

**Mountain Area Workforce Development Board  
PY2019/20 RFP – NCWorks Career Center Operations  
Evaluation Criteria and Selection of Service Providers**

**Total Points Awarded By Reviewer:** \_\_\_\_\_ (Maximum 100 points)  
**Recommended for Funding:** \_\_\_ Yes \_\_\_ No \_\_\_ Yes with Changes  
**Reviewer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Name of the Proposing Agency: \_\_\_\_\_  
Name of the Program/Project: \_\_\_\_\_  
Service Area Proposed: \_\_\_\_\_  
Total Planned Number of Enrollments: \_\_\_\_\_  
Adult - Planned Number of Enrollments \_Pct. of Total \_\_\_\_\_  
Dislocated Worker - Planned Number of Enrollments \_\_\_\_\_ Pct. of Total \_\_\_\_\_  
Total Funds Requested: \_\_\_\_\_  
Adult Funds requested? \_\_\_\_\_ Percent of Total: \_\_\_\_\_  
Dislocated Worker Funds Requested? \_\_\_\_\_ Percent of Total: \_\_\_\_\_

- A. EVALUATION CRITERIA** The criteria which will be used to evaluate proposals are listed below along with their point values. An application must achieve a minimum score of 65 points in order to be considered for funding.

**EQUAL OPPORTUNITY NONDISCRIMINATION COMPLIANCE and ACCESS FOR PERSONS WITH DISABILITIES: - non-compliance disqualifies the proposal – (Enter Yes or No)**

\_\_\_\_\_ The Offeror has designated an EO Officer and the Offeror assures compliance with WIA Section 188 and 29 CFR Part 37 including notification to applicants, clients and employees of their rights under the law. The Offeror has an established process by which grievances and complaints are to be filed and resolved with the Offeror. The Offeror has established procedures for fully informing all involved parties of the complete alternative dispute resolution and appeals processes.

\_\_\_\_\_ The Offeror assures accessibility to program services and facilities and that auxiliary aids and services are available upon request to individuals with disabilities. The Offeror assures compliance with the Americans with Disabilities Act and succeeding laws and regulations related to providing services to, and protecting the rights of, persons with disabilities.

**A. Probable Program Effectiveness and Efficiency**

1. Does the proposing organization offer a facility that can accommodate a NCWorks Career Center operations and provide suitable space for partner organizations to serve clients as well? Are the costs of facilities competitive or are facilities provided as in-kind contributions? Are other

operating costs reasonable and necessary?

**Maximum - 10 points** \_\_\_\_\_

COMMENTS:

2. Are the descriptions of Customer Service Standards sufficient to provide assurances that quality customer service is a priority for the proposed program operator? Are standards for protecting personally identifiable information sufficiently to create confidence in data security?

**Maximum - 5 points** \_\_\_\_\_

COMMENTS

3. Is the program design for outreach/recruitment; reception; eligibility determination; initial assessment; orientation to career center services and support service available in the community sufficient to create confidence that services will be well organized and effective?

**Maximum - 5 points** \_\_\_\_\_

COMMENTS

4. Does the proposal demonstrate an effective plan for encouraging clients to participate in, and understand the importance of job readiness skills (interviewing, resumes, online job applications, etc.) and effective workplace behaviors?

**Maximum - 5 points** \_\_\_\_\_

COMMENTS:

5. Does the narrative describe a well thought out system of career center services that will assist clients with job search? Does the description of basic career counseling services involving the provision of information about the local labor market, occupations and sectors "in-demand", wages and skill training requirements, appear to be effective and customer friendly.

**Maximum - 10 points** \_\_\_\_\_

COMMENTS

6. Does the proposal offer a solid plan for providing in-depth career planning, counseling and skills training assistance to clients who are interested in pursuing career changes and/or developing well designed individual Employment Plans. Do planned assessment, counseling activities and training services appear to be comprehensive enough to help the unskilled or under-skilled job seekers achieve the academic and occupational skills credentials they need gain and retain employment in their chosen career field?

**Maximum - 10 points** \_\_\_\_\_

COMMENTS:

7. Does the proposal offer assurance that the proposing organization knows how to secure support services (child care, shelter, transportation, nutrition, clothing, etc.) from other resources in the community? Are there funds requested in the budget to provide for some of these services, and are the budgeted amounts reasonable?

**Maximum - 5 points** \_\_\_\_\_

COMMENTS:

8. Does the proposal demonstrate a clear awareness of the procedure and guidelines of providing training services to clients, including the process for analyzing the clients financial needs and helping the client access appropriate financial aid resources?

**Maximum - 5 points** \_\_\_\_\_

COMMENTS:

9. Does the proposal offer an encouraging plan for involving employers with the NCWorks System by listing jobs with, and seeking recruitment, screening and referral services from the NCWorks System.

**Maximum - 10 points** \_\_\_\_\_

COMMENTS:

10. Does the proposal offer a convincing plan for conducting achieving performance standards and providing follow-up services to participants for 12 months after exit?

**Maximum - 5 points** \_\_\_\_\_

COMMENTS:

11. Does staffing for the provision of program services seems appropriate for the volume of clients and the complexity of the services provided (i.e., caseloads per staff are neither unreasonably high nor low)?

**Maximum - 5 points** \_\_\_\_\_

COMMENTS:

12. Are budgeted funds for operating costs within range in comparison with other proposals? Are staffing costs reasonable? Are funds included for

staff professional development/training? Are staff travel costs for work related local travel reasonable? Does the organization have a record of financial integrity and stability?

**Maximum - 5 points** \_\_\_\_\_

COMMENTS:

13. Does the proposing organization have a solid record of performance in providing services to adults and dislocated youth? Does the organization have the structural capabilities of sustaining the effort needed to successfully operate the program as proposed? Does the organization have the supervisory structure to properly manage and support program staff?

**Maximum - 10 points** \_\_\_\_\_

COMMENTS

14. Are In-kind contributions to the operation of the program meaningful to the success of the program and do they indicate and organizational commitment to the program's success?

**Maximum - 10 points** \_\_\_\_\_

COMMENTS: