

SOUTH CENTRAL WORKFORCE DEVELOPMENT BOARD

**Request for Proposal (RFP) for  
WORKFORCE INNOVATION AND OPPORTUNITY ACT  
INTEGRATED SERVICES TO  
YOUTH, ADULTS AND DISLOCATED WORKERS  
AND  
ONE-STOP CENTER OPERATOR**

**Release Date**

February 9, 2018

**Proposal Deadline**

March 23, 2018

**Pre-Proposal Conference**

February 23, 2018 10:00 a.m. (Central)

**Contract Period**

July 1, 2018 to June 30, 2019

**Contact Person:**

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**REQUEST FOR PROPOSALS FOR  
SOUTH CENTRAL WORKFORCE DEVELOPMENT AREA  
WORKFORCE INNOVATION AND OPPORTUNITY ACT  
INTEGRATED SERVICES TO YOUTH, ADULTS AND DISLOCATED WORKERS  
AND FOR ONE-STOP CENTER OPERATOR SERVICES**

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

**Date Issued:** February 9, 2018

**Scope of Services:** The successful bidder will deliver workforce services to businesses and jobseekers at the direction of the SCWDB. Or the successful bidder will be the One-Stop Operator.

**Contract Period:** July 1, 2018 – June 30, 2019 with an annual renewal option for an additional four (4) years at the SCWDB’s discretion.

**Funds Available:** Program Year (PY) 2018 (July 1, 2018 – June 30, 2019) allocations are not known at this time. Previous total SCWDB budgets in years past have ranged from \$1.3 to 2 million. Bidders are required to submit a proposed budget as part of the Business Proposal with a justification of the costs. The chosen bidder will be required to adhere to strict guidelines including quarterly approval of all expenditures.

**Eligible Bidders:** Any public or private for-profit or non-profit entity operating in the South Central Workforce area or entity deemed eligible to operate within the South Central Workforce Development Area can respond to the RFP. Entities that are presently debarred, suspended, or proposed for debarment are not eligible to receive a contract.

**Limitations:** This RFP does not commit the SCWDB to award a contract, to pay any costs incurred in the preparation of a proposal to this request, or to procure or contract for services.

**Project Responsibilities:** Either delivery of workforce services to adults and dislocated workers, and/or youth in the 10-county area. Or if bidding for the One-Stop Operator, process management and center management services. Services will be funded using WIOA funds, and other grants obtained by the SCWDB. Project and administrative management cost against funding sources, must comply with all WIOA federal, state and local policies, regulations and applicable statutes.

**Questions:** Deadline for submission of written questions is March 2, 2018 at 4:00 PM Central time. Answers will be posted at [www.strumpfassociates.com](http://www.strumpfassociates.com) no later than March 7, 2018.

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

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## SECTION I Program Description and Requirements

### 1.1 Introduction and Purpose of RFP

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

The SCWDB oversees the Workforce Development System for ten (10) counties, which includes one (1) full service one-stop center and thirteen (13) Partner Affiliate Sites located in each county. On average, the system serves over 7,500 individuals and over 400 businesses each year. The one-stop center and affiliate sites (see map in **Attachment A**) were developed to bring together employment and training services that work with all people in one place and make it easier for job seekers and employers to use these services. Businesses can utilize any of the sites for recruiting, hiring and retaining an outstanding workforce.

Kentucky's South Central Workforce Development System is currently undergoing a transformative change. This change requires a paradigm shift in the delivery of workforce services. This transformation is being led by the SCWDB, which sets out, through this Request for Proposals (RFP), to define the service delivery structure for the entire workforce system. The SCWDB is issuing this RFP to solicit competitive proposals for:

- I. An experienced organization, or a qualified consortium of partners, to provide Workforce Innovation and Opportunity Act (WIOA) one-stop center operations and management services and system-wide process management services;
- II. Innovative design and delivery of services to adults and dislocated workers within the South Central Kentucky Workforce Area System; and
- III. Design and delivery of innovative services for out of school youth and young adults within the South Central Kentucky Workforce Area System.

For information on how the workforce system in South Central Kentucky is transforming, the respondent(s) are strongly encouraged to read three reports, **Review of the Workforce Development System: Services to Business and Alignment with Economic Development (2013)**; **Business Services Plan (2015)**; and **South Central Kentucky & Cumberland's Workforce Development Areas Regional Workforce Development Plan (2017)** found at <http://www.strumpfassociates.com/>.

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

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

Additional funding may become available as the SCWDB secures discretionary grants, at which time, terms of the service deliverer and/or the one-stop operator contract may be amended accordingly.

## **1.2 Highlights of the Workforce Innovation and Opportunity Act**

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

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

*The Key Highlights of WIOA for this Contract Include:*

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

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

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

### **1.3 Solicitation**

The SCWDB hereby solicits proposals, using a competitive bid process, to qualified organizations to provide Adult and Dislocated Worker and/or Youth Services, or One-Stop Center Operator services for the South Central Workforce System in Kentucky. Services will include support of the emerging 'one system' approach to businesses, support of the career pathways system being built and align to the seven (7) system integrators found in the SCWDB Memorandum of Understanding (MOU).

Services may be expanded to include other applicable workforce opportunities as they become available regardless of the funding source. This RFP does not commit SCWDB to accept any proposal submitted, nor is the SCWDB responsible for any costs incurred by the respondent(s) in the preparation of responses to this RFP.

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

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

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

#### **Transition**

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

- a. The SCWDB will work with the winning bidder for no less than 30 days from the date of the award of the contract to transition the systems, processes and procedures established in the Area to successfully carry out the services of the winning bidder.
- b. The winning bidder will budget and establish a plan with reasonable staff time to successfully transition the functions from the incumbent service provider.
- c. The SCWDB will negotiate a budget with the winning bidder for these transactional activities to occur prior to July 1, 2018.
- d. The selected bidder will be required to participate in transition training for a new service provider if the contract is ended by either the SCWDB or the contractor.

### 1.3.1 RFP Release, Timeline and Questions

RFP Release Date:	February 9, 2018
Non-Mandatory Pre-Proposal Conference Location: Bowling Green Area Chamber of Commerce, 710 College St, Bowling Green, KY 42101	February 23, 2018 10:00 a.m. to 12:00 p.m. CST
Final Deadline for Questions Submitted in Writing	March 2, 2018
Responses to RFP Questions will be Posted at <a href="http://www.strumpfassociates.com/">http://www.strumpfassociates.com/</a>	March 7, 2018
RFP Due Date	March 23, 2018 by 4:00 p.m. CST
Review Panel Convenes	April 5-6, 2018
Review Panel/Executive Committee makes recommendation to SCWDB	April 13, 2018
SCWDB selects and approves contract awardee(s) and contacts the awardee(s)	April 16, 2018
Contract negotiations complete	May 9, 2018
Contractor(s) start date and program(s) implementation	July 1, 2018

**Note: Dates are subject to change.**

#### Timeline Overview:

Beginning on February 9, 2018, the RFP will be available for download from the Strumpf Associates website at <http://www.strumpfassociates.com/>. If you have difficulty downloading the proposal, or have any questions regarding this proposal, please contact SCWDB RFP designee, Rebecca Busacca or Strumpf Associates by phone at 703.850.2500 or by email at [scadwyresponse@gmail.com](mailto:scadwyresponse@gmail.com).

