

# WIOA TITLE I ONE-STOP OPERATOR SERVICES

Request for Proposals

PY2018

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# I. GENERAL INFORMATION

## A. PURPOSE OF THE RFP

The purpose of this Request for Proposals (RFP) is to solicit proposals for the competitive procurement of local One-Stop Operators under the Workforce Innovative and Opportunity Act (WIOA), Title I, Public Law 113-128, in the following counties: Brunswick, Columbus, New Hanover, and Pender.

Cape Fear is seeking an innovative program design that employs vision, innovation, accountability, and efficient utilization of resources in workforce development programming with customers. In the spirit of the WIOA legislation as it pertains to the participation of all mandatory partner agencies and programs, it is essential that all partners operate in the most effective and integrated manner as possible to establish a seamless delivery of services for all prospective customers. Proposals should present a clear approach to delivering a broad range of comprehensively designed, fully integrated, and coordinated services that align with the needs of the community for which they bid.

### **Expectations of role:**

- Coordinate service delivery among required one-stop partners and service providers in accordance with the Memorandum of Understanding
- Manage hours of operation and maintain schedule of meetings and events
- Coordinate services for businesses through an integrated service delivery model using cross-trained staff to meet the needs of employers
- Coordinate services for individuals through an integrated service delivery model using cross-trained staff to meet the basic and intensive needs of job-seekers
- Ensure basic services such as program orientations, information on careers, career pathways, and labor markets, and resource rooms are provided
- Manage basic facilities issues and solicit bids for repairs, as needed
- Follow federal, state, and local area regulations/policies concerning handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
- Follow appropriate North Carolina Division of Workforce Solutions Policy Statements
- Follow and implement Cape Fear Workforce Development Board issuances
- Submit reports to the Cape Fear Workforce Development Board, as required
- Participate in meetings and complete projects as required by CFWDB staff
- Ensure all staff/partners of the NCWorks Career Center receive quality training in customer service and are cross-trained in partner program/agency service
- Ensure all staff/partners are trained in the use of the NCWorks Online system
- Offer demand-driven resources to the public
- Use employer, customer, and staff feedback to drive continuous improvement
- Make decisions/develop strategies based on data and successful practices

Bidders should demonstrate the principles listed below:

- Competent and cooperative management style
- Superior customer service to employers, job-seekers, and partners
- Capacity to provide staff and support to One-Stop Center(s)
- Commitment to teamwork and continuous improvement
- Understanding of the local labor market and the needs of local business
- Ability to cross-train all career center staff and manage collaborative teams
- Accountability for required reporting and expectations of the CFWDB
- Willingness to integrate resources and activities with other organizations
- Flexibility in deploying human resources as operational needs evolve
- Ownership for role of One-stop Operator in facilities decisions

## **B. BACKGROUND OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT**

The Workforce Innovation and Opportunity Act supersedes the Workforce Investment Act and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973 to strengthen the workforce development system through better alignment of employment, training, and education programs. WIOA helps job-seekers access services needed to succeed in the labor market and match employers with the skilled workers they need to compete in a global economy. WIOA legislation emphasizes the creation of career pathway programs; improved integration and coordination of education and training services; development of sector-based strategies; and streamlined services for individuals, especially for underprepared job-seekers. WIOA aims to provide activities that increase employment, retention and earnings of the participants, and increase attainment of post-secondary credentials which will result in improving the quality of the workforce, reduce welfare dependency, meet the skill requirements of employers, and increase economic self-sufficiency. WIOA strengthens the role of the One-stop Career Center system. Specifically, WIOA:

***Aligns Federal Investments to Support Job Seekers and Employers:*** At the State level, WIOA establishes a unified strategic planning across “core” programs which include Wagner-Peyser Employment Service; and Title I of the Rehabilitation Act programs.

***Strengthens 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.

***Helps 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 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 law also emphasizes training that leads to industry recognized post-secondary credentials.

***Aligns Goals and Increases Accountability and Information for Job Seekers and the Public:*** WIOA aligns the performance indicators for core programs and adds new ones related to services to employers and postsecondary credential attainment. Performance goals must reflect economic conditions and customers characteristics. It makes available data on training providers' performance outcomes and requires third party evaluations of programs.

Proposers are strongly encouraged to follow the Department of Labor's WIOA resource page for WIOA information and latest updates: [www.doleta.gov/wioa](http://www.doleta.gov/wioa).

These programs are administered under the guidance and oversight of the Cape Fear Workforce Development Board (CFWDB). The CFWDB oversees the NCWorks Career Center one-stop system in the four-county area, approves the annual workforce development plan, and approves all WIOA Title I funded contractors and service providers.

### **C. BACKGROUND OF THE CAPE FEAR WORKFORCE DEVELOPMENT BOARD**

The Cape Fear Workforce Development Board (CFWDB) is appointed by the Cape Fear Workforce Development Consortium Board to provide policy guidance and program oversight for workforce development programs in the four counties. The Board is a group of volunteers representing local business and industry, educational agencies, community-based organizations, organized labor, rehabilitation agencies, economic development, and the public employment service.

**Mission:** Our Mission is to establish and promote workforce development policies that lead to a comprehensive workforce system in southeastern North Carolina resulting in a highly skilled, productive workforce that improves the social and economic quality of life in the community.

**Vision:** Our vision is a world class workforce meeting the demands of the 21<sup>st</sup> century workplace.

**Strategic Plan:** The Cape Fear WDB updates its strategic plan annually and shares with all interested parties.

**Responsibilities:** The Board is responsible for the workforce development system throughout the Cape Fear Local Area. This system must meet the needs of employers by preparing the local workforce to

meet their hiring demands and meet the needs of job seekers transitioning to employment. The system must provide reliable and valid information so customers can make informed decisions about training and employment; connect customers to other service providers in the system and the community; help customers access diverse funding sources for training; and provide quality job matching services for the job seekers and employers.

The Board has the responsibility to oversee and evaluate the NCWorks Career Center system and business services integration throughout the local workforce investment area. As such, the Board is committed to the highest quality services and achievement of performance standards through outstanding customer service and continuous improvement. The CFWDB staff will be available to provide the successful proposer the technical assistance and capacity building needed to achieve the highest level of performance combined with outstanding customer satisfaction. The responsibilities of the CFWDB include:

**Federal Connection:** Ensure that Federal procedures and guidelines are correctly implemented; allocate federal workforce development funds; provide data and reports as needed to satisfy Federal systems and participate in Federal funding opportunities that further the Board's vision for the NCWorks system.

**State Connection:** Ensure that State policies, procedures and guidelines are correctly implemented; allocate State workforce development funds; provide data and reports as needed to satisfy Federal and State systems and participate in State funding opportunities that further the Board's vision for the NCWorks system.

**Local Connection:** Comply with local government policies (the WDB's fiscal agent) and regulations; serve as the convener for workforce development in the Cape Fear Region and partner with local organizations on community needs.

**Technological Connection:** Ensure NCWorks Career Centers are equipped with current technology to better serve and assist all customers; manage the local information system for the Workforce Innovation and Opportunity Act programs and activities.

**Evaluation and Measurement Metrics:** Approve customer satisfaction survey tools throughout the system and other evaluation tools; measure metrics set for NCWorks Career Centers to ensure quality services are being provided and continuous improvement; designate the successful operator of the NCWorks Career Centers; maintain a grievance procedure for customers to access if the Operator grievance procedures do not produce a resolution; meet with the NCWorks Career Center Operator regularly to listen to suggestions, discuss issues and resolve concerns; and monitor and report on quality, performance and cost effectiveness, through on-site visits, records review, evaluations, expenditure review and other methods as needed.

**Outreach:** Approve site location, facilities and equipment that contribute to a center of excellence and customer satisfaction; approve outreach materials funded by the Board or containing information about the Board’s programs; provide NCWorks Career Centers with a common name, logo and signage to promote the identity of the NCWorks Career Centers and ensure connectivity between the NCWorks Operator and local and regional entities such as Chambers of Commerce, public education institutions, economic development entities, etc.

**Performance and Compliance:** Provide technical assistance on all policies, procedures and rules that impact the operation of centers and provide assistance as needed for compliance; develop and provide technical assistance to build capacity to help operator meet quality and consistency standards as well as to meet or exceed performance goals within the NCWorks system; ensure compliance with all rules, regulations and procedures issued by all funding sources.

Perform fiscal and programmatic monitoring for compliance in accordance with Federal, State and local standards; track and maintain documentation of each performance measure and approve regional education/training providers for inclusion on the State Training Provider List.

**Fiscal:** Ensure that administrative and programmatic cost categories are properly implemented; confirm that costs are correctly allocated to the associated funding stream; verify that NCWorks system costs are allocated according to the MOUs and provide technical assistance to the fiscal staff.

The roles and responsibilities may be refined and changed as the WIOA regulations and procedures are changed by the US Department of Labor; State policy and requirements are created and implemented throughout the State’s workforce development system and local direction and procedures are adopted or revised by the Board.

The **Cape Fear Council of Governments** is the administrative entity and grant recipient for the Cape Fear Workforce Development Consortium. The Cape Fear Council of Governments through an agreement with the Cape Fear Workforce Development Consortium and the Cape Fear Workforce Development Board is authorized to receive Workforce Innovation and Opportunity Act funds and to administer programs. With consultation and direction from the Cape Fear Workforce Development Board, workforce development programs are designed through a “partnership” approach.

Contracts entered into with successful WIOA bidders will be contracts with the Cape Fear Council of Governments. All contracts resulting from this RFP are contingent upon the availability of funds and are subject to amendment or termination due to the lack of or reduced funding. All parties contracting with the Cape Fear Council of Governments must comply with the USDOL regulations and any other interpretations published by the USDOL. Administration and operation of this program is subject to compliance with the federal Workforce Innovation and Opportunity Act of 2014, State policies and

procedures as issued from the Department of Commerce/Division of Workforce Solutions, and local policies and procedures as issued by the Cape Fear Workforce Development Board.

## II. SELECTION PROCESS AND TERMS

### A. CONTRACT INFORMATION

#### Type of Contract

Bidders must propose a cost-reimbursement contract. A cost-reimbursement contract is one that establishes an estimate of total costs for the purpose of obligating funds and a ceiling that the contractor may not exceed (except at contractor's risk) unless the awarding party agrees to amend the contract to provide additional funds. A line item budget shall be based on all legitimate costs to be incurred by the contractor in carrying out the training activity. The contractor is reimbursed for the actual expenses according to the approved line item budget.

If any part of the work covered by this request is to be subcontracted, the grantee shall identify the subcontracting organization, and a subcontract agreement must be entered into between the two parties. Written approval from the Cape Fear Council of Governments – Workforce Development prior to initiating any subcontract agreements is required. Copies of the agreements must be submitted to the Cape Fear Workforce Development Board.

#### Eligible Service Providers

Under WIOA Law, the Local Board has been authorized to select one-stop operators, which must be designated/certified as a local one-stop provider through a competitive process. An entity or consortium of entities in the public and private sector are eligible to apply.

Eligible entities include:

- An institution of higher education
- A state employment service agency established under Wagner-Peyser
- A community-based organization
- A non-profit organization
- A private, for-profit entity
- A government agency
- Other interested organizations or entities that could include a local chamber of commerce, business organization, or labor organization.

Elementary schools or secondary schools **are not** eligible for designation as one-stop operators except non-traditional public secondary schools and area career and technical education schools.

A One-Stop operator can also be a service provider, but proper firewalls must be in place, as well as internal controls, to separate the functions of one-stop center oversight, monitoring, and evaluation from its role as a service provider. Any not-for-profit entity interested in being selected as a one-stop operator MUST have been incorporated for at least two years (as evidenced by a letter from the appropriate governing body certifying incorporation) AND be designated as a 501 c-3 tax-exempt organization by the Internal Revenue Service. Any for-profit entity interested in being selected as a one-stop operator MUST have been incorporated at least two (2) years, AND applicants must provide an Original Certificate of Insurance by the time of the award announcement.

*An entity may not compete for funds if:*

- the entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency;
- the entity's previous contract with the Cape Fear Workforce Development Board was terminated for cause;
- the entity has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or
- the entity's name appears on the convicted vendors list.

*Outstanding Monitoring, Audit or Legal Concerns* – respondents must disclose and rectify any and all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.

*Competency* – respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP and must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and applying them in developing the RFP response.

### **Contract Period**

The bidders selected will be awarded a two-year contract (July 1, 2018 – June 30, 2020); however, the initial funding period is for one year (July 1, 2018 – June 30, 2019). A fully-executed contract must be in place within the first thirty days of the contract period. No funds will be exchanged until after the contract is executed by both parties agreeing to the terms outlined in the contract. The CFWDB reserves the right to modify all contracts year-to-year. A contractor must meet the performance

requirements as outlines in the contract; however, the CFWDB is not bound to exercise additional contracts solely on stated performance criteria. Continuation is subject to future funding and legislative authority.

Contracts will be reviewed annually and will be extended for each additional program year based on the following:

- Funding is sufficient to allow an extension for a longer time period
- Performance expectations under the existing criteria were met
- There have been no serious issues related to performance or invoicing
- Services being provided remain valuable to participants or the need remains
- Contractor has met all external audit requirements

### **Anticipated Funding**

All funding is contingent on the availability of federal funds and continued federal authorization for program activities. Any contract hereto is subject to the amendment or termination due to lack of funds or authorization due to statutory or regulatory changes.

Respondent’s proposed budgets must be within the amounts indicated and must be reasonably based on proposed service level and service delivery plans. Subsequent revisions and negotiations of final contract budgets may be required due to actual allocations received, actual infrastructure costs, and funding award decisions.

Funds are not to exceed the anticipated maximum per county as listed below:

<b>COUNTY</b>	<b>Projected Allocation</b>
Brunswick	\$25,000
Columbus	\$25,000
New Hanover	\$25,000
Pender	\$25,000
<b>TOTAL</b>	<b>\$100,000</b>

## B. SCHEDULE FOR SELECTION

### Important Dates

Friday, April 6		RFP Released
Wednesday, April 18	3:00 p.m.	Mandatory Bidders' Conference
Wednesday, April 18	4:00 p.m.	Intent to Bid Due
Friday, May 4	4:00 p.m.	Proposals Due
May – June		Board Review
Wednesday, June 12	3:00 p.m.	Board Action
Friday, June 15		Notice of Selection
Monday, July 2		Contract Period Begins

### Mandatory Intent to Bid

Respondents must submit an Intent to Bid. Notices of Intent to Bid are due no later than 4:00 p.m. on Wednesday, April 18, 2018.

