advance within a specific occupation or occupational cluster.

### **Dislocated Worker Rapid Response Services:**

Dislocated Worker Rapid Response Services, as mandated by USDOL, are services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been

impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the state of North Carolina. Coordination of the Rapid Response teams and operation of the Trade Adjustment Assistance program across the state is the role of NCDOC-DWS. The selected WIOA service provider will be expected to assist in coordinating in these outreach teams. NCWorks Career Centers shall provide the following Rapid Response Services to employees of businesses issuing WARN notices or experiencing layoffs or closures, in conjunction with other appropriate partners:

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

### **Business Services:**

The business customers are the key to the success of the Mountain Area WDB Integrated One-Stop Delivery System. The list below provides a menu of services available to employers through the Talent Employment Solution Team. Business services should include, but are not limited to:

- Support in filling open positions (talent pool)
- Meeting facilities for conducting interviews
- Assistance in understanding why one or more existing positions are not being filled or where there is a high amount of turnover per these positions
- Training for existing employees
- Job postings
- Connection to business resources
- Recruitment and prescreening
- Pre-employment training

- Job profiling
- Labor market data
- Career fairs
- Interview days
- Networking events
- Training seminars
- Industry roundtable meetings /presentations/workshops
- Referral to business services partners
- Employer workshops

**Business Services for Job Seekers:**

Once a job seeker is deemed work ready, the services available shall include, but are not limited to:

- Career workshops
- Employment assistance
- Career assessment
- Resume support and development
- Job matching support
- On-the-job training
- Work experience/internships
- Network opportunities with business professionals and peers
- Mock interviews
- Coaching and Counseling
- Targeted referral of current job openings
- Volunteer opportunities
- Using social media to find employment
- Access to employer presentations and workshops

Linkages: The Service Provider will be an active participant in the NCWorks Career Center and will link with required partners and other community services.

**Referrals:** Providers must ensure that each participant or applicant who meets the income criteria and other “most in need” criteria will be considered for enrollment and/or referral. Eligible individuals will be provided:

- Information on the full array of applicable or appropriate services that are available through the Local Board, other eligible providers or NCWorks Workforce partners, including those receiving funds under WIOA Title I and

- Referral to appropriate training and educational programs that have the capacity to serve the participant or applicant either on a sequential or concurrent basis.

**Individual Employment Plan:**

Service strategies for each participant will identify:

- employment goal (including, in appropriate circumstances, nontraditional employment)
- appropriate achievement objectives
- appropriate services for the participant
- expected outcomes in relation to performance standards

**Occupational Skills Training:** Instruction conducted in an institutional or worksite setting designed to provide, upgrade or retrain individuals with technical skills and information required to perform a specific job or group of jobs in locally identified skill demand occupations. This service may address situations where specific demand for identified occupations occurs in a number of companies with the same basic skills requirements or where a single company agrees to hire all certified completers. The WDB has identified and approved training in occupations that are in demand in the Local Area. A copy of approved training curriculums is attached. Participants may elect to receive their training from any eligible provider from a listing on NCWorks (<http://www.ncworks.gov>). The eligible providers' list is established to maximize customer choice and aid an individual in making an informed decision about his/her training. The approved list will include those vendors who have applied for inclusion on the list and who have met performance criteria as it relates to program completion and placement of completers into training-related occupations. This performance information, as well as cost information, will be made available to customers of the One-Stop service delivery system. Once a training provider has been selected from the list of eligible institutions, the participant will be issued an Individual Training Account.

**Supportive Services:** - The contractor should be knowledgeable of the WIOA supportive services issuance process as specified in the Mountain Area Workforce Development Board's Supportive Policy. (See Attachments for LA Supportive Service Policy)

**On-the-Job Training:**

On-the-Job Training services shall be provided through the One-Stop delivery system.

OJT activities allow an eligible participant who is otherwise "job ready" to learn skills for a specific occupation through demonstration and practice under actual working conditions in the private sector.

This training will occur while the participant is engaged in productive, full-time work as a hired employee. OJT participants will work the same standard hours as those of the employer's regular workforce and will be provided the same benefits and working

conditions as other employees working a similar length of time and doing the same type of work. The length of OJT training must be limited to the period of time required for a customer to become proficient in the occupation for which the training is being provided.

### **Performance Measures and Follow-Up Services**

The Workforce Innovation and Opportunity Act (WIOA) establishes a comprehensive performance accountability system in order to optimize the return on investment of Federal funds and to assess the effectiveness of Local Areas in achieving continuous improvement of workforce investment activities funded under WIOA.

Below are the core indicators of performance for the Adult and Dislocated Worker Programs and proposers should be prepared to collect data pertaining to those indicators.

(1) For the Adult and Dislocated Worker Program these indicators are

- (i) Entry into unsubsidized employment (must be employed first quarter after exit)
- (II) Retention in unsubsidized employment six months after being employed
- (III) Earnings received in unsubsidized employment for six months after being employed.

Since performance is based on a participant's employment status for a period of twelve (12) months after exit, the following will be required of the contractor:

- Individualized, Training, and Follow-Up Service - contractors will be expected to provide Follow-Up Services as needed to participants that have exited from the program and
  - still need further assistance in obtaining or retaining employment. These services will be
  - reflected in the participant's IEP. Follow-Up services may include:
    - additional career planning and counseling;
    - contact with the participant's employer, including assistance with work-related
      - problems that may arise;
    - information about additional educational opportunities
    - referral to supportive services available in the community
- WIOA staff will be required to follow-up and obtain information on participants that have exited from the program and who have no wages reported during the follow-up period.
- **Note: For information regarding Common Measure please reference to USDOL website:**
  - [http://www.doleta.gov/performance/guidance/tools\\_commonmeasures.cfm](http://www.doleta.gov/performance/guidance/tools_commonmeasures.cfm)

The contractor will also be responsible for timely input of data into the North Carolina NCWorks data base/case management system for North Carolina. Information will include registration/enrollment details, eligibility information, pretest scores, service record, outcomes, placements, case notes, exit case notes and results of all follow up efforts.