**A non-mandatory Pre-Proposal Conference will be held on February 23, 2018 from 10:00 a.m. to 12:00 p.m. CST for prospective bidders. Please RSVP to Rebecca Busacca by email no later than 4:00 p.m. CST by February 20, 2018 as follows:**

- Respondent(s) for the Adult Dislocated Worker and/or Out of School Youth Services: **RSVP at [scadwyresponse@gmail.com](mailto:scadwyresponse@gmail.com).**
- Respondent(s) for the One-Stop Center Operator: **RSVP at [scwdbresponse@gmail.com](mailto:scwdbresponse@gmail.com).**

**The location for the Pre-Proposal Conference is:** Bowling Green Area Chamber of Commerce, 710 College St, Bowling Green, KY 42101.

**All questions pertaining to the RFP must be submitted in writing as follows:**

- Respondent(s) for Adult Dislocated Worker and/or Out of School Youth Services: **Contact Rebecca Busacca at [scadwyresponse@gmail.com](mailto:scadwyresponse@gmail.com).**
- Respondent(s) for One-Stop Center Operator: **Contact Rebecca Busacca at [scwdbresponse@gmail.com](mailto:scwdbresponse@gmail.com).**

**The final date for written questions to be submitted is March 2, 2018 (by 4:00 p.m. CST). All questions and answers will be posted on March 7, 2018 (by 5:00 p.m. CST) at <http://www.strumpfassociates.com/>. Phone and/or text queries are unacceptable.**

Selected RFP respondents will be notified of the SCWDB's decision in writing on or before April 16, 2018. Funds will become available July 1, 2018. If a transition period is required from the current vendor, funds will be available earlier to enable a smooth transition for customers.

### **1.3.2 Submission of Proposals**

To be considered for this contract(s),

- **one (1) signed and completed original response, and**
- **five (5) signed and completed copies of the proposal, and**
- **one (1) electronic version of the proposal, on a flash drive, must be received by the SCWDB's designated office either by mail or in-person no later than 4:00 p.m. CST on Friday, March 23, 2018. Proposals submitted via email or fax will not be considered.**

**All responses must be addressed to:**

South Central Workforce Development Board  
c/o Strumpf Associates  
Attention: Lori Strumpf  
1717 K Street, NW  
Suite 900  
Washington, DC 20006

Incomplete proposals or any proposals received after that date and time **will not** be considered.

## **1.4 RFP Response**

### **1.4.1 The Respondent(s) Eligibility Criteria**

Any public or private for-profit or non-profit entity operating in the South Central Workforce area or entity deemed eligible to operate within the South Central Workforce Development Area can respond to the RFP. Entities that are presently debarred, suspended, or proposed for debarment are not eligible to receive a contract.

### **1.4.2 Instructions**

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

**Note: The respondent(s) may respond to a combination of services with the following restrictions:**

- The respondent(s) to the One-Stop Center Operator scope of service (SECTION 2.1) may **not respond** to any other scope of service.
- The respondent(s) to the Adult and Dislocated Workers may also respond to the Out of School Youth scope of services and vice versa (SECTION 2.2 and/or 2.3).

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

### 1.4.3 Formatting Requirements

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

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

### 1.4.4 Points Awarded

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

### 1.4.5 Proposal Guidelines

1. **Cover Page** – Includes name, address, phone number, and contact information for the Authorized Representative of the respondent(s) or company. Also include corporate structure (e.g. Non-Profit 501C, C or S Corp, Sole Proprietor, or Limited Liability Corporation), date of inception and/or incorporation, and Federal, State and County Tax ID numbers. Provide a copy of all valid business licenses as an attachment.
2. **Table of Contents** – Includes a table of contents that identifies the material in the proposal by section and page number.
3. **Executive Summary** – Includes an executive summary that provides a brief overview of the proposal not to exceed one (1) page.
4. **Technical Proposal** – Includes proposer qualifications, service area operations plan, service delivery strategies and a plan for partner collaboration.
5. **Business Proposal** – Includes project timeline, budget and pricing rationale.
6. **Attachments** – Includes signed copies of Attachments F and G as well as documentation to evidence effective and measured outcomes for WIOA/WIA and/or similar work managing and operating workforce development programs that may not have been funded through WIOA/WIA. **Attachments are not to exceed 10 pages in total PER SCOPE OF SERVICE.**

#### **1.4.6 Technical Proposal Criteria**

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

- 1. Proposer Qualifications** – A description of the organization(s) and staff experience in delivering workforce programs, particularly WIOA Programs for Adult and Dislocated Workers and/or out of school youth, and the services requested. The description should include projects completed during calendar years 2015 through present and verifiable details pertaining to measured change in employability and employment outcomes in the project region.

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

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

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

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

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

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

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

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

- a) *Align with the skill needs of industries in the economy of the State or regional economy involved;*

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

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

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

The proposal must demonstrate an understanding of the current labor market challenges and how they will identify the employment needs of employers within high growth industry sectors and occupations throughout the region. The respondent(s) are also required to align service delivery and strategies with the SCWDB's six targeted industry sectors.

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

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

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

### 1.4.7 Business Proposal

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

1. Justification for the cost of the services and data adequate to establish the reasonableness of the proposed costs.
2. Delineate personnel costs, travel, supplies, equipment, job seeker training, support services or other expenses, as appropriate, by each program being proposed. Specify whether staff travel to meet with customers is reimbursed to staff using their own vehicles or if the respondent leases cars for this purpose.
3. The respondent(s) must follow the Federal allowable cost principles that apply under WIOA. The respondent(s) will be evaluated on their ability to offer high quality services while keeping costs reasonable for the services provided. The respondent(s) should also describe the financial systems in place to operate the programs listed in the RFP and the internal controls present to ensure all costs are allowable and expenditures are tracked for reporting purposes. The respondent(s) will maintain a fiscal management and accounting system that is sufficient for the accurate and timely accounting and reporting of all financial transactions under the contract.
4. If the respondent(s) is proposing to be reimbursed for a Federally Approved Indirect Cost Rate (ICR), the respondent(s) must submit a copy of the approved indirect cost plan that has been approved by the Federal cognizant agency for the organization for indirect costs to be considered for payment.
5. Follow the guidelines established in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. If the respondent(s) does not have an approved ICR, the SCWDB reserves the right to negotiate possible indirect costs with the recipient after contract award.
6. This is a cost reimbursement contract that provides for the reimbursement of all allowable costs under WIOA, which are approved in the contract budget. The respondent(s) must maintain the documentation necessary to support all costs and expenses, and ensure that costs are separated by WIOA Adult, Dislocated Worker, and/or youth services and Administration expenses.

### Available Funds

The SCWDB anticipates that there will be negotiations with the successful bidder for the costs of any of the services in this solicitation based on the proposed budget found in the bidder's response. The chart below represents the PY17 WIOA formula funds allocated to the Area. PY18 funding is not known at this time but is expected to be similar to PY17.