### Mandatory Letter of Reference Form

Upon receipt of the Intent to Bid, respondents will receive three copies of the CFWDB Reference Form. The respondent must solicit references via this form. The Reference Form must be submitted in a sealed envelope to the Cape Fear Council of Governments by May 4, 2018.

### Mandatory Bidders' Conference

There will be a mandatory Bidders' Conference for those organizations with an intention to bid. The Bidders' Conference will be held on Wednesday, April 18, 2018 at 3:00 p.m. at the Cape Fear Council of Governments at 1480 Harbour Drive, Wilmington, NC 28401. Bidders may participate via telephone. If you would like to participate telephonically, arrangements must be made in advance by contacting April Johnson [ajohnson@capefearcog.org](mailto:ajohnson@capefearcog.org) no later than Monday, April 16, 2018. The mandatory Intent to Bid will be accepted at the Bidders' Conference.

### **Contact Information for RFP Questions**

The CFWDB or staff cannot assist proposers with actual preparation of their proposal. During the period of time between the publication date of the RFP and the deadline to submit technical RFP questions, the CFWDB will only respond to technical questions about the RFP submitted by email. No telephone inquiries will be accepted.

All RFP technical assistance questions will be answered at the mandatory Bidders' Conference and/or included with official responses to questions received at the mandatory Bidders' Conference, which will be posted on the CFCOG website. All proposers will be notified by email when questions concerning RFP technical assistance are answered and posted on the website.

During the proposal process, the individual identified below is the contact for any inquiries or information relating to this RFP. Questions concerning this RFP, the application process, or programmatic issues should be submitted in writing by email or addressed as listed below.

Ginger Brick, Director  
Cape Fear Workforce Development Board  
Cape Fear Council of Governments  
1480 Harbour Drive, Wilmington, NC 28401  
[gbrick@capefearcog.org](mailto:gbrick@capefearcog.org)

## **C. INSTRUCTIONS**

### **General Instructions for Submission**

All proposals must be sealed and addressed as directed per these instructions. Failure to do so may result in a premature opening of, or failure to open, such a proposal. Sealed modifications of proposals already submitted will be considered if received at the office by the final date.

Budgets must be submitted as an attachment to the proposal and clearly labeled.

Please submit one original in a three-ring binder, with sections and required attachments clearly marked, and four copies of proposal, no later than 4:00 p.m. on Friday, May 4, 2018 to:

Ginger Brick, Workforce Development Director  
Cape Fear Workforce Development Board  
Cape Fear Council of Governments  
1480 Harbour Drive, Wilmington, NC 28401

Please also submit an email PDF to [gbrick@capefearcog.org](mailto:gbrick@capefearcog.org) with the subject "CONFIDENTIAL PROPOSAL" no later than 4:00 p.m. on Friday, May 4, 2018.

### **Proposal Format**

Proposals should include all items, in the order shown, as listed in the Section IV of this RFP. Submissions must be numbered and labeled as indicated. All forms should be completed with all information requested and executed properly. Proposals that fail to include all applicable forms and information will not be considered. Forms are attached unless otherwise indicated.

## **D. SELECTION AND APPEALS**

### **Terms of Selection**

The CFWDB reserved the right to accept or reject any or all proposals received. The CFWDB reserves the right to waive informalities and minor irregularities in offers received. All solicitations are contingent upon availability of funds.

The CFWDB may accept any item or group of items of any offer, or award more or fewer slots at the same price bid, unless the proposer qualifies its offer by specific limitations.

The CFWDB may select a service provider based on initial offers received without discussion of such offers. Accordingly, each initial offer should be submitted on the most favorable terms from a price and technical standpoint that the proposer can submit to the CFWDB. However, the CFWDB reserves the right to request additional data or oral discussion or documentation in support of written offers.

Any proposer may be requested to make an oral presentation of their proposal(s) to the CFWDB. If requested, staff will schedule the time and location for these presentations.

The primary consideration in selecting organizations to deliver services will be the effectiveness of the organization in delivering comparable or related needs based on demonstrated performance, in terms of the likelihood of meeting performance and expenditure goals.

Determinations will take into consideration such matters as whether the organization has:

- Adequate financial resources or the ability to attain them;
- The ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals;
- A satisfactory record of past performance in related activities;
- A satisfactory record of integrity, business ethics, and fiscal accountability;
- The necessary organization, experience, accounting, and operational controls;
- The technical skills and time to perform the work; and
- An adequate plan to provide services and all related aspects of providing services as described in the offeror's proposal.

### **Terms of Contract**

After the CFWDB has determined the most qualified proposals, an attempt to negotiate the final terms of the contract will begin. If negotiations with the first applicant are unsuccessful, the CFWDB will stop all negotiations with the first applicant and proceed to negotiate contract terms with the second applicant. The same procedure will occur with the third applicant if negotiations fail with the second applicant. If an agreement is not negotiated with any of the first three applicants, additional applicants may be selected.

## Appeals

Appeals by proposing organizations denied funding are limited to procedural appeals only. Such appeals shall be based solely on allegations of irregularities in the solicitation and awards procedure and not on the relative merit of the offers submitted. If a proposer believes to have been harmed by the violation or misapplication of procedure or regulation of this program, the proposer has the right to file grievance. This grievance should be filed according to the written procedures established by the CFWDB and may be obtained by contacting the CFWDB Director, Ginger Brick, by emailing [gbrick@capefearcog.org](mailto:gbrick@capefearcog.org).

## E. GENERAL REQUIREMENTS

- This RFP does not commit the CFWDB to award a grant.
- No costs will be paid to cover the expense of preparing a proposal or to procure a contract for services or supplies under WIOA.
- Ownership of all data, material, and documentation originated and prepared by the service provider pursuant to the contract shall belong exclusively to the CFWDB.
- Proposals should be submitted in the format set forth in this RFP and should adhere to the minimum requirements specified herein.
- Formal notification to award a contract and the actual execution of a contract are subject to the following:
  - Receipt of WIOA funds granted under the WIOA plan;
  - Results of negotiations between selected service providers and CFWDB administrative staff; and
  - Continued availability of WIOA funds.
- Any changes to the WIOA program, the State of North Carolina WIOA Plan, or the CFWDB WIOA Plan, may result in a change in contracting. In such instances, the CFWDB will not be held liable for what is in the Offeror's proposal or this Request for Proposal package.
- Each offeror submitting a proposal will be notified in writing of the CFWDB's decision regarding its proposal.
- Proposals submitted for funding consideration must be consistent with the federal WIOA legislation, all applicable Federal Regulations, the North Carolina Division of Workforce Solutions policies, and the CFWDB policies and procedures.
- Offerors selected for funding must also ensure compliance with the following: USDOL Regulations 20 CFR Part 652, Office of Management and Budget Circulars A-21, A-87, A-110, A-122, A-133 or 48CFR Part 31, whichever is applicable.
- The CFWDB may require selected service providers to participate in negotiations and to rewrite their proposals as agreed upon during negotiations.

- Additional funds received by the WDB may be contracted by expanding existing programs, or by consideration of proposals not initially funded under this RFP, if such proposals were rated in the competitive range. These decisions shall be at the discretion of the CFWDB.
- The CFWDB may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of the CFWDB, the services proposed are not needed, or the costs are higher than the CFWDB finds reasonable in relation to the overall funds available, or if past management concerns lead the CFWDB to believe that the service provider has undertaken more services than it can successfully handle.
- Any proposal approved for funding is contingent on the results of a pre-award survey that may be conducted by the CFWDB administrative staff. This survey will establish, to the CFWDB's satisfaction, whether the proposed service provider is capable of conducting and carrying out the provisions of the proposed contract. If the results of the survey indicate, in the opinion of the CFWDB, that the proposed service provider may not be able to fulfill contract expectations, the WDB reserves the right not to enter into contract with the organization, regardless of CFWDB approval of the Offeror's proposal.
- The CFWDB is required to abide by all WIOA legislation and regulations. Therefore, the CFWDB reserves the right to modify or alter the requirements and standards as set forth in this RFP based on program requirements mandated by State or Federal agencies.
- Programs must be operated according to the federal WIOA provisions and all applicable federal regulations, the North Carolina Division of Workforce of Workforce Solutions (DWS) policies and WDB policies and procedures.
- Service Providers will be expected to adhere to CFWDB procedures to collect, verify, and submit required monthly reports as well as invoices to the CFWDB.
- All grievances arising out of the WIOA or this RFP must be filed according to the Cape Fear Workforce Consortium's grievance procedures.
- All service providers must fully comply with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, Title VI and VII of the Civil Rights Acts of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Title IX of the Education Amendments of 1972, as amended; The Age Discrimination Act of 1975, as amended; Americans with Disabilities Act of 1990, as amended; Non-Traditional Employment for Women Act of 1991, as amended; with all other applicable requirements imposed by or pursuant to the regulations implementing those laws, including but not limited to 29 CFR Part 34.
- Service providers must accept liability for all aspects of any WIOA program conducted under contract with the CFWDB. Service providers will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
- Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a service provider fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.

- Service providers will allow access to all WIOA records, program materials, staff, and participants to local, state, and federal representatives. In addition, service providers are required to maintain all WIOA records for a period of 6 years (3 years from the program year which the client completed follow-up services and 3 years beyond that date).
- Selected proposer(s) shall give credit to the CFWDB, as the program activity funding source, in all oral presentations, written documents, publicity and advertisements regarding any activities funded as a result of this RFP.

## **F. GENERAL RULES AND REGULATIONS**

The operation and performance of all components will be in accordance with the Workforce Innovation and Opportunity Act (WIOA), the accompanying Federal Regulations; and any interpretations published by the U. S. Department of Labor (USDOL) and the State of North Carolina; the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and instructions issued by the WDB. [ If new policies are implemented, all contractors will be required to operate in accordance with these mandates.] All contractors are directed to familiarize themselves with the WIOA Act to ensure compliance. Bidders are responsible for obtaining copies of the above listed documents. These and related documents can be obtained online at <http://usdol.gov>.

### **Fiscal and Administrative Management**

A number of changes to the federal OMB circulars took place on December 19, 2017. New Uniform guidance was issued in 2 CFR Part 200 and 2 CFR Part 2900. The Employment and Training Administration issued TEGL 15-14 that gives guidance on this reform. In summary, 2 CFR 200 and 2 CFR 2900 replaces the following: A-103 & A-89, A-87, A-133 & A-50, A-110, A-21, A-110 and A-122.

### **Internal Financial Management**

All proposers are required to conduct internal financial management reviews. The purpose is to provide adequate internal controls and ensure compliance with the following areas related to WIOA funds and services:

- Provisions of the Workforce Investment and Opportunity Act and its regulations;
- Provisions of the WIOA Contract;
- Applicable state and workforce development board policies;
- Accepted financial management and accounting practices; and
- Compliance with 2 CFR 200

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All reports of information creating suspicion of or instances of criminal misconduct must be

reported immediately to Cape Fear WDB staff, NC Department of Commerce-Division of Workforce Solutions and USDOL.

Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIOA funds and confirm adherence to policies regarding allowable costs and allocations of cost to proper cost categories. It is necessary to assure that accounting records are supported by source documentation for each transaction. In addition, records should be traceable to documentation and maintained in such a manner as to provide a complete and accurate audit trail during any internal or external examination.

The selected proposer shall document all internal financial compliance reviews.

If applicable, the proposer will provide a copy of the organization's Cost Allocation Plan. For-profit organizations will need to provide any proposed profit within the budget document.

### **Internal Program Management**

Contractors are required to establish internal program management procedures to assure compliance with contract requirements, delivery of high-quality services to eligible adults and dislocated workers, and achievement of planned outcomes. Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained to support the eligibility of all WIOA customers and confirm adherence to specific requirements and time limitations.

Internal financial management procedures shall be sufficient to prevent fraud and abuse. Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIOA funds and confirm adherence to policies regarding allowable costs and allocations of cost to proper cost categories. The WIOA contractor shall document all internal financial compliance reviews.

### **Audit Submission**

As a recipient of WIOA funds, proposers must have an annual financial and compliance audit performed. The audits must be conducted in accordance with auditing standards set forth under the Single Audit Act Amendment of 1996 and revised OMB Circular A-133 at 29 CFR 95.26 for institutions of higher education, hospitals and other non-profit organizations and at 29 CFR 97.26 for units of state and local government. This requirement will be met by providing the Cape Fear Council of Governments-Workforce Development Department with a copy of the annual audit according to OMB Circular A-133. For all for profit businesses, proposers must have an annual financial and compliance audit performed under Generally Accepted Accounting Standards by an independent auditor. A copy of the audit will be forwarded to the Cape Fear Council of Governments-Workforce Development Department. The audit should be submitted

within 30 days after the completion of the audit, but no later than six months after the end of the audit period.

### **Monitoring Procedures**

Contract staff must cooperate with any monitoring, inspection, audit, or investigation of activities related to WIOA contracts. These activities may be conducted by the NCDOC-DWS, USDOL, the Cape Fear WDB staff or their designated representatives. This cooperation includes access to, examination of, and/or photocopying of books, records, files, documents, property or equipment related to all aspects of WIOA-funded activities under this contractual agreement.

The CFWDB has developed a systematic monitoring system for evaluating the quality and effectiveness of WIOA funded programs. Monitoring is the quality control system whereby the CFWDB gathers and analyzes information to detect problems, identify strengths and weaknesses, and propose improvements to the program. Monitoring activities are conducted periodically to determine whether programs are in compliance with contractual agreements, WIOA law and regulations, and CFWDB policies and requirements. The CFWDB monitors performance, programmatic and fiscal activities. In many instances, the different types of monitoring are interrelated, and conducted simultaneously. Contractors must cooperate with any monitoring, inspection, audit or investigation of activities related to WIOA contracts. Monitoring visits may be announced or unannounced in accordance with Cape Fear Workforce Development Area policies. These activities may be conducted by the North Carolina Department of Commerce/Division of Workforce Solutions, the U.S. Department of Labor and the CFWDB, or their designated representatives. This cooperation includes access to the premises for the purpose of interviewing employees or participants and permitting the examination of, and/or photocopying of books, records, files, or other documents related to the contractual agreement.

### **Records Retention**

The following records and documents must be maintained for WIOA participants and employees. The contractor agrees to make these records available for monitoring and review by the CFWDB and agrees to retain these records, subject to audit, for five (5) years from completion of services.

Release of responsibility to retain records after the five (5) year period will not be authorized until final resolution of all audit findings. In the event the contractor goes out of business or ceases to be an organization prior to the expiration of records retention responsibility, the contractor will deliver all records required to be retained by the Cape Fear Council of Governments-Workforce Development Department. The records shall be transmitted to the Cape Fear Council of Governments for acceptance in an orderly fashion with documents properly labeled and filed and in an acceptable condition for storage.

The following records and documents must be maintained:

- General ledger or equivalent;
- Cash receipts and cash disbursements journals/reports or equivalent;
- Bank statements, reconciliation, deposit slips and canceled checks for each bank account through which WIOA funds were received or disbursed;
- All contracts with the Cape Fear WDB including all amendments;
- All financial reports and documentation supporting requests for reimbursement;
- Payroll records including Individual Earnings Record, Employee Withholding Authorization (W-4), FICA reporting forms, federal and state withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plans;
- Invoices and/or supporting data for non-payroll disbursements; and
- Customers' records including participant data forms, verification/documentation items, assessments tests and results, the Individualized Employment Strategy and documentation of outcomes.
- Monthly Participant and Financial Reports and Monthly Performance Reports; and
- Any other financial records or documents that are related to the contracted funds as requested by the Cape Fear WDB.

### **Insurance Requirements**

**Insurance:** The service provider shall provide adequate on-site medical and accident insurance for all enrollees not covered by North Carolina's Workers' Compensation law. This coverage shall not include income maintenance. Contributions to a self-insurance plan, to the extent that they are comparable in costs and extent of coverage had insurance been purchased, are allowable upon prior approval by the State of North Carolina, Department of Commerce/Division of Workforce Solutions through the Cape Fear Council of Governments/Workforce Development Department. Requests for such approval must be submitted in writing. It is strongly encouraged that WIOA customers are covered by accident insurance while participating in WIOA-funded activities. OJT employers must provide proof of workers' compensation or comparable coverage prior to execution of the OJT contract. No WIOA client will be required or permitted to work or receive services or training in a building or within surroundings or under working conditions which are unsanitary, hazardous, or dangerous to the client's health or safety. All participants placed in a paid work experiences or internships, must be covered by workers compensation. OJT employers must provide proof of workers' compensation or comparable coverage prior to execution of the OJT contract.

**Workers' Compensation Insurance:** Workers' compensation must be provided to participants in programs and activities under Title I of WIOA on the same basis as the compensation is provided to other individuals in the state in similar employment. Workers' compensation benefits must be available to participants in work experience for injuries suffered while participating in work

experience. If the work experience activity is not covered by worker's compensation insurance coverage must be secured for injuries suffered by the participant in work experience.

**General Liability Insurance:** General public liability insurance coverage in the amount of \$500,000 single limit coverage is required of all WIOA contractors except where a lesser amount maybe agreed to by the Consortium.

NOTE: Contractors that are state agencies or political subdivisions of the State of North Carolina are exempt from the public liability insurance requirement referenced above.

**Automobile Insurance:** WIOA contractors using motor vehicles in conducting services shall provide automobile insurance that clearly specifies that the Cape Fear WDB, Cape Fear Council of Governments and/or staff are held harmless against claims arising from ownership, maintenance, or use of said vehicle.

**Bonding Insurance Requirements:** WIOA contractors must meet bonding requirements as required through the OMB Circulars or other applicable regulations. Public agencies are required by the North Carolina General Statute to be bonded. Non-governmental agencies shall procure a blanket fidelity bond, position bond, or name schedule fidelity bond for all persons or positions authorized to receive or disburse WIOA funds. The Contractor must maintain all bonding in force for the period of the contractual agreement. The proposed contractor must submit a written notice to the Cape Fear WDB within fifteen (15) calendar days prior to any reduction in the limits stated on the bonding document. Similarly, the Cape Fear WDB selected proposer must provide written notice of any cancellation of the bonding policy to the immediately upon receipt of the cancellation notices.

#### **Program Income Requirement**

USDOL requires that all income generated under any WIOA contract shall be reported and used to further program objectives. Any organizations proposing program income must provide a set of measurable deliverables. Program income is required to be spent prior to use of WIOA funds.

#### **For Profit**

Proposers proposing for profit contracts must provide criteria/deliverables for profit and a schedule of payment as part of the budget narrative. All criteria proposed must be Specific, Measurable, Achievable, Realistic and Timely (SMART goals). Profit margins shall not exceed ten percent (10%) of the Contract. Criteria for Profit will be reviewed and included in negotiating final contracts.

#### **Authority to Re-Capture and Re-Distribute Funds**

The WDB has the authority to re-capture and re-distribute funds if negotiated performance criteria is not being met.

### **Property Management Requirements**

The proposer agrees to maintain careful accountability of all WIOA purchased non-expendable property (property with a life expectancy of one year or more and a unit cost of \$500.00 or more) and to maintain an inventory of all properties issued by the Cape Fear WDB or subsequently acquired with WIOA funds. Acquisition of non-expendable property with a unit cost of \$500.00 (including taxes, shipping and handling costs) or more must be approved by Cape Fear WDB staff **prior** to the purchase. Any disposal of WIOA property must be according to applicable federal, state and local disposal procedures. Any revenues derived from the sale of property purchased with WIOA funds must be used in WIOA service delivery for the program(s) which funded the original purchase.

Any single piece of equipment that costs greater than \$5,000 and to be purchased with WIOA funds must be approved by the Cape Fear WDB and the NC Department of Commerce-Division of Workforce Solutions, depending on cost.

The One-stop contractor will be responsible for maintaining an accurate inventory of all WIOA property in their possession. A copy of the updated annual inventory shall be submitted to the Cape Fear WDB staff upon completion. The Cape Fear WDB will maintain a fixed-asset listing to be verified for physical location and serviceability at the WIOA contractor facility at least annually. Funds may be used to pay for or replace the missing property.

In the event property purchased with WIOA funds is stolen or destroyed by criminal act, the proposer will notify appropriate law enforcement officials immediately. The Cape Fear WDB must be notified within three (3) working days of discovering the loss or damage. A copy of the police report will be maintained as documentation of loss, and a copy forwarded to the Cape Fear WDB. The proposer agrees to pay for or replace any property purchased with WIOA funds that is lost, damaged or destroyed through negligence.

### **Wage and Labor and Health and Safety Standards**

Customers employed in work-related activities under WIOA must be compensated in accordance with applicable law, but not less than the higher of the rate specified in the Fair Labor Standards Act of 1938 or the applicable State minimum wage law.

Health and safety standards under Federal and State law otherwise applicable to working conditions of employees are equally applicable to working conditions of WIOA customers engaged in work experience activities under WIOA. Workers' compensation insurance coverage must be secured for WIOA customers in work experience.

## **Budgets and Invoices**

Respondents to this RFP should submit a budget that is included with the RFP up to, but not greater than, the projected available funding. Once a proposer is selected, the Cape Fear WDB staff will work with the proposer to budget those funds. The amounts on the funding chart are intended to be used as guidelines for proposers and are subject to revision based upon final notification of WIOA funding availability from the NC Department of Commerce-Division of Workforce Solutions. The budget spreadsheet document will provide a summary of the proposed cost by line item with additional worksheets to provide additional back up detail of projected budgets. If additional narrative detail is needed, please provide that as well. More detailed budgets will be developed after the proposer is selected and allocation amounts are more defined.