**Staff Development:**

Attendance at quarterly (at a minimum) case manager/contractor meetings is mandatory. At the meetings, case managers/contractors will be updated on program issues and policy updates. Contractors will be asked to provide timely reports to include upcoming events, success stories and program highlights.

Program staff is expected to attend training, which will enhance their career development skills. Local area training will be held according to staff training needs. In addition, contractors are expected to attend conferences and trainings sponsored and/or endorsed by the NC Division of Workforce Solutions including but not limited to the “Career Development Facilitator” (CDF) certification.

**Program Administration Requirements: Fiscal Record Keeping**

In general, proposers who become operators, as a result of this RFP will be required to maintain records for a time period sufficient to cover Data Validation and Audits; usually three (3) years; however, not to exceed five (5) years.

**North Carolina Management Information System (MIS):**

Accountability is an essential aspect of the administration of WIOA. All services and outcomes must be tracked and federal and state reporting requirements must be met. The North Carolina Department of Commerce-Division of Workforce Solutions has developed an automated Integrated Management Information System (NCWorks Online) to provide for the storage and maintenance of data that is necessary to comply with federal and state requirements. NCWorks Online was developed to provide an automated customer intake, tracking and reporting system for WIOA and Wagner Peyser. The system is built around a concept of workflow that is intended to match the reality of case management in the field. The system is internet-based, provides security for customer records, and features standard reports that are accessible to the SWDB and to Career center staff. An individual customer record is created in NCWorks Online for each person served under WIOA. Career center staff members are required to use NCWorks Online to track all customers from initial contact through intake/application, WIOA registration, and enrollment into selected activities, case management/case notes, activity status updates, outcomes reporting, exit, and post-employment follow-up.

**Continuous Improvement:**

The Career Center Functional Leader must ensure continuous improvement of the career center services. Improvement should focus on, but is not limited to, program operation, performance outcomes, customer satisfaction, and cost effectiveness. Implementing processes and schedules for reviewing and analyzing performance data for the Career



center and with partners, identifying areas to target for improvement, ensure that means are developed to improve performance, implementing changes and monitoring the results; and develop solutions to address any identified problems in day-to-day operations and continue to apply corrective actions until performance meets standards.

## **VII. STATEMENT OF WORK NARRATIVE**

Proposals shall include a Statement of Work (Business Plan) narrative detailing all aspects of the proposed project design. The Statement of Work will include all aspects of the program and services outlined in this RFP and other information deemed relevant. The purpose of the Statement of Work is to provide an in-depth description of the design of services, to demonstrate how requirements will be met, and to describe the process for achieving the WIOA Adult/Dislocated Worker Performance Outcomes. Please address the following components in the statement of work and how they will be carried out.

When preparing your Business Plan, please follow the alphabetical and numerical sequence of the format described below. In order to simplify the review process, each response should begin with the action being addressed (i.e. “Describe the.....”), followed by the response. Include, where appropriate, any services leveraged or provided by partners. If a section does not apply, write “N/A” or “Does not apply” by the respective section.

### **A. PROGRAM MANAGEMENT PLAN**

- 1. Provide a brief history (type of organization, date established, mission statement, major line of work and general background) of the proposing entity and how the entity’s mission relates to the provision of workforce development services. Include a program organizational chart that outlines the administration of the organization for the proposed project and the individuals in the WIOA funded positions.*
- 2. Describe your organization’s financial and administrative experience in managing and accounting for multiple federal, state, and local funding sources in accordance with Generally Accepted Accounting Principles (GAAP); conducting self-monitoring for contract performance and compliance; and developing and implementing a continuous improvement model.*
- 3. Describe the proposing entity’s knowledge of and/or experience with the NCWorks Career Center operations, WIOA programs, other workforce development programs, and any experience in providing services that are similar to the services required under this RFP. If the project is currently*

- operating, state the measurable outcomes achieved for the most recent performance period ending June 30, 2015.*
- 4. Using the attached job descriptions, identify all WIOA funded positions (names/titles), and indicate whether full or part-time and the percentage to be funded in whole or in part with WIOA funds. Provide qualifications of key staff to be assigned to this program including education, experience, and any specialized training or certifications specific to workforce service delivery.*
  - 5. If your organization will need to hire staff as a result of being awarded a contract, please outline your plan to have qualified staff in place prior to July 1; and describe how you expect to provide ongoing staff training to ensure your staff has access to the most current information, tools, and resources.*
  - 6. For potential new providers: Provide a schedule for addressing start-up priorities including, but not limited to staffing and staff training. Explain how the transition of current participants from previous contractors will smoothly shift to the new contractor during the first quarter.*
  - 7. Describe how you will provide leadership for staff on operational issues and in (a) implementing an integrated menu of career services for customers and employers and (b) implementing agreements among the partners.*
  - 8. Describe the organization's self-monitoring systems that will be utilized to ensure that WIOA/WP services are delivered efficiently and effectively while complying with applicable federal, state and local laws, rules, regulations, and policies.*
  - 9. Specify the location of the NCWorks Career Center through which you will provide services. Discuss the facility's capabilities of serving the handicapped.*
  - 10. Describe how your organization will work in cooperation with WIOA funded staff members and Division of Workforce Solutions staff members in an Integrated Service Delivery environment to achieve required service levels and outcomes in the NCWorks Career Center.*

## **B. CAREER SERVICES**

- 1. Discuss your plan for community outreach and for recruiting job seekers identified as target populations in this RFP (marketing, outreach, recruitment and engagement).*
- 2. Describe how you will incorporate the Mountain Area Workforce Development Board's Sector Strategies and Career Pathways initiatives to better serve job seekers in the Local Area.*
- 3. While our Local Area consistently has the lowest unemployment rate in the state, many individuals who are employed are unable to earn a sufficient wage to become self-sufficient. Describe your plan on how to*

*reach those in the Local Area who are in need of upskilling and better employment opportunities so they can become self-sufficient?*

4. *Describe how you will utilize the NCWorks App and other technologies to serve individuals who do not physically enter into a Career Center.*
5. *Describe how you will serve large numbers of varying individuals who will receive career services within an integrated service delivery system. In your description, discuss service delivery for serving individuals with barriers to also include:*
  - *Individuals with limited English proficiency*
  - *Low-income individuals*
  - *Persons with limited literacy skills*
  - *Offenders*
  - *Highly skilled job seekers*
  - *Veterans*
6. *Discuss your role in participating and identifying potential WIOA customers in the NCWorks Reemployment Services and Eligibility Assessment program and Employment Assistance Initiative.*
7. *Describe how customers will flow through functional areas and among partner services to ensure seamless and streamlined services for each customer seeking jobs, career counseling, advancement and training.*
8. *Describe the process for referring individuals to the appropriate agency for those services not available at the NCWorks Career Center.*
9. *Describe how your staff will deliver WIOA/WP services.*
10. *Describe the assessment process for Adults/Dislocated Workers. List assessment resources to be used, including Work Keys assessments and those requiring staff assistance.*
11. *Describe how an individual employment plan will be developed that identifies specific education and employment goals, and the appropriate combination of services for the participant to achieve the employment goals, including the use of labor market information and assessment results. Describe how the plan will be reviewed and updated.*
12. *Describe planned case management services to include how and when counseling will be provided to Adult/Dislocated Worker participants. Describe how the WIOA participant's progress and attendance will be monitored.*
13. *Describe workshops your organization plans to offer in the NCWorks Career Center. How often will workshops be offered and updated?*
14. *Include other details about how you will engage the customer to be successful with the educational component and the transition from training to employment.*
15. *Describe any innovations and strategies that have been found to increase the likelihood of success for individuals and how you plan on using those strategies within the NCWorks system.*

### C. TRAINING SERVICES

1. *Provide a description of the type and availability of Adult/Dislocated Worker employment and training activities available in your community. Describe how eligibility for training services for Adults/Dislocated Workers will be determined.*
2. *Describe the process for informing customers of training opportunities for high-growth, high demand, and economically vital occupations that will lead to employment with above average earnings potential.*
3. *Describe the process for ensuring that customer choice in the selection of an eligible training provider is facilitated and maximized.*
4. *Explain how you will provide Work-based learning Opportunities to include Work Experience, Transitional Jobs, and/or On-the-Job training. Include criteria and guidelines for selecting job seekers and identifying employers for OJT, Transitional Jobs and Work Experience opportunities.*

### D. SERVICES TO EMPLOYERS

1. *Describe the services you plan to provide to area employers, to include strategic approaches you will use to support local employers with staffing needs, and jobs requiring skilled workers.*
2. *Describe how you will incorporate the Mountain Area Workforce Development Board's Sector Strategies and Career Pathways initiatives to better serve employers in the Local Area.*
3. *What is the estimated time per week that staff will commit to serving employers?*
4. *Describe how you will track and document services provided to employers, as well as track employer satisfaction.*
5. *Describe how you will gather and analyze labor market information about ongoing and emerging needs of regional employers.*
6. *Describe how you will work with the Regional Business Services Coordinator for the Mountain Area Workforce Development Board to better serve employers in the Local Area.*
7. *Describe how you will work with the Regional Business Services Coordinator for the Mountain Area Workforce Development Board, WIOA Title I employees, Veteran's Employment Representatives and WIOA Title III Wagner-Peyser business services staff to develop and implement the MAWDB's Sector Strategies and Career Pathways.*

E. RAPID RESPONSE/TRADE ACT SERVICES [Dislocated Worker program only]

1. *Describe how staff will provide Rapid Response services that are seamless and coordinated with the Division of Workforce Solutions services and other partner services.*

F. BUDGET

1. Proposers should complete a budget workbook for each funding cohort (Adult and DW) in Excel (2017 RFP Budget Summary) to include the line item budget summary and the detailed worksheets for the budget proposed. Please name PY 2017 WIOA Budget-Organization Name.
2. If you are proposing to be reimbursed for Indirect Costs, provide a copy of the approved indirect cost plan that has been approved by the federal cognizant agency for your organization for indirect costs to be considered for payment.
3. Describe any in-kind contributions to the program that will be contributed to the program. Specify the estimated dollar amount of in-kind contributions. If your agency has an approved indirect cost plan and you are not proposing to be reimbursed for indirect costs, provide this amount as an in-kind contribution.
4. If narrative is needed about any portion of the budget, in addition to the indirect costs or profit line items, please do so and reference line item and program in the narrative.
5. For-profit proposals must include a narrative of the proposed profit along with the deliverables that must be met before profit will be reimbursed to your organization. The profit may not exceed 0% of the total project costs. Deliverables may be broken down into smaller increments of the total in order to receive a profit payment at predetermined achievement points. If applicable, please provide the details in your narrative.

G. FISCAL MANAGEMENT AND REPORTING

1. Describe the monitoring and evaluation of the program operations to be routinely carried out. Include any systems that may be used to track, capture and report performance or outcomes.