#### **Allocations for PY17 and Administration Funds (July 1, 2017 through June 30, 2018)**

<b>WIOA</b>	<b>SCWDB Allocation</b>
Adult	\$ 459,895.10
Dislocated Worker	\$ 513,852.53
Youth	\$ 507,481.35
Administration (at 10%)	\$ 163,535.05
<b>TOTAL</b>	<b>\$1,644,764.03</b>

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

#### **1.4.8 Responsiveness**

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

#### **1.4.9 Workforce Policies**

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

#### **1.4.10 Authorized Signatory Authority**

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

#### **1.4.11 Subcontracting**

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

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

#### **1.4.12 Attachments**

The respondent(s) are encouraged to attach best practice materials, evidence of innovative workforce strategies and/or WIOA strategies that meet the most complex challenges faced by workforce agencies and one stop providers. **Attachments are not to exceed 10 pages in total PER SCOPE OF SERVICE.**

## SECTION 2 SCOPE OF SERVICES

### **The Strategic Vision for the South Central System is:**

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

### **The Mission of the SCWDB is:**

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

### **The SCWDB Strategic Goals are:**

**Strategic Goal 1:** Lead stakeholders in the creation and implementation of a common regional workforce development strategy that has tangible employment and economic growth results.

**Strategic Goal 2:** Be recognized as the regional workforce development knowledge leader and provide valuable labor market information (LMI), models, and best practices to job seekers, employers and stakeholders.

**Strategic Goal 3:** Maintain the viability of the South Central Workforce System's financial growth, quality delivery system, and relevancy to job seekers and businesses.

**Strategic Goal 4:** Expand and improve the talent pipeline of youth and adults for business.

**Strategic Goal 5:** Develop and implement a sector-based engagement strategy of the region's employers to identify and close skill gaps.

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

The respondent(s) may respond to a combination of services with the following restrictions:

- The respondent(s) to the One-Stop Center Operator scope of service (SECTION 2.1) may **not respond** to any other scope of service.
- The respondent(s) to the Adult and Dislocated Workers may also respond to the Out of School Youth scope of services and vice versa (SECTION 2.2 and/or 2.3).

## 2.1 One-Stop Center Operator

The respondent(s) to this section may be an individual or an organization. The one-stop center operator is the center manager and ensures that processes and systems are operating consistently within the center and across the region. The respondent to this section may **not** reply to deliver any of the services specified in the other sections of this RFP. This section seeks proposals outlining how the one-stop center will be configured and operate in collaboration with all the required partners and other potential partners in the region. Workforce development-minded organizations with or without previous experience as a contractor for workforce services with the SCWDB are encouraged to submit proposals; however, only proposals from organizations that can thoroughly demonstrate they can manage workforce development services throughout the region will score sufficiently to be selected as a contractor.

As the one-stop center requires multiple partners to deliver services on site, effective collaboration is essential. Proposals should clearly define the roles and resources of each partner, and how they will contribute to operations of the one-stop center. These roles and resources should naturally align with the mission and revenues of the agency. The proposal should identify how the different partner's roles and resources are being combined, leveraged and synthesized to deliver the services of the one-stop center, as well as benefits back to the individual agency and its missions.

The respondent(s) are expected to have (a) technical competence, knowledge and expertise in management and administration of one-stop centers; (b) professional staff; (c) administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this section of the RFP; (d) high standards of public service and fiduciary responsibility; and (e) knowledge of all laws, regulations, rules, and policies of the specific funding sources involved.

### ***Qualified respondent(s) must:***

- a. Be a member of the Partner Team (e.g. Team Workforce) and assist in implementing the processes designed by the team.
- b. Work with the SCWDB Chief Executive Officer (CEO) and workforce consultant to provide leadership and staff support to the Partner Team. The Partner Team consists of most of the WIOA mandatory partners as well as non-mandatory organizations. This team currently meets monthly to discuss, and design system integration initiatives identified in the MOU.
- c. Ensure the one-stop center and affiliates are delivering services that comply with WIOA regulations, SCWDB policy, and designed to **exceed** customer expectations.
- d. Ensure the current electronic customer satisfaction data collection system is fully implemented and utilized.
- e. Prepare the one-stop center for at least two (2) mandatory center monitoring evaluations per year. The full-service one-stop center and its affiliates will be subject to (a) one (1) monitoring evaluation conducted by the SCWDB's fiscal agent annually and (b) at least one (1) monitoring visit conducted by the Commonwealth of Kentucky annually.
- f. Assist in the preparation of the center and affiliate sites SCWDB's Center and Affiliate Site Certification process every two (2) years.
- h. Utilize technology to its fullest extend to enhance the customer's experience and to ensure efficient operations.

- i. Work with the SCWDB's CEO to ensure that the one-stop center partners and service providers are connected to all system wide technology solutions in development, which include I-Dashboards and Salesforce.

***Additional Details the Respondent(s) Should Consider***

The South Central Workforce System brings together a wide variety of Federal, State and local program partners, integrates the provision of their services and provides a full-range of assistance to job seekers and employers currently at one (1) full service one-stop center and thirteen partner affiliate sites located throughout the region. See, map in **Attachment A**.

Examples of the services provided at each of these sites include:

- Job-search and job-placement assistance
- Free access to computers, internet, fax machines and printers for job search purposes
- Access to job listings
- Labor market information
- Assistance in preparing resumes
- Comprehensive assessment of job skills, abilities, aptitudes and needs
- Career coaching
- Workshops on topics such as interviewing skills
- Case management
- Pre-vocational services
- Information on Unemployment Insurance
- Individual employment plans
- Referrals to training, education and related supportive services
- Outreach and recruitment for business
- Employer services

The role of the Operator will vary within each of the SCWDB Kentucky Career Center sites. The full-service center requires complete oversight and management of daily operations, while others only require the assignment of WIOA services on a scheduled basis. The sites currently include:

**Kentucky Career Center (Leased facility from the State)**

Located in Bowling Green, KY

**Partner Affiliate Sites** (all sites, except Glasgow, are located in the partner's facility at no cost to the SCWDB/service provider for facilities).

- ABE and the Allen County Career and Technical Center
- Allen County Public Library
- Barren County ABE
- Butler County Adult Education
- Glasgow Career Center (Leased facility)
- Hart County Adult Education
- Logan County Adult Education
- Logan County Good Samaritan
- Logan County Public Library
- Simpson County Adult Education
- Simpson County Literacy Center

- Simpson County Schools
- Warren County Adult Education

In PY 2017, the SCWDB one-stop center was visited by **over 7,500** adults seeking to enter the workforce or to upgrade their skills for a better job and are on track to see almost those same number of visitors in PY 2018. In total, 137 individuals visited the affiliate sites. Prior to October 2017 there were no affiliate sites except for Glasgow.

Under WIOA, mandated South Central Workforce System partners include the following (Section 121 (b)(1):

- WIOA Title I programs (Core partner)
- Wagner-Peyser programs (Core partner)
- Adult Education and Literacy programs (Core partner)
- Rehabilitation Act programs (Core partner)
- Older Americans Act programs
- Perkins postsecondary vocational education activities
- Trade Adjustment Assistance and NAFTA-TAA programs
- Veterans Employment and Training
- Community Service Block Grant employment and training activities
- HUD employment and training activities
- Unemployment compensation programs
- Second Chance Act Programs

Additionally, respondents must comply with SCWDB's customer flow requirements which detail a) initial services from WIA's sequential set of services, to b) core to intensive to training, and c) a more customized 'get the right service at the right time' approach. **See, Attachment D**, titled WIOA Customer Flow at the Kentucky Career Center. Respondents to this section will be responsible for auditing and managing customer flow in accordance with the process detailed in **Attachment D** to ensure consistency across all locations. Respondents are encouraged to work with partners and staff to continuously improve upon the current design.

## **2.2 Scope of Services to be Provided by the Respondent(s) for Services to Adult and Dislocated Workers**

The respondent(s) to this section may be an organization or a partnership of organizations. If responding to this section, the respondent(s) may **not** respond to the One-Stop Operator. This section of the RFP seeks proposals for a design of how services will be delivered to Adults and Dislocated Workers in collaboration with appropriate required partners and other potential partners in the region. Workforce development-minded organizations with or without previous experience as a contractor for workforce services with the SCWDB are encouraged to submit proposals; however, only proposals from organizations that can thoroughly demonstrate they can deliver workforce development services across the 10-county region will score sufficiently to be selected as a contractor.

Over the past two Program Years, the SCWDB provided core services and Individual Training Accounts (ITA's) to adults and dislocated workers as follows:

## **PY 2016**

- Adults/Dislocated Workers Served = **112**
- ITA/Training Services = 57

## **PY 2017**

- Adults/Dislocated Workers Served = **214**
- ITA/Training Services = **161**

Title I Performance Data for the Local Workforce Investment Area for PY 2017 compared to PY 2016 is provided for review and consideration in **Attachment B**.

## **Requirements**

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

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

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

- Comprehensive and specialized assessments of the skill levels and service needs of Adults and Dislocated Workers, which may include use of assessment tools, the National Career Readiness Certificate (NCRC) and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
- Individual career coaching;
- Career planning;

- Short-term pre-vocational services, including development of learning skills, communication skills, and interviewing skills;
- Workforce preparation activities;
- Financial literacy;
- English language acquisition and integrated education and training programs; and
- Follow-up services, including counseling regarding the workplace for customers in WIOA activities that are placed in unsubsidized employment for not less than 12 months after the first day of the employment as appropriate.

## **I. Orientation, Service Navigation, and Career Coaching**

### ***Qualified respondent(s) must:***

- Provide each customer with an orientation of available services, including all partner services and any other pertinent resources to ensure successful return to employment.
- Follow the customer flow process detailed in **Attachment E** and summarize any changes to this process in the response to the RFP.
- Provide and make orientation information accessible to customers both online and in person, at the one stop center and/or in any affiliate or delivery site.

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

### ***Qualified respondent(s) must:***

- Outline training programs that they intend to offer.
- Offer training programs that focus on the SCWDB's six targeted industry sectors.
- All types of occupational skills training programs will be provided through Individual Training Accounts (ITA's) and/or the Trade Adjustment Assistance (TAA). Respondents must demonstrate an understanding of TAA, who is eligible and how they will assist in making workers eligible. ITA's may only be issued from the Kentucky approved Eligible Training Provider List <https://etpl.ky.gov/ETPL/SearchProgram.aspx>.
- Provide additional training activities, including cohort training or the following training services:
  - Occupational skills training, including training for nontraditional employment;
  - On-the-job training;
  - Incumbent worker training (as authorized by the Board);
  - Programs that combine workplace training with related instruction, which may include cooperative education programs;
  - Training programs operated by the private sector;
  - Skill upgrading and retraining;
  - Entrepreneurial training;
  - Transitional jobs;
  - Job readiness training provided in combination with other training services such as occupational skills training;

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

### III. Individuals with Barriers to Employment

***Qualified respondent(s) must:***

- a. Address how they will comply with WIOA Program Requirements for Job Seeker Services outlined in Sec. 3 (24) which defines an “individual with a barrier to employment” as a member of one or more of the following populations:
- Displaced Homemakers
  - Low-Income Individuals
  - Indians, Alaska Natives, and Native Hawaiians, per terms defined in Section 166
  - Individuals with disabilities, including youth who are individuals with disabilities
  - Older individuals
  - Ex-Offenders
  - Homeless Individuals (as defined in Section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6)), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2)).
  - Youth who are in or have aged out of the foster care system
  - Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers
  - Eligible migrant and seasonal farm workers, as defined in Section 167(i)
  - Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
  - Single parents (including single pregnant women)
  - Long term unemployed individuals
  - Such other groups as the Governor determines to have barriers to employment.

### IV. Determination/Verification/Certification

***Qualified respondent(s) must:***

- a. Outline how they will determine, verify, and certify WIOA eligibility for each Adult or Dislocated Worker customer.
- b. Provide a process for obtaining and maintaining acceptable records/documents to verify each required eligibility item.
- c. Outline processes for the following:
- Verification of documents and other necessary paperwork maintenance;
  - Data entry into the Kentucky EKOS case management system, or any subsequent state system, on a regular and ongoing basis;
  - Documentation of services, referrals, progress, activities, and follow-up; and

- Documentation of successes and barriers related to the completion of the service plan along with potential next steps of services.

**V. Assessment** - SCWDB requires that the Test of Adult Basic Education (TABE) be used to assess basic skills. Other assessments, such as CASAS, are being explored as well.

***Qualified respondent(s) must:***

- Outline how they will assess the skill levels and service needs of Adults and Dislocated Workers as follows:
  - Diagnostic testing instruments and/or any other assessment tools which will be used;
  - Use of the National Career Readiness Certificate (NCRC);
  - Interviewing and evaluation processes to identify employment barriers and appropriate employment goals; and
  - Methods for identifying how occupational skills, career interests, and aptitudes will be assessed.
- Provide information on the proposed assessment tools utilized when conducting assessments of basic skills, abilities, interests, evaluation of work history, and evaluation of support service needs for WIOA Adult and Dislocated Worker customers.
- Obtain approval from the SCWDB for all assessment processes and tools prior to implementation.
- Ensure all assessments are applied in a consistent and equitable manner.

**VI. Individual Employment Plans**

***Qualified respondent(s) must:***

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

**VII. Case Management**

***Qualified respondent(s) must:***

- Provide experienced Case Managers/Career Coaches to meet the needs of the active and follow-up WIOA customers of the current and future caseload.
- Provide case management to ensure all customers are successful.

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

## **VIII. Follow Up**

### ***Qualified respondent(s) must:***

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

## **IX. Additional service strategies that should be incorporated into the response by respondent(s):**

- 1. Description of the customer flow process from start to finish. SCWDB's expectations and existing processes are outlined in **Attachment D**, WIOA Customer Flow.
- 2. Description of the strategy to wrap-around career readiness and recruitment services responsive to the needs of residents;
- 3. Description of how intensive career planning, career coaching and job search preparatory services, including pre-employment assessments, individual employment plans, and career counseling will be tailored.
- 4. Description of services like resume development and interview support, as well as connections to supportive services, including High School Equivalency Diploma programs;

5. Provision of group and one-on-one financial counseling to support smart earning and saving practices;
6. Description of how referrals will be made to a coordinated network of the region's community-based organizations, workforce development providers, training providers, faith-based organizations, and social service agencies;
7. Statement of commitment to work in partnership with the Business Solutions Team to find, hire, and train a qualified workforce and to work together to create a single point of contact for business services; and
8. Statement that demonstrates understanding of the SCWDB's certification process and a commitment to become certified within a year of the contract's award.

## 2.3 Scope of Services to be Provided by the Respondent(s) for Services to Out of School Youth

### Background

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

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

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

- A demonstrated track record of providing the proposed services successfully to the target population.