Proposed budgets must be within the amounts indicated and must be reasonable based on proposed staffing, service levels, and service delivery plans. The amount awarded will be determined on a competitive basis, but not necessarily based on the lowest proposed cost. Subsequent revisions and negotiations of final contract budgets may be required due to funding award decisions.

Since this is a reimbursement contract, the proposer will be expected to incur the costs for all program services and make payments on behalf of the enrolled customers, then report each month's expenses by the 15th day of the following month for each of the fund sources in the contract. The monthly reimbursement submission will include a line item invoice, with budgets, current month expenses, unexpended balances, and accrued expenses. As backup to the invoice, a summary line item expenditure reports and detailed line item expenditure reports by fund source that support the invoice amounts should be submitted each month.

Since the program year and fiscal year runs from July 1st through the following June 30th, final payment for each program year's WIOA expenses will occur with the June invoice that will be submitted by the proposer to the Cape Fear WDB during the month of July along with end of year Financial Closeout documents. Proposers are expected to expend at least 80% of their contracted funds by the end of each program year.

Although not expected, if any part of the work covered by this request is to be sub-granted, the proposer shall identify the sub-granting organization and a sub-grant agreement must be entered into between the two parties. Copies of the sub-grant agreements must be submitted to the Cape Fear WDB for approval, prior to execution of any sub-grant agreements.

## Reports

**Monthly and Quarterly Reports:** It is expected that routine monthly and quarterly written programmatic reports will be compiled to include WIOA Performance Measures, NCWorks Commission Performance Measures, career services, career center traffic, business services, caseload management and other key performance indicators as required by the CFWDB.

**Financial Reports:** Detailed Financial reports and invoices for reimbursement will be prepared and submitted to the CFWDB staff each month following the report month. Contractors are required to adhere to CFWDB reporting requirements and procedures.

## Data Entry

NCWorks Online serves as the database system for recording all WIOA Title I and Title III services. Although each agency providing services within the one-stop center will be held responsible for properly recording WIOA Title I and Title III services, it is the Local Area's expectation that the one-stop center will promote proper data collection within NCWorks Online through its oversight of integrated service delivery

## Monitoring and Oversight

CFWDB one-stop career centers will be monitored at least once per program year. A program year begins July 1<sup>st</sup> and ends on June 30<sup>th</sup>. Monitoring will take place in the following areas:

- Integrated Service Delivery (ISD)
- Local Partnerships
- Performance Measures
- Service Quality/Customer Satisfaction (to both job-seeker and business customers)
- NCWorks Online Usage
- Equal Opportunity

### III. PROGRAM ELEMENTS

#### A. ONE-STOP DELIVERY SYSTEM AND INTEGRATED SERVICE DELIVERY

##### General Requirements

The One-Stop Operator will be expected to oversee WIOA services within the context of the NCWorks system and operated specifically in the local NCWorks Career Centers, which includes consistent use of the name, logo, marketing materials, etc. NCWorks Career Centers serve as a hub for workforce efforts within their community, offering services to both job seekers and employers within the NCWorks Integrated Services Framework.

The One-Stop Operator is expected to assist in workforce system building activities with NCWorks partners, the education community and other organizations. Activities should include, but are not limited to, staff development and Career Center oversight, partnerships with schools to provide workforce information and resources, assisting with career fairs, hosting workshops, development of Career Pathways, and the NCWorks system. Proposals should demonstrate the provider's ability to successfully manage, engage and contribute to the development of the local workforce system.

WIOA-funded staff and partners will work within an integrated NCWorks team to coordinate and deliver all aspects of career services including greeting customers, career advising, issuing scholarships for training, assisting with workshop organization, participating in hiring events, and other center services including employer services. All staff are expected to be fully cross-trained to fulfill any "career services" role within a center dependent on need and traffic flow.

A WIOA service provider may be the One-Stop Operator; however, there must be firewalls in place to ensure that the operator is not conducting oversight of itself as a service provider. The concept of firewalls is to ensure that job seeker and employer customers both perceive and receive counsel and information that is not biased toward any specific organization(s). This issue can arise in perception and in reality, whenever an organization that operates education or training services also operates an NCWorks Career Center. Proper internal controls and firewalls must be in place to ensure that the entity, in its role as One-Stop Operator, does not conflict with its role of service provider. **Therefore, in accordance with §679.430, organizations providing direct services and proposing to be a One-Stop Operator, must develop and submit with their proposal a written agreement "to clarify how the organization will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, relevant Office of Management and Budget circulars, and the State's conflict of interest policy". The agreement must conform to the specifications in §679.430 for demonstrating internal controls and preventing conflicts of interest.**

A qualified one-stop operator will have a plan in place to establish an effective one-stop delivery system in the county it seeks to serve. An effective one-stop delivery system must provide one-stop career center patrons with career services, access to training services and employment and training activities, and provide access to the data, information, and analysis of all job search, placement, recruitment and other labor exchange services under Wagner-Peyser by keeping proper records in NCWorks Online.

In addition to the state NCWorks brand, a one-stop delivery system should have its own unique identifier for products, programs, activities, services, facilities, and related property and materials.

### **Priority Populations**

WIOA requires states, Workforce Development Boards, and One-Stop Career Centers to connect supports and services for priority populations that lead to long-term employment and outcomes for individuals seeking services, especially those with significant challenges to employment, including:

- Unemployed insurance claimants
- Youth and adults with disabilities
- Veterans
- Low-income residents
- Returning citizens to the area
- Older workers
- Out of school youth

The Career Center team will also work closely with local businesses, particularly those in the high-growth industry sectors established by the CFWDB. Additionally, the One-stop Operator should have knowledge of resources in their community. The Career Center team will collaborate with partners including community-based service agencies, community colleges, and local and state government.

### **Access, Direct Linkage, and Affiliated One-stop Sites**

At a minimum, an effective one-stop operator will make each of the programs, services, and activities listed under the “Service Provisions” section of this RFP available through the one-stop delivery system. Partner program services can be made available in three ways:

1. A one-stop partner program staff member can be physically present at the one-stop center;
2. A one-stop partner program can have a staff member from a different partner program, physically present at the one-stop center that is appropriately trained to provide information to customers about the programs, services, and activities available through their program;

3. Or the one-stop operator and the one-stop partner can make a direct linkage available through technology, so that program staff can provide meaningful information or services to one-stop career center patrons without being physically present.

The one-stop delivery system may also provide partner programs, services, and activities through affiliated sites or through a network of eligible one-stop partners that provide at least one or more of the programs, services, and activities at a physical location or through an electronically or technologically linked access point, such as a library. Specialized centers that address a specific population may also exist (i.e. a youth career center).

Programs, services, and activities must be accessible to individuals through electronic means in a manner that improves efficiency, coordination, and quality in the delivery of one-stop partner services.

### **NCWorks Career Centers Integrated Service Delivery Model (ISD)**

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

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

The NCWorks Career Center system is an integrated service delivery model that operates as a seamless united approach, and emphasizes the need for and support of the Workforce Development Boards (WDBs), the Division of Workforce Solutions (DWS) collaboration across the state. Under this model, DWS and the WDB integrate its staff, and any WIOA Operators, which shifts from program specific organizations to an integrated services approach. All local NCWorks Career Center staff will be integrated into functional units not separated by program or funding stream. While WIOA Title I and Title III funded staff are the foundation of this approach to service delivery, other partners and programs are encouraged to participate in the staffing of a Career Center.

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

Using regional labor market information, local Centers will design and provide services to meet the needs of employers and jobseeker customers. Career Center customers, if eligible, will be enrolled in the performance pool of both WIOA Title I Adult and Wagner-Peyser. All Trade Act customers will also be enrolled in the performance pool of the WIOA Title I Dislocated Worker Program. WIOA Title I Youth customers are not considered a part of the common customer pool, as the needs and the services available to that population are different.

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

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

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

According to TEGl 04-15, one-stop center operators should provide excellent customer service to job seekers, workers, and businesses by:

- Providing a welcoming environment to all customer groups served by the one-stop centers;
- Developing, offering, and delivering quality business services;
- Improving the skills of job seekers and working customers;
- Creating opportunities for all skill levels by providing customers, including those with disabilities, as much timely Labor Market Information and as many choices related to education and training opportunities as possible;
- Providing Career Services that motivate, support, and empower customers;
- Valuing skill development by assessing and improving each individual's basic, occupational and employability skills.

Based on the guidelines outlined in TEGl 04-15 and by the Department of Commerce, one-stop centers should reflect innovative and effective Service Design by:

- Using Integrated Service Delivery to create an efficient intake process for all one-stop center customers;

- Designing and implementing practices that actively engage industry sectors to include economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives;
- Balancing traditional labor exchange services with strategic talent development within a regional economy;
- Ensuring meaningful access and accommodations to all customers including those with disabilities and those with limited English proficiency;
- Including both virtual and center-based service delivery for job seekers, workers, and employers through NCWorks Online;
- Incorporating innovative and evidence-based delivery models that improve the integration of education and training, create career pathways, encourage work-based learning opportunities, and use technology to promote college and career success.

### **Cape Fear Workforce Development Board ISD Standards of Operation**

NC Works Career Centers in the Cape Fear Local Area deliver workforce development services through an integrated service delivery model. Included in this integration model will be staff which deliver funded services through Workforce Innovation and Opportunity Act Adult, Dislocated Worker, and Youth Programs, Wagner-Peyser, Trade Adjustment Assistance (TAA), and Veterans Services programs. The purpose of this RFP is to identify a contractor that can coordinate staffing and program services in the context of this integrated environment.

WIOA sets an expectation that partners within the career centers will work together to achieve common goals. Performance indicators outlined in WIOA do not differentiate between service-providers. When a job-seeker engages with NCWorks Career Center staff, all staff can provide basic information and linkages to the appropriate level of service requested. Since Title I programs require documentation prior to enrollment, dedicated program staff must be available and accessible to meet with potential and existing clients during career center hours of operation. Title I and Title III staff are expected to participate in required services for customers receiving unemployment benefits. CFWDB authorizes Title III staff, employed through the Division of Workforce Solutions, to train and schedule Title I staff for these services. All staff may also be scheduled to provide information and guidance to career center customers through the Career Resource Center or the reception desk. It is important Title I and Title III staff communicate their availability to the One-stop Operator of their NCWorks Career Center.

Functional Leadership: In the CFWDB Career Center integrated model, functional supervision will play a key role within the operations. To implement this supervisory approach, each full-service Career Center will have a Functional Leader (Manager/Supervisor) who is directly responsible for day-to-day operational activities. The Functional Leader will make operational decisions concerning customer flow, deploy staff as necessary to manage the customer flow, and be responsible for the overall quality

and effectiveness of the center. The functional supervision model recognizes that each agency within the NCWorks Career Center has its own employer of record and has internal human resource functions that must be managed within their organization. Such functions would include final hiring and firing decisions, benefits administration, and time and attendance reporting. However, it should be noted that even in these critical human resource areas, the Functional Leader will have input and the opportunity to influence decisions. The One-stop Operator is a position under competitive bid, and responders to the Adult and Dislocated Worker RFP or Youth RFP may also bid on the One-Stop Operator RFP.

Team-Based Staff Deployment: In the Cape Fear NC Works Career Center integrated model, staff will be deployed in functional teams that work together to meet the needs of job seeker and employer customers. The specific functional teams that will operate in each NC Works Center at a minimum will include the Welcome Team, the Skills Team, and the Employment Team. The Cape Fear Workforce Development Board requires the contractor through this Request for Proposals to staff these functional teams with high energy professional staff who can deliver high quality services to customers and who also have the ability to determine the need for further employment and training services, managing referrals based on availability and suitability, and identifying both internal and external resources to meet customer needs.

Contractor should provide staffing for the following teams (cross-training should occur):

***The Welcome Team:*** The Welcome team greets visitors, conducts initial assessments, completes NC Works enrollment activities, and makes referral decisions based on information obtained in the process. Enters all required and pertinent data elements into the NC Works system.

***The Skills Team:*** The Skills Team works with job seeker customers on a variety of skill development issues including basic skills, technology skills, soft skills, occupational-specific skills, On the Job Training, pre-apprenticeship, and others. Enters all required and pertinent data elements into the NC Works system.

***The Employment Team:*** The Employment Team works with job seeker customers on a variety of job searching activities, including resume development, interview preparation, job referrals, and others. Enters all required and pertinent data elements into the NC Works system.

Note: Depending on Center size and staffing levels, all staff, at the One-stop Operator/Career Center Manager's direction, perform duties in all three functions. (Welcome Team, Skills Team, and the Employment Team)

The minimum hours of operation for each Cape Fear NC Works Career Center is 40 hours per week. Responders must schedule their staff to ensure coverage during those 40 hours. Days and hours vary by center. Staff are expected to conform to the hours of the center to which they are assigned and be present for career center staff meetings, leadership team meetings, or other career center meetings as

required by the One-stop Operator/Career Center Manager or CFWDB staff. In the event of staff turnover, contractors will replace staff within a maximum of 60 days to ensure adequate coverage. Additionally, the bidder will need to identify a single point of contact who will work with the Center's Functional Leader on all issues.

### **Locations of Current CFWDB One-stop Career Centers**

Section 121. (d) of the WIOA authorizes the local workforce board, with the agreement of the chief elected official, to designate or certify One-Stop Operators and to terminate for cause the eligibility of such operators. The CFWDB, in partnership with workforce development agencies, has developed a system of comprehensive NC Works Career Centers in the four-county region. The system design currently includes four full-service NC Works Career Centers. Bidding Organizations should be aware that successful bidders will be expected to provide staff within the NC Works Career Center(s) for which they submit a proposal.

Accordingly, the CFWDB has the following Career Centers:

Brunswick County  
5300 Main Street  
Shalotte, NC 28740

New Hanover County  
1994 S 17<sup>th</sup> Street  
Wilmington, NC 28401

Columbus County  
(Campus of Southeastern Community  
College)  
4564 Chadbourne Highway  
Whiteville, NC 28472

Pender County  
904A S Walker Street  
Burgaw, NC 28425

### **Required Partners under WIOA**

WIOA defines One-stop Career Center partners. Each partner must provide access to its programs or activities through the NCWorks Career Center system, in addition to its other appropriate location(s).

