



# REQUEST FOR PROPOSAL

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FOR

**WORKFORCE INNOVATION AND OPPORTUNITY ACT  
(WIOA)**

**AMENDMENTS AS OF MARCH 24, 2021**

**TITLE I - ADULT AND DISLOCATED WORKER CAREER SERVICES  
At COMPREHENSIVE CENTERS IN VISALIA AND  
PORTERVILLE AND AFFILIATE SITES IN DINUBA AND TULARE**

**ISSUED February 17, 2021**

**Proposals must be received no later than 12:00 P.M.  
Pacific Standard Time (PST)  
April 9, 2021**

***NO EXCEPTIONS***

**Workforce Investment Board of Tulare County  
309 West Main Street, Suite 120  
Visalia, CA 93291  
(559) 713-5200**

**Procurement # 21-02**

*An equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities*

# WIOA Title I Adult and Dislocated Worker Career Services

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Attachments are separate documents to this RFP and may be downloaded from the WIB's website at [www.tularewib.org](http://www.tularewib.org).

## **1.0 REQUEST FOR PROPOSAL INTRODUCTION**

The Workforce Investment Board of Tulare County (WIB) is issuing this Request for Proposal (RFP) to interested applicants with experience or related capacity to deliver WIOA Adult and Dislocated Worker Basic and Individualized Career Services and CalWORKs Expanded Subsidized Employment services in Tulare County.

The purpose of this request is to procure qualified Subrecipient(s) to enter into a one-year (1) contract beginning July 1, 2021 through June 30, 2022 for the delivery of WIOA services at the WIB's Employment Connection Comprehensive Centers in Visalia and Porterville and also at Affiliate Sites in the cities of Tulare and Dinuba. The WIB has the option to extend the contract(s) for three (3) additional, one-year periods based on demonstrated program performance, and availability of funds.

The RFP provides respondents with the requirements necessary to submit a responsive proposal, including background information, a description of desired services, proposal guidelines and format, and the subrecipient selection process. Proposals that do not follow RFP specifications will be determined non-responsive and will not be considered for funding. All proposals must be comprehensive and address the full scope of services or demonstrate a partnership with other agencies that together will deliver the full scope of services required by this RFP.

The WIB will competitively award contracts to providers whose submissions are most responsive to the need for services described herein.

### **1.1 Eligible Entities**

Eligible respondents are organizations which on their own, or in formalized partnership with other organizations, have adequate administrative controls and personnel to provide the full scope of services required by this RFP under the provisions of WIOA.

Eligible Entities:

- Public agencies, consortiums, and/or a collaboration of these organizations
- Employment service state agencies established under Wagner-Peyser Act
- Community-based organizations, non-profit organizations
- Workforce intermediary
- Private for-profit entities

A consortium, joint venture, or team of organizations with complementary skills and experience is permitted to respond to this RFP as long as such proposal demonstrates that all contractual responsibility rests solely with one legal entity and that the proposed arrangement would enable the respondent to furnish efficient quality and effective services.

## 1.2 Solicitation

The WIB hereby solicits proposals using a competitive bid process for the provision of WIOA Title I Adult and Dislocated Worker Career Services and Expanded Subsidized Employment for CalWORKs participants for the following areas:

1. **Visalia Employment Connection Comprehensive Center 4025 W. Noble, Visalia CA** - Service Areas: ~~Alpaugh, Cutler, Dinuba, Earlimart~~, Exeter, Farmersville, Goshen, Ivanhoe, Lemon Cove, ~~London, Orosi, Pixley~~, Three Rivers, ~~Tipton, Traver, Tulare~~, Visalia, ~~Waukena~~, Woodlake
2. **Porterville Employment Connection Comprehensive Center located at 1063 W. Henderson, Porterville, CA** - Service Areas: Ducor, Lindsay, Poplar/Cotton Center, Porterville, Richgrove, Springville, Strathmore, Terra Bella, Woodville
3. **Dinuba Affiliate Site**- Service Areas: Dinuba and surrounding rural areas: Cutler, Orosi, London, Traver
4. **Tulare Affiliate Site** - Service Areas: Tulare and surrounding rural areas: Alpaugh, Earlimart, Pixley, Tipton, Waukena

A separate proposal must be submitted for each area. Respondents may bid on all four areas. However, it is the intent of the WIB to only award up to three areas to a single entity, if it is in the best interest of the WIB.

The RFP does not commit the WIB to accept any proposal submitted, nor is the WIB responsible for any costs incurred by the respondents in the preparation of responses to this RFP. The WIB reserves the right to reject any or all proposals, and to award the contract(s) in whole or in part as is deemed to be in the best interest of the WIB. The WIB reserves the right to negotiate with any respondent after the proposal(s) are reviewed, if such action is deemed to be in the best interest of the WIB. The WIB reserves the right to delay, amend, or reissue the RFP at any time.

This solicitation encompasses future funding awarded to the WIB during the four-year procurement cycle, including WIOA funds and special grant funds. At the discretion of the WIB, any future funds awarded to the WIB may be awarded to WIB subrecipients selected through this solicitation.

## **2.0 SUBMITTAL OF PROPOSALS**

The WIB must receive the proposal(s) no later than April 9, 2021 at 12:00 P.M. Pacific Standard Time (PST).

Respondents must submit a copy of all required proposal elements to [WIBProcurement@tularewib.org](mailto:WIBProcurement@tularewib.org). Please see section 7.3 Electronic Submittal Instructions.

Late proposals will not be accepted. The WIB will provide an email confirmation verifying the time and date the proposal is received.

### **2.1 RFP Schedule and Timeline**

Beginning February 17, 2021, the RFP will be available to download from the WIB's website, [www.tularewib.org](http://www.tularewib.org). If you are unable to download the RFP, please contact:

Laura Gonzalez  
Workforce Investment Board of Tulare County  
309 West Main Street, Suite 120  
Visalia, CA 93291  
(559) 713-5200  
[LGonzalez@tularewib.org](mailto:LGonzalez@tularewib.org)

## Procurement Timeline

Issue Request for Proposal	February 17, 2021
Bidders' Conference	March 4, 2021
Deadline for Submission of RFP Questions	March 18, 2021
Ex Parte Communication	March 18, 2021
Past Performance Questionnaire Attachment H by 12:00 p.m.	April 9, 2021
<b>Proposals Due by 12:00 P.M. (PST)</b>	<b>April 9, 2021</b>
WIB Board Approval	May 12, 2021
Effective Date of Contract(s)	July 1, 2021

### 2.2 Bidders' Teleconference Session

The bidders' teleconference is open to all eligible bidders. WIB staff will present the RFP requirements and answer questions during the bidders' conference.

Staff will not provide assistance regarding a respondent's project design. All prospective bidders are strongly encouraged to join the bidders' teleconference March 4 at 10:00 a.m. To join the bidders' teleconference please click on this link to register: <http://bit.ly/CareerServicesRFP>, you can also access the link on the WIB's web site [www.tularewib.org](http://www.tularewib.org). Please register by 12:00 p.m. on March 3, 2021.

### 2.3 RFP Questions

To ensure a fair and objective evaluation, all questions related to the RFP must be submitted in writing via email. Written questions will be accepted through Tuesday, March 18, 2021 to the WIB via email to: [WIBProcurement@tularewib.org](mailto:WIBProcurement@tularewib.org) with the subject line "RFP Q&A Career Services". Questions received after the March 18, 2021 deadline will not be answered.

Written responses to questions received by the WIB will be posted on the website [www.tularewib.org](http://www.tularewib.org) and emailed to the bidders' conference attendees.

**NOTE: With the exception of the bidders' conference, phone calls and oral questions will NOT be accepted.**

Only the responses posted on the website are considered clarifications to the instructions contained in this RFP. In the event that responses modify any of the terms, conditions, or provisions of this RFP, documentation will be given via a subsequent amendment to the RFP.

Respondents are warned that no other individuals are to be contacted in this regard. No other sources of responses or clarification are considered valid.

Respondents are strictly prohibited from contacting members of the WIB and WIB staff other than as stated above.

## **2.4 Ex Parte Communication**

It is the policy of the WIB to prohibit ex parte communication with any WIB member, or other person serving as an evaluator during the procurement process. Respondents directly contacting board members or evaluators risk elimination of their proposals from further consideration.

Any written communication to a WIB member or evaluator from potential respondents will be distributed to all WIB members and evaluators. Collaboration with members of the various WIB and committees on or about the proposal is a violation of the ex parte communication rule. However, recognizing the value that such collaborations may bring to our system, the WIB has developed the Ex Parte Communication Prohibition and Conflict of Interest Certification Form (Attachment I) to ensure that these types of arrangements do not place respondents in jeopardy.