In PY 2017, the WIOA Youth program enrolled and served **155** young adults and is on track to enroll **62** new young adults in PY 2018. Currently, nearly **31%** of all WIOA Youth program participants are Basic Skills Deficient (BSD) and almost **7%** have a self-disclosed disability.

### Target Population

WIOA Youth Programs focus on two target populations:

- **In School Youth** - must be attending full-time secondary school; be fourteen (14) to twenty-one (21) years of age; and must be capable of earning a High School Diploma or attaining a GED or Certificate of Completion.
- **Out of School Youth** - must be ages sixteen (16) to twenty-four (24) and either a school dropout or an individual who has either graduated from high school or holds a GED.

In accordance with WIOA, at least 75% of WIOA Youth Program funding must be spent on Out of School Youth. **The SCWDB is focusing primarily on providing services to disconnected out of school youth and young adults.** It is preferred that respondents propose serving as close to 100% out of school youth ages 18 to 24 as possible. It is also allowable to propose services to in school youth as a small percentage (less than the WIOA allowable 25%) of the respondent(s) overall program. However, the focus for the SCWDB is on providing an intensive array of services to out of school youth and young adults defined as follows:

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

Refer to SCWDB policies and eligibility requirements for WIOA and OSY at <http://sckyfwd.org/>.

### Requirements

The respondent(s) are requested to submit a proposal that describes in detail how their proposed program will provide the following activities:

#### I. Recruitment and Eligibility Determination

##### **Qualified respondent(s) must:**

- a. Develop and implement a viable outreach and recruitment strategy for Out of School Youth (OSY) that coincides with enrollment levels identified in the proposal.
- b. Maintain a written strategy to recruit and engage OSY and to consistently meet the enrollment targets agreed upon in the contract.
- c. Find, connect with and recruit OSY with creative, proactive and broad outreach strategies.
- d. Identify and screen youth for WIOA eligibility.
- e. Ensure OSY with disabilities receive equal opportunities to receive services.

- f. Establish a successful recruitment program that will incorporate ongoing outreach to community, governmental and faith-based organizations with strong connections to OSY.
- g. Organize partnerships with the Department of Health and Human Services, Department of Juvenile Services, Community Colleges and other entities.
- h. Incorporate non-traditional methods such as those identified in a U.S. DOL Workforce Innovation Fund Demonstration Grant into day-to-day services. A brief on these strategies can be found at:  
<http://www.impaqint.com/sites/default/files/files/Recruitment%2C%20Outreach%2C%20and%20Engagement%20of%20Disconnected%20Young%20Adults%20under%20WIOA.pdf>

## II. Process for Eligibility Determination

### **Qualified respondent(s) must:**

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

- Must have complied with the requirements of the Military Selective Service Act by providing documentation to demonstrate compliance with those requirements; and
  - Be lawfully eligible to work in the United States.
- g. Up to five (5) percent of young adult participants served by the respondent(s) may be individuals who do not meet the income criterion for eligible young adults. These young adults must meet the same eligibility requirements for other young adults listed above, with the following additions:
- Are one or more grade levels below the grade level appropriate to the individual's age, as determined by the appropriate test or school system.
  - Face serious barriers to employment. This would include, but is not limited to young adults with disabilities, young adults who are considered at risk due to family situations such as a family history of domestic violence, child abuse, substance abuse or whose siblings are offenders or school drop-outs and young adults for whom English is their second language.

**III. Assessments to Identify Skills, Competencies and Service Needs of Young Adults -** SCWDB requires that the TABE assessment be used to assess basic skills. Other assessment instruments appropriate to the population can also be used to gauge other skills and/or competencies.

***Qualified respondent(s) must:***

- a. Outline the types of assessments that will be used in youth programs which may include but are not limited to the following:
  - Academic skills in reading and math (use of TABE is mandatory)
  - Occupational skills
  - Prior work experience
  - Interests
  - Aptitudes
  - Support service needs
  - Developmental needs, including assessing for disabilities where appropriate and resiliency and self-efficacy
- b. Identify how the results of the assessment will be used to (a) design an individual service strategy that assists a young adult to develop the skills required to gain competence in those skills, (b) reenter an educational setting, (c) remain in a current educational environment and complete postsecondary education or (d) to identify and obtain employment.
- c. Administer and evaluate appropriate pre- and post-tests to measure actual performance outcomes for participants, as appropriate to the activity.
- d. Enter into written agreements and/or establish viable linkages with community organizations to provide services to OSY.

**IV. Planning and Delivering Effective Individualized Services**

***Qualified respondent(s) must:***

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

- b. Establish strategies to guide and support youth as they work to achieve their postsecondary and career goals while promoting long-term retention.
- c. Document each participant's plan in his or her "Individual Service Strategy" (ISS). The ISS will include a customized program of services that is based on assessment findings and incorporate, as appropriate, one or more of the **14 WIOA-required program elements** summarized below.

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

- 1. Dropout Prevention Services** – The respondent(s) must establish a means to provide services such as tutoring, study skills training, instruction, dropout prevention, and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. This could consist of high school graduation, receipt of the GED or of the secondary school certificate of completion, instruction leading to postsecondary prerequisites and industry-recognized credentials.
- 2. Alternative Secondary School Services** - The respondent(s) must establish a means to ensure young adults who are out of school, but still of school age or in school and not progressing satisfactorily in the traditional classroom or through the traditional college bound or vocational curriculum, may return to school in alternative education programs. Such programs may already exist in the school district or may be connected to Alternative Adult Education programs. The respondent(s) must ensure the programs strengthen math, reading, technology and communication skills. Programs should also encompass employment goal, pursuit of post-secondary education or participation in an alternative education program. Lastly, the respondent(s) services are expected to lead to attainment of a GED for non-high school completers or to a high school diploma for in school youth or youth returning to traditional school.
- 3. Paid and unpaid work experiences with an academic and occupational education component** – The respondent(s) must provide both paid and unpaid work experiences to program participants, including internships and job shadowing. Services should be offered year-round and may be linked to academic and occupational learning or as a stand-alone work experience activity if part of a continuum of services to the young adult. The respondent(s) can provide training through apprenticeships, subsidized work experiences and on-the-job training (OJT), as appropriate, in order to ensure that the youth achieve the employment goal included in the individual service strategy.

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

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

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

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

4. **Occupational Skills Training** – The respondent(s) will provide occupational skills training, with a focus on recognized postsecondary credentials and in-demand occupations. This could consist of high school graduation, receipt of the GED or of the secondary school certificate of completion **and** industry-recognized credentials.
5. **Leadership Development Opportunities** - The respondent(s) will provide participants with a wide array of leadership opportunities that include community service and peer-centered activities that encourage personal responsibility, exposure to postsecondary educational opportunities, life skills training, and other positive social behaviors during non-school hours. The respondent(s) must ensure that such opportunities are readily available and negotiate such opportunities based on the needs of the individual young adult for personal development. The individual service strategy must show the leadership development activity(s) and the expected outcome.
6. **Supportive Services** - The respondent(s) must either provide or arrange to provide services that allow young adults full participation in the activities included in the service strategy and to achieve the employment and education goals included in the service strategy. The support services may include gas cards, purchase of equipment or clothing, and other supports to allow full participation.