2. Describe your fiscal system and include the following:
  - The process the proposer proposes to use to timely capture and report fiscal information to the MAWDB's administrative entity;
  - What systems are in place to ensure fiscal accountability, and timely, and appropriate expenditure of WIOA funds;
  - Describe how the proposer will internally track both actual and projected obligations and encumbrances to ensure budget goals are attained;
  - Describe the proposer's ability and method it would use to repay disallowed costs if such disallowances are identified in the monitoring or audit of the contract.
1. **Complete and attach the expected expenditures worksheets / budget forms.**
2. **Attach Job Descriptions for each position paid by WIOA funds.** These job descriptions should include specific duties within WIOA (generic job descriptions are not acceptable).
3. **Financial/Budget Requirements --**Budgets and back-up/supporting documentation must be included in the proposal. **SEE – Budget Forms.**

## **VIII. EVALUATION OF PROPOSALS**

Program operators selected under this proposal shall be selected in accordance with the provisions and regulations of the Workforce Innovation and opportunity Act (WIOA). Proposers will be evaluated on the basis of the proposer's ability to perform successfully as determined by:

1. The ability of the organization to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals;
2. The ability of the organization to obtain adequate financial resources;
3. A satisfactory record of integrity, business ethics, and fiscal accountability;
4. A satisfactory record of past performance including: demonstrated quality of management, training, and the ability to provide the components requested;
5. The necessary organization, experience, accounting, and operational controls; and
6. The technical skills to perform the work.

Proper consideration shall be given to community-based organizations (CBOs) that are recognized in the community in which they are to provide services; local education agencies (LEAs) that provide educational services; and female or minority owned organizations.

Funds shall not be used to duplicate facilities or services in the area (with or without reimbursement) from Federal, State, or local sources unless alternatives would be more effective or more likely to achieve the established performance goals.

**Organizations that:**

- Have a history of unsatisfactory performance;
- Are financially unstable;
- Have a management system which does not meet WIOA’s minimum required management standards; or have not conformed to terms and conditions of previously awarded contract(s) may be considered “high risk” and special funding restrictions may be imposed (20CFR667.170). These restrictions may include, but are not limited to:
  - Payment on a reimbursement basis;
  - Requiring additional and/or more detailed financial or performance reports;
  - Additional monitoring;
  - Requiring the service provider to obtain specific technical or management assistance; and/or
  - Establishing additional prior approvals.

If these or any other restrictions are to be imposed, the Local Area will notify the proposer/provider as early as possible, in writing, of:

- The nature of the funding restriction;
- The reasons for imposing them;
- The corrective actions which must be taken before they will be removed and the time allowed for completing the corrective actions; and
- The method of requesting reconsideration of the imposed restrictions.

Proposals will be rated on the following criteria:

**Staff Review/Rating of Proposals**

The Mountain Area Planning and Procurement Committee will utilize a numerical rating system to review RFPs for recommendation to the Mountain Area Workforce Development Board’s Executive Committee. Three Local Area staff will review the proposals and rate them according to the following evaluation factors:

**Point Range**

1. Background of Agency/Past Performance	0-20
3. Coordination and linkages (define partnerships)	0-15
4. Strategy for recruitment (reasonable and quality)	0-20
5. Program training design and implementation	0-40
6. Program outcomes (performance standards)	0-40
7. Participant services and case management	0-30
8. Budget (including financial systems)	0-35

\*In the event that two or more proposals are awarded equal points, if applicable, prior WIOA monitoring reports will be utilized in further evaluation of the proposals.

The rating sheets will be compiled and averaged by the WDB staff and the average rating will be submitted to the WDB. Individual rating sheets will be maintained and available for WDB review.

### **Cost Reasonableness**

To insure that costs are reasonable, allowable and necessary, Local Area staff will compare proposals submitted for consideration to previous closeouts of similar projects within the Local Area and cost of similar projects in Western North Carolina. Specific costs targeted in the comparison are staff costs, administrative costs, training costs, telephone expenses, IT support and expenses, equipment, supplies and any applicable insurance costs.

This market analysis comparison will be included in the RFP rating process and contract renewal process. Cost reasonableness determination for all other services/equipment or supplies will be conducted in compliance with Southwestern/local government procurement policy.

Additionally, Local Area staff may conduct pre-award reviews if deemed necessary prior to presentation of proposal results to the WDB. The Local Area Director will be responsible for all technical assistance and inquiries regarding proposals.

### **WDB Review**

Local Area staff will present summaries and ratings to the Workforce Development Board who will approve/reject/authorize contracts or if no qualified applicants exist, authorize non-competitive negotiation or LA operation of programs.

## **IX. ASSURANCES AND CERTIFICATIONS**

### General Assurances

- A. The Program Applicant (hereinafter referred to as the “Contractor” or as the “Bidder”) assures that it will fully comply with the requirements of the Workforce Innovation and Opportunity Act and its regulations, and the WIOA Local Area Plan approved by the MAWDB, the Chief Elected Official for the Mountain Area Workforce Development Board, and the North Carolina Division of Workforce Solutions.
- B. The Contractor assures that it will administer its services under the WIOA in full compliance with safeguards against fraud and abuse as set forth in the WIOA regulations; that no portion of its service will in any way discriminate



against, deny benefits to, deny employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, disability, or political affiliation or belief; that it will target employment and training services to those most in need of them.

- C. The Contractor assures that it will administer its services funded under the WIOA in accordance with these provisions: (1) a trainee will receive no payments for training activities in which the trainee fails to participate without good cause; (2) on-the-job training participants will be compensated by the employer at the same rate, including periodic increases, as similarly situated employees or trainees and in accordance with applicable law, but in no event less than the higher of the rate specified in Section 6(a)(1) of the Fair Labor Standards Act of 1938 or the applicable State Minimum Wage Law; and (3) participants employed in activities authorized under the Act must be paid wages which will not be less than the highest of (a) the minimum wage under Section 6(a)(1) of the Fair Labor Standards Act of 1938, (b) the minimum wage under the applicable State Minimum Wage Law, or the prevailing rates of pay for individuals employed in similar occupations by the same employer.
- D. The Contractor assures that it will administer its services under the WIOA in full compliance with health and safety standards established under State and Federal law and those conditions of employment and training are appropriate and reasonable in light of such factors as the type of work, geographical area and proficiency of the participant.
- E. The Contractor assures that all staff and participants/enrollees paid from the grant funds and employed in any service will be covered by workers compensation benefits in accordance with State law; that enrollees in WIOA work-related training will be provided accident or medical insurance to cover any injury resulting from participation in the program; and that enrollees employed in subsidized jobs will be provided benefits and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work.
- F. The Contractor assures that no funds available under the WIOA will be used for contributions on behalf of any enrollee to retirement systems or plans; to impair existing conditions for services or collective bargaining agreements; to assist, promote, or deter union organization; and to displace any currently employed worker.
- G. The Contractor assures that no enrollee will be employed or fill a job opening when any other individual is on layoff from the same or substantially equivalent job, or when the employer terminates the employment of any

regular employee or otherwise reduces its work force with the intention of filling vacancies so created by hiring participants subsidized under the Act; and no funds may be used to create promotional lines that infringe upon any current promotional opportunities.

- H. The Contractor assures compliance with all federal rules and regulations which prohibit the use of WIOA funds to lobby the Executive or Legislative Branches of the Federal Government in connection with a specific contract, grant or loan. If lobbying has occurred utilizing other than Federal appropriated funds, the contractor agrees to file a disclosure report if applicable.
- I. The Contractor assures and certifies that it is in compliance with federal rules and regulations, Debarment and Suspension, 29 CFR Part 98 and is not presently debarred, suspended, for debarment, declared ineligible, or involuntarily excluded from participation in this transaction by any Federal department or agency.
- J. The Contractor assures and certifies that the Contractor has in place an established grievance procedure to be utilized for grievances or complaints about its program and activities from participants/enrollees, sub-grantees, and subcontractors and other interested parties.
- K. The Contractor will comply with the provisions of the Uniform Relocation Assistance and Real Property Acquisition Act of 1970 (Public Law 91-646) which requires fair and equitable treatment of persons displaced as a result of Federal and federally assisted programs.
- L. The Contractor will comply with the provisions of the Hatch Act which limits the political activity of certain State and local government employees.
- M. The Contractor will comply with NC General Statute 14-234 which contains a provision that prohibits public officials and employees from having a personal interest in any contract to which s/he is also a party in an official capacity.
- N. The Contractor assures and certifies that it will comply with restrictions regarding conducting business with businesses on the Environmental Protection Agency's List of Violating Facilities. Contracts and subcontracts in excess of \$100,000, or circumstances where the Division of Workforce Solutions has determined that orders under an 'indefinite quantity financial agreement' in any year will not exceed \$100,000, or if a facility to be used has been the subject of a conviction under the Clean Air Act [42 U.S.C. 1319 (c)] and is listed by the Environmental Protection Agency (PA) or is not otherwise exempt, the

Contractor assures that: (1) no facility to be utilized in the performance of the grant has been listed on the EPA List of Violating Facilities; and (2) it will notify the SWDB, prior to award of the receipt of any communication from the Director of Federal Activities, U.S.E.P.A., indicating that a facility to be utilized for a contract is under consideration to be listed on the EPA List of Violating Facilities.

- O. That bidder shall certify that there will be full compliance with the nondiscrimination and equal opportunity provisions of WIOA, the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1964, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34. The United States has the right to seek judicial enforcement of this assurance.
- P. The bidder shall comply with the Copeland Anti-Kickback Act (40 USC 276c and 18 USC 874) as prescribed by 29 CFR 5.5 (a)(5); the Copeland Act prohibits illegal deductions or kickbacks of wages to which employees are otherwise entitled.
- Q. Pursuant to G.S. 143-48.5 and G.S. 147-33.95(g), the bidder shall certify that the bidder and the bidder's subcontractors, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with **more than 25 employees** in North Carolina to verify the work authorization of its employees through the federal E-Verify system." E-Verify System Link: [www.uscis.gov](http://www.uscis.gov)
- R. The bidder shall conform to the following pursuant to G.S. 147-86.59, any person identified as engaging in investment activities in Iran, determined by appearing on the Final Divestment List created by the State Treasurer pursuant to G.S. 147-86.58, is ineligible to contract with the State of North Carolina or any political subdivision of the State. The Iran Divestment Act of 2015, G.S. 147-86.55 *et seq.*\* requires that each vendor, prior to contracting with the State certify, and the undersigned on behalf of the Vendor does hereby certify, to the following: 1. that the vendor is not identified on the Final Divestment List of entities that the State Treasurer has determined engages in investment activities in Iran; 2. that the vendor shall not utilize on any contract with the State agency any subcontractor that is identified on the Final Divestment List; and 3. that the undersigned is authorized by the Vendor to make this Certification.