Required partners include:

- WIOA Title I – Adult, Dislocated Worker, Youth, JobCorps, YouthBuild, Indian and Native American program, National Farmworker Jobs programs/Migrant and Seasonal Farmworker programs
- WIOA Title II – Adult Education and Family Literacy programs
- WIOA Title III – Wagner-Peyser Employment Services program
- WIOA Title IV – Rehabilitation Act Title I programs (Vocational Rehabilitation)
- Carl D Perkins Career and Technical Education programs
- Community Services Block Grants
- HUD Employment and Training Programs
- Local Veterans' Employment Representatives and Disabled Veteran Outreach Program

- Senior Community Service Employment Program (SCSEP)
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance programs (TAA)
- Access to Unemployment Compensation programs (UI)
- Reentry Employment Opportunities (REO) – Second Chance programs

### **Rapid Response Services**

Rapid Response Services, as mandated by USDOL, are services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the state of North Carolina. Coordination of the Rapid Response teams and operation of the Trade Adjustment Assistance (TAA) program across the state is the role of NC Department of Commerce-Division of Workforce Solutions. The selected WIOA proposer will be expected to assist in coordinating these outreach teams. NCWorks Career Centers shall provide the following Rapid Response Services to employees of businesses issuing WARN notices or experiencing layoffs or closures, in conjunction with other appropriate partners:

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

### **B. Program Requirements**

Each one-stop operator selected by the CFWDB should expect to submit reports to the local area on a consistent basis. These reports will require operators to collect data from NCWorks Online and their own records, to demonstrate that the center is aligned with the vision of WIOA One-Stop Centers, is meeting performance measures, and is adequately serving the local population. One-stop operators may be expected to present this information at the bi-monthly CFWDB meetings.

The CFWDB may require additional reporting information to meet the needs of the local area administrative entity, county commissioners or other political offices, the NC Department of Commerce, or the US Departments of Labor and Education.

## **Governing and Oversight**

### NCWorks Commission

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

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

1. A system vision for high quality services.
2. A minimum system of standards for NCWorks Career Center readiness and operation.
3. A continuous improvement process for performance outcomes and customer satisfaction.
4. Oversight of the implementation and operation of the Career Center system and ongoing system building activities.
5. A monitoring and evaluation process for the delivery system that ensures the minimum standards set forth in the certification criteria are met.
6. Methods for the provision of technical assistance to Workforce Development Boards, delivery system operators, management, and staff.

### Local Workforce Development Board (WDB)

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

1. Assure that North Carolina NCWorks Career Centers adhere to the Commission's policies, as well as any additional standards established by the WDB.

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

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

#### NC Division of Workforce Solutions (DWS)

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

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

## Performance Expectations

The WIOA system-wide performance indicators were developed to simplify and consolidate performance measures across many federal grants. Coordination of services with partner agencies and accurate data management are important to performance outcomes. One-Stop Centers should play an active role in positively contributing to the performance measures for all WIOA program participants to include: WIOA Title I Adult, Dislocated Worker, and Youth Programs, Wagner Peyser Program, Adult Education and Literacy Program, and Vocational Rehabilitation Programs.

### USDOL Performance Indicators:

CFWDB Performance measures as it pertains to WIOA Title I Adults, Title II, Title III, and Title IV for PY 2017 are as follows:

- **Employment Rate (2<sup>nd</sup> Quarter)** 69% of Adults should obtain employment by the 2<sup>nd</sup> quarter after program exit.
- **Employment Rate (4<sup>th</sup> Quarter)** 72.9% of Adults should obtain employment by the 4<sup>th</sup> quarter after program exit.
- **Median Earnings (2<sup>nd</sup> Quarter)** the Adult median earnings for those who obtained employment the second quarter after exit should be \$5,000.
- **Credential Attainment** 50.5% of Adults in a training program (secondary, post-secondary, or equivalent) will obtain a credential during the program year, or within one year after exit.
- **Measurable Skills Gains** (TEGL 10-16) – a percentage (not yet defined) of participants who, during a program year, are in education or training programs that lead to recognized post-secondary credential or employment and who are achieving measurable skills gains, defined as documented academic, technical, occupation, or other forms of progress, towards such a credential or employment.
- **Effectiveness in Serving Employers** (TEGL 10-16) (NC as not yet specified which **two of the three** measures we will be measured by)
  - Retention** – percentage of participants who exit and are employed with the same employer in both the 2<sup>nd</sup> and 4<sup>th</sup> quarters after exit.
  - Repeat Business Customers** – percentage of repeat employers using services within the last 3 years.
  - Employer Penetration Rate** – percentage of employers using services out of all of the employers in the state.

The WDB Performance Measures for PY2018 have not yet been released, however, the Local Area expectation is that these measures will either remain the same or become a bit more stringent.

### NCWorks Commission Performance Indicators:

The NCWorks Commission is responsible for the coordination of workforce development programs across the state, including the One-stop Career Center Delivery System. All NCWorks Career Center staff are responsible for the attainment of NCWorks Commission performance. The Commission sets forth the additional performance indicators listed below:

#### OUTREACH AND ENGAGEMENT:

- Provide staff-assisted services to a percentage of labor force that is equal or larger than the annual unemployment rate for the CFWDB area.
- Provide staff-assisted services to at least 2% of the youth living in poverty in the counties served by the CFWDB Youth Program.
- Provide a staff-assisted service to at least 5% of the total private businesses in the counties served by the CFWDB.
- At least 10% of all private businesses receiving staff-assisted services should be new customers.
- At least 25% of all private businesses receiving staff-assisted services will be small businesses (<100 employees).

#### SKILLS:

- Provide training (classroom, OJT, standardized training) services to at least 3% of Adult participants.
- Enroll at least 25% of WIOA Youth program participants in a Work-Based Learning (WBL) opportunity.

#### PROCESS:

- The CFWDB will engage in the creation of at least two Certified Career Pathways.
- 100% of the WDB's career centers will be certified by the NCWorks Commission.

#### OUTCOMES:

- Federal DOL measures as listed above

## IV. PROPOSAL FORMAT AND REQUIRED FORMS

### A. RESPONSE PACKAGE

Please clearly label each required document with corresponding indicator as listed below:

Attachment	Title	Instructions
A	Proposal Cover Sheet	complete all fields on form with detail
B	Financial Management Form	identify compliance staff
C	Planned Outcomes Data Form	complete all fields on form with detail
D	Assurances and Certifications	requires authorized signature
E	Statement of Compliance	requires authorized signature
F	Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion Lowered Tier Transactions	requires authorized signature
G	Certification Regarding Drug-Free Workplace	list site(s) for the performance of work
H	Job Descriptions	direct and indirect staff, list counties
I	RFP Budget Form	*Budget Summary *Support Worksheets *Budget Narrative of all program costs
J	Proposal Grading Matrix	for informational purposes only
K	Intent to Bid Form	Complete all fields on form with detail

### B. STATEMENT OF WORK NARRATIVE

The Statement of Work should provide a clear description of planned services to achieve desired goals for the program for which you are responding.

### C. OTHER REQUIRED DOCUMENTS

Please clearly label each required document with corresponding indicator as listed below:

Attachment	Title	Instructions
AA	Federal Identification	
BB	Year-end Financial Statement and Audit	most recent
CC	Agency Grievance Procedures	
DD	Bond Coverage	or explanation of planned coverage
EE	Agency Personnel and Travel Policies	
FF	Current Organization Chart	include Equal Opportunity Officer
GG	Charter and Bylaws of Organization	
HH	Cost Allocation Plan	include agency indirect cost plan
II	Certificate of General Liability Insurance	
JJ	Certificate of Workers' Compensation insurance	
KK	Current Board List	IRS Form 990, if applicable