7. **Adult Mentoring** – The respondent(s) must provide mentoring services to any young adult requiring the support and involvement of a responsible, caring adult. Mentoring must be provided during the period of the young adult's involvement in WIOA services and after termination from all WIOA services for a total of not less than 12 months.
8. **Follow-up Services** – The respondent(s) must provide follow-up services for a period of not less than 12 months for all young adults after completion of participation in all services detailed in the individual service strategy. Follow-up services may include a return to WIOA Core Services through the one-stop centers or through mentoring and other non-training services.
9. **Comprehensive Guidance and Counseling** – The respondent(s) must ensure all young adults receive on-going counseling and case management while participating in WIOA services, including drug and alcohol counseling. The respondent(s) must also ensure documentation of the counseling and guidance activities in the records of the young adult through case notes, appointments and other notations.
10. **Integrated Education and Training for a Specific Occupation or Cluster** - The respondent(s) are expected to conduct an objective assessment for the purpose of identifying appropriate services and career pathways for participants. These assessments will be built into the Individual Employment Plans for enrolled young adults and will identify specific career pathways to attain the young adult's career objectives.
11. **Financial Literacy Education** – The respondent(s) will provide workshops and information on financial literacy and management to enrolled young adults on topics such as setting financial goals, paying for postsecondary education, and how to make informed financial decisions. Helping young adults open a bank account should be part of the curriculum. For youth and young adults who may be in work experience, the capacity for electronic deposit of their wages should be presented as an option.
12. **Entrepreneurial Skills Training** - The respondent(s) must incorporate entrepreneurial skills training as an occupational option when developing a young adult's career plan. Entrepreneurial education should be an option offered to young adults interested in starting their own businesses. The respondent(s) should provide training to help young adults develop an understanding of what it means to be an entrepreneur and help them decide whether to pursue entrepreneurship as a career.
13. **Postsecondary Preparation and Transition Activities** - The respondent(s) should provide a plan of how they will contribute to the development of supported career pathways for young adults who need more intensive assistance in navigating the transitions to postsecondary education or attaining occupational training, industry-recognized certifications, and obtaining meaningful employment.
14. **Labor Market Information** – The respondent(s) must provide labor market information about in-demand industry sectors and occupations to participants. The

respondent(s) should have knowledge of regional labor market information (LMI) resources, including O\*NET. Other LMI resources should be noted in the proposal.

## **V. Development of Individual Employment Plans and Ongoing Case Management**

### ***Qualified respondent(s) must:***

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

## **VI. Follow-Up**

### ***Qualified respondent(s) must:***

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

## **VII. Capacity**

### ***Qualified respondent(s) must:***

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

## **VIII. Proposed Outcomes**

### ***Qualified respondent(s) must:***

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

Program	Program Estimated Number to be Served	Estimated Number to be Placed	Estimated Number to enroll in postsecondary certification and/or credentialing programs	Estimated Cost per participant
Out of School Youth				
In School Youth (if proposing to serve in the overall program)				

Under WIOA, there are three (3) required core performance measures for the Youth program. The respondent(s) must be able to meet or exceed all performance measures. The current PY 2017 performance levels negotiated with the Office of Employment and Training (OET) are provided below. Current performance outcomes for the SCWDB Youth Program are outlined in **Attachment B**.

**SCWDB Youth Performance Measures – OET Approved Levels**

Performance Measure	2017 Negotiated Performance Level
Employment Rate 2 <sup>nd</sup> Quarter After Exit	62 %
Employment Rate 4 <sup>th</sup> Quarter After Exit	64%
Credential Attainment within 4 Quarters After Exit	63%

## SECTION 3 GENERAL PROVISIONS

### 3.1 Insurance

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

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

- Maintain statutory Worker's Compensation and Employer's Liability insurance in limits of not less than \$100,000 to protect the Contractor from any liability or damages for any injuries (including death and disability) to any and all of its employees, volunteers, or subcontractors, including any and all liability or damage which may arise by virtue of any statute or law in force within Kentucky, or which may be hereinafter enacted.
- The Contractor agrees to maintain Comprehensive General Liability insurance in the amount of \$1,000,000 per occurrence, to protect the contractor, its subcontractors, and the interest of the SCWDB against any and all injuries to third parties, including bodily injury and personal injury, wherever located, resulting from any action or operation under the contract or in connection with contracted work. The General Liability insurance shall also include the Broad Form Property Damage endorsement, in addition to coverages for explosion, collapse, and underground hazards, where required.
- The Contractor agrees to maintain owned, non-owned, and hired Automobile Liability insurance, in the amount of \$1,000,000 per occurrence, including property damage, covering all owned, non-owned borrowed, leased, or rented vehicles operated by the Contractor. In addition, all mobile equipment used by the Contractor in connection with the contracted work will be insured under either a standard Automobile Liability policy, or a Comprehensive General Liability policy.
- The Contractor agrees to maintain insurance in the amount of \$1,000,000 to cover each individual staff.
- The Contractor agrees to maintain liability insurance in the amount of \$1,000,000 to cover its operations.
- Liability insurance may be arranged by General Liability and Automobile Liability policies for the full limits required, or by a combination of underlying Liability policies for lesser limits with the remaining limits provided by an Excess or Umbrella Liability policy.
- **The Contractor agrees to provide insurance issued by companies admitted within Kentucky, with the Best's Key Rating of at least A: VI.**
  - The only exceptions to this are insurers of the London Syndicate and other recognized British and European insurers who are not rated by Best Guide.
- **Hold-harmless and Indemnification:** Contractor shall indemnify, keep and save harmless the SCWDB, its agents, officials, employees and volunteers against claims of injuries, death, damage to property, patent claims, suits, liabilities, judgments, costs and expenses which may otherwise accrue against the SCWDB in consequence of the granting of a contract or which may otherwise result therefore, if it shall be determined

that the act was caused through negligence or error, or omission of the Contractor or his or her employees, or that of the subcontractor or his or her employees, if any; and the Contractor shall, at his or her own expense, appear, defend, and pay all charges of attorneys and all costs and other expenses arising therefore or incurred in conjunction therewith; and if any judgment shall be rendered against the SCWDB in any such action, the Contractor shall, at his or her own expense, satisfy and discharge the same. Contractor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the SCWDB as herein provided.

- The Contractor will provide an original, signed Certificate of Insurance and such endorsements as prescribed herein, and shall have it filed with the SCWDB before any work is started.
- If the Contractor delivers services from a SCWDB-leased facility, the Contractor is required to carry personal property insurance on all equipment installed and maintained on the premises.

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

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

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

## **3.2 Monitoring**

**3.2.1** The SCWDB staff may institute such monitoring activities as are reasonably needed to ensure that this contract is performed in accordance with its provisions.

## **3.3 News Releases by Contractors**

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

### 3.4 Access to and Inspection of Work

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

### 3.5 Evaluation Process

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

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

3.5.2 Upon receipt of the Technical and Business proposals, the Review Panel will evaluate the responses and rank the respondent(s). The SCWDB reserves the right to waive any informalities and to reject all proposals in whole or in part.

3.5.3 A Review Panel will independently evaluate each proposal. It is possible that the Review Panel will request that bidders make an oral presentation to the representatives of the Review Panel and others. If an oral presentation is requested, bidders will be notified of date, time and place. Bidders should note that the SCWDB may award a contract with or without price negotiation.