- S. The bidder shall comply with the Buy American Act (41 USC 10a et seq) by purchasing only American-made equipment and products pursuant to WIOA section 502.
- T. The bidder, if awarded this contract, shall not require a laborer or mechanic employed in the performance of the contract to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous to health and safety pursuant to CFR 29-70.21613(c)(3).
- U. The bidder shall comply with Contract Work Hours and Safety Standards Act (40 USC 3217-332) specifically (c)(3)(iii).
- V. The Contractor assures and certifies that it, and all of its subcontractors, will comply with applicable provisions of the following laws as they relate to employment and training procedures:
  - The Drug Free Workplace Act
  - The Immigration Reform and Control Act
  - The American's with Disabilities Act
  - The Davis-Bacon Act
  - Child Labor Laws
  - The Fair Labor Standards Act
  - E-Verify Requirements for Contractors and Sub Contractors

Certification

This is to certify that all specifications contained within this document have been read, understood, and addressed in the business plan; that the required format has been followed; that all of the information contained in this proposal is true and correct; that the Contractor organization will comply with all of the above assurance; and that this proposal has been duly authorized by the governing body of the Contractor organization.

Signature of Authorized Representative	Date
<b>Name</b>	<b>Title</b>

STATEMENT OF COMPLIANCE

As the authorized signatory official for: \_\_\_\_\_

## Submitting Firm/Organization

I hereby certify:

that the above-named proposer is duly approved to submit this application requesting funding under the Workforce Innovation and Opportunity Act (P. L. 113-128);

that the above-named proposer does hereby agree to execute all work related to this application in accordance with the Workforce Innovation and Opportunity Act (P. L. 113-128) and the North Carolina Division of Workforce Solutions Issuances/Policy Statements, Mountain Area Workforce Local Area (LA) policies and guidelines, and other administrative requirements issued by the Governor of North Carolina. The vendor shall notify the Southwestern LA within 30 calendar days after issuance of any amended directives if it cannot so comply with the amendments; and

that the above-named proposer will ensure special efforts to prevent fraud and other program abuses, such as but not limited to, deceitful practices, intentional misconduct, willful misrepresentation and improper conduct which may or may not be fraudulent in nature; and

that the contents of the application are truthful and accurate and the above named proposer agrees to comply with the policies stated in this application; and

that this application represents a firm request subject only to mutually agreeable negotiations; and

that the above-named proposer is in agreement that the Mountain Area Workforce Local Area reserves the right to accept or reject any proposal for funding; and

that the above-named proposer has not been debarred or suspended from receiving federal grants, contracts, or assistance; and that if awarded a contract for the proposed service, assures that no subcontracts, grants or assistance will be made, or permitted, to any debarred or suspended organization as provided under Executive Order 12549; and

that the above-named proposer waives any right to claims against the members and staff of the Mountain Area Workforce Development Board, Land of Sky Regional Council, or Mountain Area Workforce Local Area in their individual capacities.

**Authorize Representative Signature**

**Notary Name/Date**

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**Typed Name/Title**

**Affix Notary Seal**

**Certification Regarding Debarment, Suspension,  
and Other Responsibility Matters**

**Primary Subject Transactions**

- (1) The prospective primary participant 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 by any 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 false statements, or receiving stolen property;
  - (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - (d) Have not within a three-year period preceding this application/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 proposal.
1. By signing and submitting the certification signature page with this proposal, the prospective primary participant is providing the certification set out below.
  2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
  3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to

other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participants, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "A Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-Procurement programs.
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a



participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

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Printed Name and Title of Authorized Administrative Entity Signatory Official

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Signature

Date

**X. FINANCIAL MANAGEMENT**

## **A. Internal Financial Management**

The Proposed Service provider agrees to conduct internal financial reviews of the following major areas:

1. Compliance with the provisions of the Workforce Innovation and Opportunity Act and its regulations;
2. Compliance with the provisions of the WIOA Contract;
3. Compliance with the applicable State and WDB Policies;
4. Compliance with WIOA Regulations regarding record maintenance;
5. Compliance with accepted financial management and accounting practices as appropriate;
6. Compliance with OMB Circulars A-87, A-110, A-122, and others as appropriate.

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All reports of, information creating suspicion of, or instances of criminal misconduct, fraud or willful and gross misconduct, in connection with any WIOA program shall be reported immediately to the LA, the North Carolina Division of Workforce Solutions and to the U.S. Department of Labor. Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIOA funds and confirm adherence to policies regarding allowable costs and allocations of costs to proper cost categories. The proposed service provider shall document all internal financial compliance reviews.

## **B. Monitoring and Audit Procedures**

The LA has developed a systematic fiscal and programmatic monitoring system for evaluating the quality and effectiveness of WIOA funded programs. Monitoring is the process whereby the LA gathers and analyzes information to detect problems, identify strengths and weaknesses, and propose improvements to the program. It is the quality control system for job training projects operated with WIOA funds. The LA will ensure that monitoring covers activities, services, and management practices supported by WIOA funds. In many instances, fiscal and programmatic monitoring are interrelated, and conducted simultaneously.

According to the provisions of the Workforce Innovation and Opportunity Act, service providers must cooperate with any monitoring, inspection, audit or investigation of activities related to WIOA contracts. These activities may be conducted by the North Carolina Division of Workforce Solutions, the State of North Carolina, the U.S. Department of Labor, and the LA, or their designated representatives. Service providers must provide access to the premises for the purpose of interviewing employees or participants and permit the examination of, and/or photocopying of books, records, files, or other documents related to the WIOA funded program.

### **C. Invoicing, Reporting and Contractor Close-out**

The LA will reimburse the proposed service provider for total allowable costs incurred as agreed upon between the LA and the proposed service provider. The proposed service provider will submit monthly invoice reports to be provided by the LA for reimbursement of allowable costs. This report must be submitted to the LA not later than the 10<sup>th</sup> working day following the end of any given month.

In order to assure that the funds provided are used in accordance with the provisions of the contract, the proposed service provider will: (a) use such fiscal, audit, and accounting procedures as may be necessary to assure proper accounting for payments received and proper disbursement of such payments; and (b) provide the LA and authorized representatives of the U.S. Department of Labor or the Comptroller General of the United States access to and the right

to examine any books, documents, papers, records, property and equipment pertaining to funds provided or activities undertaken concerning the project.

*The final contract close-out report is to be furnished to the LA within thirty (30) days after the ending date of the contract.*

### **D. Submission of Most Recent Audit to the Administrative Entity**

As a recipient of WIOA funds, all proposed service providers must have an annual financial and compliance audit performed. The WIOA audits must be conducted according to auditing standards set forth in the financial and compliance handbook entitled "Standards for Audit of Governmental Organizations, Program Activities and Functions" issued by the Comptroller General of the United States. The audit shall be performed by an independent Certified Public Accountant selected by methods recommended by the NC Local Government Commission and/or by the Office of the State Auditor, as appropriate.

This requirement will be met by providing the LA with a copy of the annual audit according to OMB Circular A-128 or A-133 as appropriate. The audit should be submitted within 30 days after the completion and acceptance by the service provider's Board, but not later than one year after the end of the audit period. The audit expense cannot be billed to the WIOA program.

### **E. Bonding Insurance Requirements**

Agencies must meet bonding requirements as required through the Office of Management and Budget Circulars or other applicable regulations. Public agencies are required by the North Carolina General Statute to be bonded. Non-

governmental agencies shall procure a blanket fidelity bond, position bond, or name schedule fidelity bond for all persons or positions authorized to receive or disburse WIOA funds. The Contractor must maintain all bonding in force for the period of the contractual agreement. The proposed Contractor must submit a written notice to the MAWDB within fifteen (15) calendar days prior to any reduction in the limits stated on the bonding document. Similarly, the Contractor must provide written notice of any cancellation of the bonding policy to the MAWDB immediately upon receipt of the cancellation notices. The bond coverage limit shall be for the total contracted amount or \$50,000, whichever is less.

**Attach a copy of the current bonding document, issued by the vendor's insurance company, clearly indicating the staff/job titles covered.**

#### **F. Requirements for Depository Accounts Holding WIOA Funds**

The proposed contractor must assure that U.S. Treasury restrictions on excess cash will be observed and that interest will be properly tracked, and reported to the LA and used for WIOA operations as program income.

#### **G. Program Income Requirements**

The U.S. Department of Labor requires that all income generated under any WIOA program shall be reported and used to further program objectives. The potential service provider assures that it will comply with this WIOA mandate.

#### **H. Procurement Practices**

Local WDBs and other subrecipients are required to establish and maintain procurement and contracting policies and procedures to ensure full and open competition. These policies and procedures should be designed pursuant to: the NC Division of Workforce Solutions Subgrant Agreement Section 3.4; North Carolina Administrative Code Title 4, Chapter 20 Section .0304(a) and (b); 20 CFR Part 652, et al., 29 CFR Part 97.36 Uniform Administrative Requirement; 29 CFR Part 95 Sections 95.40 through 95.48; and Office of Management and Budget (OMB) Uniform Guidance 2 CFR 200. Local WDBs and other subrecipients are required to incorporate these minimum standards into their procurement and contracting policies and procedures. These minimum standards apply to all funding received through the Division of Workforce Solutions. These minimum standards also apply to the procurement of property, consultants or personal services contracts.

Any purchases with a unit cost value of \$5,000 or more to be purchased with WIOA funds must be approved by the LA and the NC Division of Workforce Solutions, prior to purchase. The LA must make the request. The NC Division of Workforce

Solutions will monitor the inventory of all items purchased or leased with a value of \$5,000 or more

#### **I. Property Management Requirements**

The proposed service provider agrees not to dispose of or transfer any property purchased with WIOA funds which has a value of \$500 or more and/or a life expectancy of one year or more until written authorization is received from the LA. Any disposal of WIOA property must be in accordance with applicable Federal, State and local disposal procedures. Any revenues derived from the sale of property purchased with WIOA funds must revert to a WIOA activity.

The proposed service provider will be responsible for maintaining an accurate inventory of all WIOA property in their possession. A copy of the updated annual inventory shall be submitted by the contractor to the MAWDB with the contract closeout document.

In the event property purchased with WIOA funds is stolen or destroyed by criminal act, the proposed service provider will notify appropriate law enforcement officials immediately. The LA Chief Administrator must be notified within three (3) working days of discovering the loss or damage. A copy of the police report will be maintained as documentation of loss, and a copy forwarded to the LA.

The proposed service provider agrees to pay for or replace (from non-Federal funds) any property purchased with WIOA funds which is lost or destroyed through the negligence of the proposed service provider, its staff or representatives.

#### **J. General Liability Insurance**

General public liability insurance coverage in the amount of \$500,000 single limit coverage is required of all WIOA proposed contract operators except where a lesser amount maybe agreed to by the Consortium. NOTE: Contractors that are state agencies or political subdivisions of the State of North Carolina are exempt from the public liability insurance requirement referenced above. **Provide information about your organization's General Liability Insurance Carrier below:**

**K. Automobiles** – WIOA contractors using motor vehicles in conducting services shall provide automobile insurance that clearly specifies that Southwestern Workforce Development Board, and/or staff are held harmless against claims arising from ownership, maintenance, or use of said vehicle. MAWDB requires a minimum coverage of \$100,000 per person and \$300,000 per accident for bodily injury and \$25,000 per accident for property damage.