### 3.6 Contract Award and Details

3.6.1 The contract will be awarded for one year from July 1, 2018 through June 30, 2019 with the following stipulations:

1. On or before April 1, 2019 the contractor must provide a detailed performance report. This report will provide baseline data collected from the scope of service program area(s), as well as evidence of adherence to the statements, policies, practices and methods outlined by the contractor in their response to this RFP.
2. SCWDB will review and evaluate the performance report and supporting documentation to ensure (1) adherence to contracting terms; (2) performance outcomes; and (3) appropriate use of both state and federal funds to support and improve workforce training and education services in the 10-county region.
3. Prior to May 1, 2019 the SCWDB will vote to extend or terminate the contract for the second year of service in its sole discretion.

4. If SCWDB determines the contractor failed to meet any of the terms of the contract or otherwise determines to terminate the contract in its sole discretion, SCWDB will perform a search for a replacement contractor. During which time, SCWDB will extend the existing contract to the incumbent contractor for a period of time deemed necessary to find a suitable replacement contractor. This contracting arrangement is referred to as "bridge contract" which is executed to ensure there is no gap in services.
5. Following the second contract year, three (3) one-year contract extensions may be granted in the sole discretion of the SCWDB. In order to receive a one-year extension contract, contractors must submit an updated Scope of Service and Performance Report by April 1 each year. The SCWDB will provide the criteria and a format for these reports. Failure to provide the updated Scope of Service and Performance Report may result in loss of the contract.

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

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

SCWDB  
803 Chestnut St  
Bowling Green, KY 42101  
ATTN: President and CEO

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

# ATTACHMENT A: MAP OF SERVICE LOCATIONS

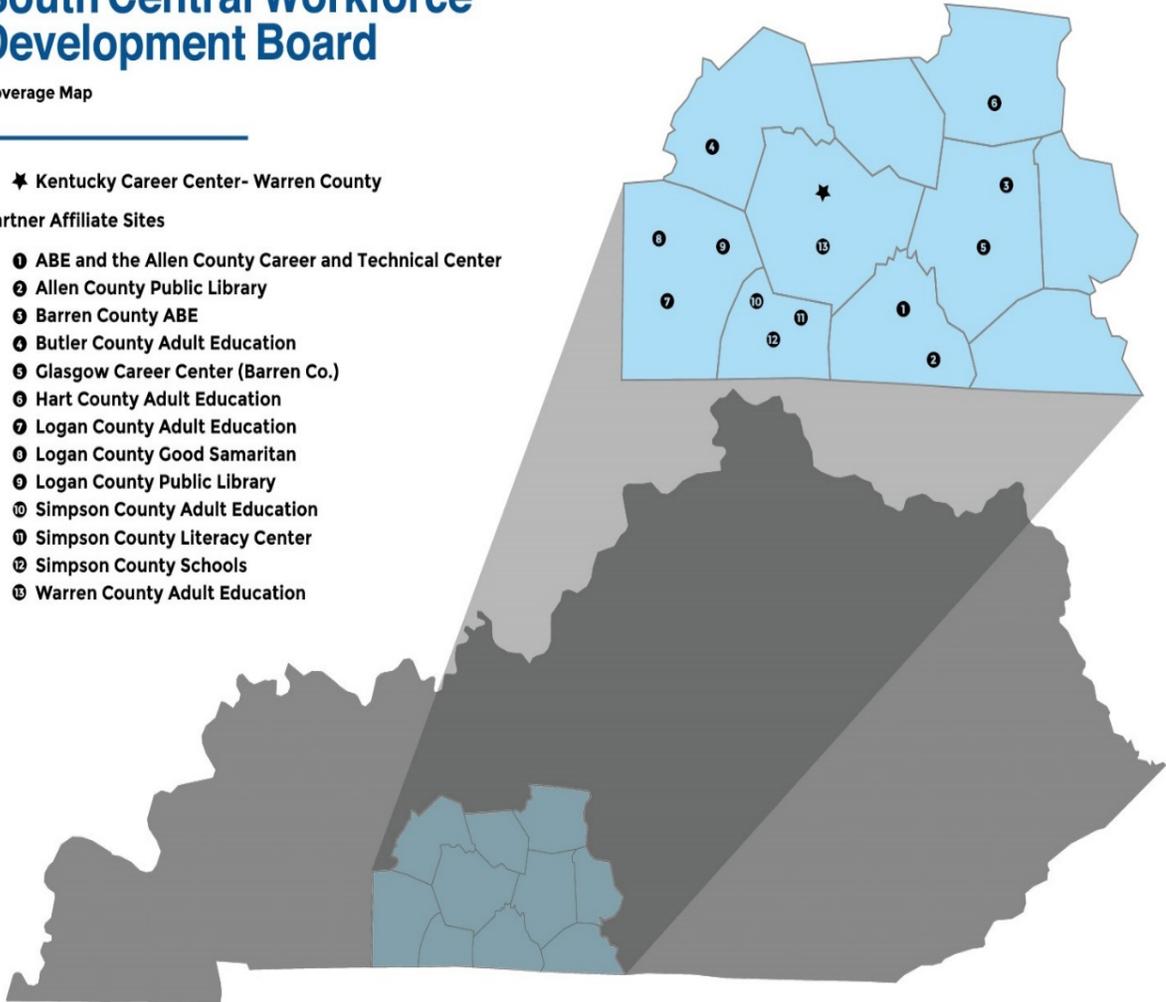
## South Central Workforce Development Board

Coverage Map

★ Kentucky Career Center- Warren County

### Partner Affiliate Sites

- ① ABE and the Allen County Career and Technical Center
- ② Allen County Public Library
- ③ Barren County ABE
- ④ Butler County Adult Education
- ⑤ Glasgow Career Center (Barren Co.)
- ⑥ Hart County Adult Education
- ⑦ Logan County Adult Education
- ⑧ Logan County Good Samaritan
- ⑨ Logan County Public Library
- ⑩ Simpson County Adult Education
- ⑪ Simpson County Literacy Center
- ⑫ Simpson County Schools
- ⑬ Warren County Adult Education



## ATTACHMENT B: CURRENT STATE NEGOTIATED PERFORMANCE LEVELS

For PY17 (July 1, 2017 – June 30, 2018)

WIOA performance levels for PY 18 have not yet been set by OET.

<b>Adult Program</b>	<b>PY 16</b>	<b>PY 17</b>
Employment Rate 2 <sup>nd</sup> Quarter After Exit	64%	66%
Employment Rate 4 <sup>th</sup> Quarter After Exit	68%	71%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$4,680	\$4,820
Credential Attainment within 4 Quarters After Exit	50%	52%
<b>Dislocated Worker Program</b>		
Employment Rate 2 <sup>nd</sup> Quarter After Exit	64%	66%
Employment Rate 4 <sup>th</sup> Quarter After Exit	68%	71%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$5,130	\$5,284
Credential Attainment within 4 Quarters After Exit	50%	52%
<b>Youth</b>		
Employment Rate 2 <sup>nd</sup> Quarter After Exit	60%	62%
Employment Rate 4 <sup>th</sup> Quarter After Exit	62%	64%
Credential Attainment within 4 Quarters After Exit	61%	63%

## **ATTACHMENT C: SCWDB RFP PROTEST PROCESS**

### **ADOPTED January 2018**

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

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

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

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

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

### **Form of Protest**

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

Protests must meet the following requirements to be considered:

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

The Panel, at its sole discretion, may make a decision regarding the protest without requesting further information or documents from the protestor. Therefore, the initial protest submittal must include all grounds for the protest and all evidence available at the time the protest is submitted. If the protestor later raises new grounds or evidence that was not included in the initial protest but which could have been raised at that time, the Panel will not consider such new grounds or new evidence.