## **XI. ADDITIONAL ASSURANCES AND CERTIFICATIONS**

**Instructions:** Please complete the following Assurances and Certifications section. Areas which address compliance issues must identify the appropriate member of the agency's staff responsible for compliance. Add any comments you find necessary for clarification.

### **A. Equal Employment Opportunity (EEO)**

**The applicant assures compliance with all applicable laws regarding discrimination:**

- Age Discrimination Act of 1975 (42 U.S.C. 6101 et.seq.)
- Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794)
- Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et.seq.)
- Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et.seq.)

All participants and staff will be informed of EEO policies and guidelines and the name of the EEO Officer during enrollment.

All grievances and complaints submitted by WIOA participants involving allegations of discrimination, violations of the Workforce Innovation and Opportunity Act or criminal fraud, abuse or misconduct must be processed in accordance with the LA Grievance/Complaint Procedures.

### **B. Internal Program Management**

All WIOA proposed service providers are required to establish internal program management procedures to assure compliance and to review program progress. The service provider agrees to monitor and review the following major areas of operation:

1. Compliance with the provisions and regulations of the Workforce Innovation and Opportunity Act or any applicable federal or state regulations;
2. Compliance with the provisions of the WIOA contract;
3. Compliance with all applicable State and WDB policies; and
4. Compliance with WIOA Regulations regarding record maintenance.

The internal program management procedures must be sufficient to prevent fraud and abuse. All reports of, information creating suspicion of, or instances of criminal misconduct, fraud or willful and gross misconduct, in connection with any WIOA program shall be reported immediately to the LA, the North Carolina Division of Workforce Solutions, and the U.S. Department of Labor. Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained and confirm adherence to specific program requirements and

limitations. The LA requires that WIOA proposed service providers utilize monitoring guides for reviewing OJT contracts with employers for compliance with federal regulations.

### **C. Records Retention**

The following records and documents must be maintained for WIOA participants and employees. The proposed service provider agrees to make these records available for monitoring and review by the LA and agrees to retain these records, subject to audit, for three years from completion of services. Release of responsibility to retain records after the three (3) year period will not be authorized until final audit, resolution of audit questioned costs and all questioned costs are paid or accepted as allowable. In the event the proposed service provider goes out of business or ceases to be an organization prior to the expiration of records retention responsibility, the proposed service provider will deliver all records required to be retained hereunder to the LA. The following records shall be transmitted to the LA for acceptance in an orderly fashion, with documents properly labeled and filed and in an acceptable condition for storage:

1. General ledger or equivalent;
2. Cash receipts and cash disbursement journals/reports or equivalent;
3. Bank statements, reconciliation, deposit slips, and canceled checks for each bank account through which WIOA funds were received or disbursed;
4. WIOA contract, including all amendments;
5. All financial reports and requirements for reimbursement;
6. Payroll records including Individual Earning Record, Employee Withholding Authorization (W-4), FICA reporting forms, Federal and State Withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plan;
7. Invoices and/or supporting data for non-payroll disbursements;
8. Participant records including data forms, verification/documentation items, assessment tests and results and the Individualized Service Strategy; and
9. Monthly Financial Status and Program Performance reports.

### **D. Staffing**

**COMPLETE STAFF JOB DESCRIPTIONS** for all staff positions to be compensated with WIOA funds. Attach one (1) JOB DESCRIPTION for *each* staff position planned for each service projected under this proposal. Complete and

include additional sheets as necessary. All 100% WIOA Staff should be full-time positions with benefits. Intermittent or part-time status employees should not be used to fill WIOA 100% funded positions.



**Responder’s Information and Assurances:**

Instructions: Completion of this section certifies compliance with all requirements of this Request for Proposal including all of the assurances and certifications in Sections VII, VIII and IX.

**I. Name and Address of Organization:**

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**II. Type of Organization:**

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**III. Experience (List WIOA projects or similar projects and outcomes):**

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**IV. Attach Organizational Chart:**

**V. Provide a copy of the latest agency audit:**

**Date submitted:** [Click here to enter a date.](#)

**VI. Equal Opportunity Assurances:**

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(Name of EEO Officer)

(Position Title)

(Telephone Number)

The service provider is required to develop and adhere to affirmative action policies. **ATTACH a copy of your organization’s client grievance procedures.**

**VII. Financial Information**

List the name and title of the person(s) responsible for maintaining financial records, monitoring fiscal activities for contractual compliance and assisting monitors/auditors during on-site visits.

Staff Assigned	Job Title	Phone #
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Indicate how program income and stand-in costs will be tracked by the proposed service provider and recorded on financial reports to the LA:

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The Fiscal Year End is \_\_\_\_\_, 20 \_\_\_\_.

Check the appropriate answer(s) to indicate the financial arrangements that are available to facilitate performance during initial phases of contract.

- 1. Own Resources  Yes  No
- 2. Bank Credit (If yes, name of bank and amount.)  Yes  No

Provide the name of the depository with whom the proposed project funds will be deposited.

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Name/Address of Depository

Will the depository account for WIOA funds be an interest bearing account?  
Yes \_\_\_\_\_ No \_\_\_\_\_

I certify that the information contained in this proposal is accurate and reflects our plan to meet the program requirements for this request. All assurances and certifications are accepted and met in this response.

**Signatory**  
**Official:** \_\_\_\_\_  
*(Signature Required)*

## **Attachments:**

Evaluation Criteria and Selection of Service Providers	Attachment A
Mountain Area WDB Approved Training List	Attachment B
Selected excerpts from WIOA	Attachment C
Budget Forms	Attachment D
Mountain Area WDB ITA Policy	Attachment E
Mountain Area WDB Payment & Tracking Policy	Attachment F
NC Framework	Attachment G
Career Center Job Descriptions	Attachment H
WIOA Performance Measures	Attachment I