## **Determination of Protest Submitted After Notice of Intent to Award**

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

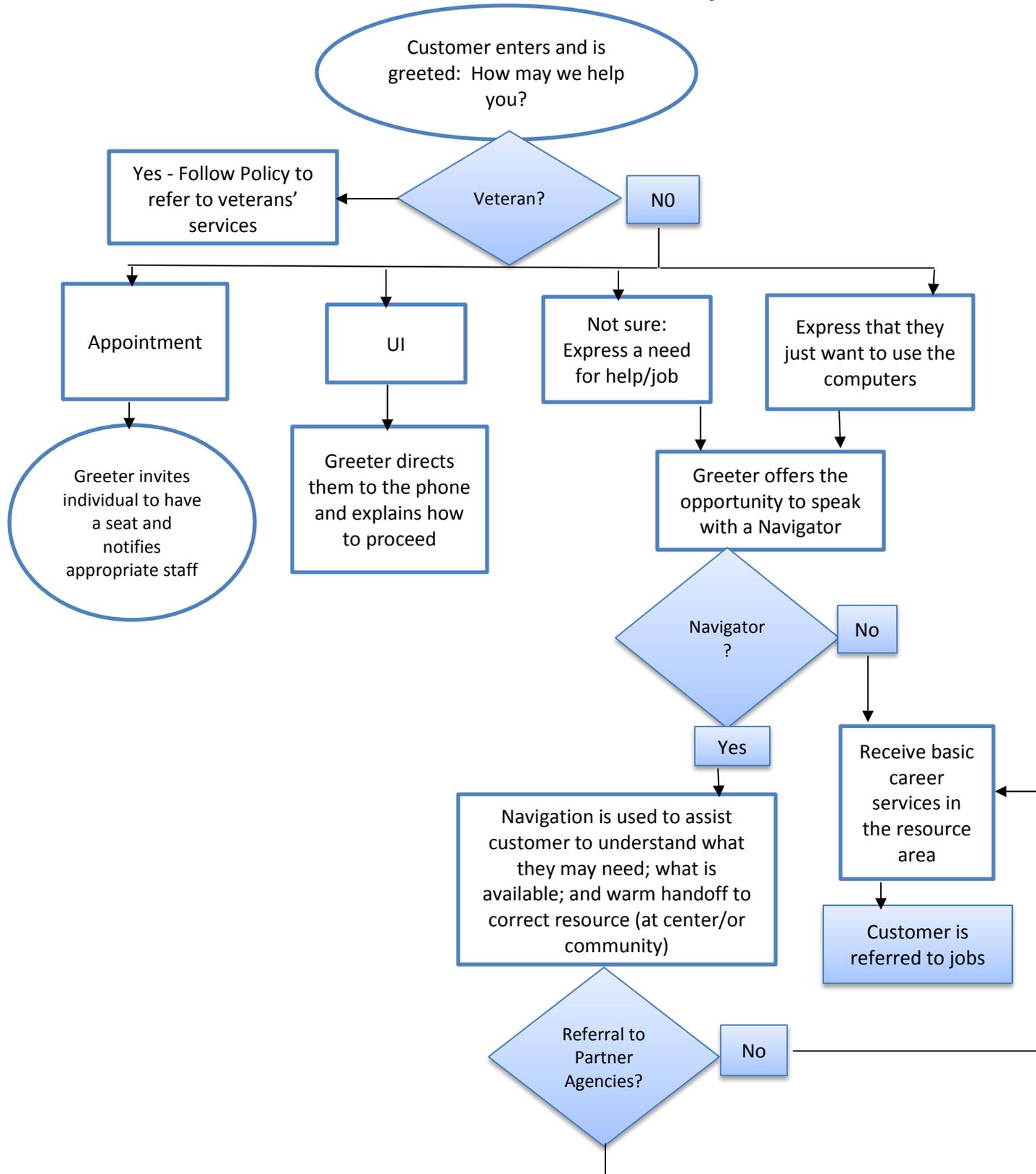
## **Protest Remedies**

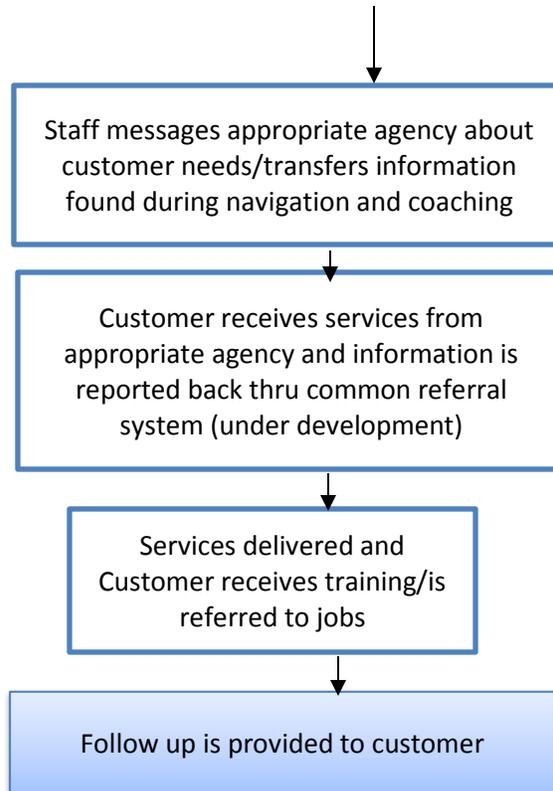
If the protest is upheld by the Panel, SCWDB will consider all circumstances surrounding the procurement in its decision for a fair and reasonable remedy, including the seriousness of the procurement deficiency, the degree of prejudice to the protesting party or to the integrity of the competitive procurement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

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

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

# ATTACHMENT D: WIOA Customer Flow at the Kentucky Career Center





### Delivery Model Explanation

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

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

### Flow Description

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

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

Applicant Organization: \_\_\_\_\_

Applicant Organization Address: \_\_\_\_\_

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

1. The prospective primary participant (i.e. **respondent**) certifies to the best of its knowledge and belief, that it and its principals:
  - a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a federal department or agency;
  - b. have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making also statements, or receiving stolen property;
  - c. are not presently indicted for or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of the offenses enumerated in paragraph (1)(b) of this certification; and
  - d. have not within a three-year period preceding this proposal had one or more public transactions (federal, state or local) terminated for cause or default.
  
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this application/renewal package.

Name and Title of Authorized Representative \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**ATTACHMENT F. Non-Collusion Affidavit**

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

Signature of Authorized Representative: \_\_\_\_\_

Print or Type Name: \_\_\_\_\_

Subscribed and sworn to me this \_\_\_\_ day of \_\_\_\_\_

Notary Public \_\_\_\_\_  
County of \_\_\_\_\_

Commission Expiration Date \_\_\_\_\_