Any respondent who wishes to collaborate with a member of the WIB MUST fill out the Ex Parte Conflict of Interest Attachment I and email it to [WIBProcurement@tularewib.org](mailto:WIBProcurement@tularewib.org) with the subject line "Ex Parte" no later than March 18, 2021.

## **2.5 Addenda to this Request for Proposal**

At the discretion of the WIB, if it becomes necessary to revise any part of this RFP, an addendum will be provided to all known recipients of this RFP and posted on the WIB's website. Any clarification, including responses to questions raised at the bidder's conference, will become an addendum to this RFP.

If you downloaded this RFP from the WIB's website, please email the name and email address of the person to be notified of any RFP revisions to [WIBProcurement@tularewib.org](mailto:WIBProcurement@tularewib.org) with the subject line title "**RFP Recipient**" to ensure that your name is on the list of potential respondents known to have received this RFP. Addenda to the RFP will be posted on the WIB's website [www.tularewib.org](http://www.tularewib.org).

Respondents are responsible for checking the website frequently to remain informed about the procurement process, responses to questions, and other information that may affect this RFP (e.g. changes to instructions or revisions to the timeline).

The terms and conditions of this RFP may change based on new legislation. Respondents to this RFP will be expected to remain informed on WIOA and its regulations and requirements. Technical assistance on legislative changes will be available from the WIB. WIOA information can be found at the United States Department of Labor, Employment and Training Panel, Final Rules and Regulations <https://www.dol.gov/agencies/eta/wioa/regulations>.



## **2.6 Right to Cancel**

The WIB reserves the right to cancel all or any part of this RFP at any time without prior notice. The WIB also reserves the right to modify the RFP process and timeline as is deemed necessary.

## **2.7 Insurance**

A full line of business insurance will be required of any of the WIB's contractors. The coverage shall include general liability insurance with a minimum of two million dollars (\$2,000,000) of coverage per occurrence, business personal property, including fire and theft, fidelity bond, performance bond, and worker's compensation.

Evidence that the WIB is named as an additional insured on the successful respondent's insurance is required prior to execution of any contract.

## 3.0 BACKGROUND INFORMATION

### 3.1 Organizational Overview

The WIB is a 501 (c) (3) tax-exempt non-profit organization that provides a variety of workforce development services to the region's businesses, residents, and education and training providers.

The WIB is Tulare County's workforce development broker, creating workforce solutions for employers, and employment and training solutions for individuals.

*WIB Mission: Our investments and funding strategies advance Tulare County's economic vitality by growing the skills and talent of the workforce.*

*WIB Vision: Because of our skilled workforce talent, Tulare County businesses continue to thrive.*

The WIB provides a comprehensive system of training, placement, and career planning for job seekers throughout Tulare County. The WIB also offers an array of business services, such as labor market information.

Businesses look to the WIB and its system of Employment Connection One-Stop Centers of California and partners for qualified employees, for expertise in job training and supportive services, and for leadership to mobilize public and private organizations to address workforce needs. The WIB's partners and training providers share in the desire to work jointly in preparing Tulare County's current and future workforce by integrating academic, vocational, and social services with workforce development.

### 3.2 Workforce Innovation and Opportunity Act of 2014

WIOA was signed into law by President Barack Obama on July 22, 2014 and took effect on July 22, 2014. WIOA superseded the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act (AEFLA), the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is the legislation that provides funding, guidance, and alignment of public workforce development systems across the United States. The intent of WIOA is to equip workers with the skills necessary to meet business needs and to provide businesses with access to the talent pool need to compete in their local, regional, and global economies.

### **3.3 WIB Governance**

The 15-member WIB is responsible for the fiscal and programmatic administration of workforce development funds for Tulare County. The WIB provides the vision, innovation, and strategies to keep our local workforce strong. The board provides the framework for administering federal, state, and local funding to provide workforce development activities that increase individuals' earnings and skills and are responsive to business' needs.

The Employment Connection Committee (ECC) is an advisory committee to the WIB and is responsible for evaluation and oversight of the Employment Connection delivery system. The membership of the Committee is made up of Employment Connection partners.

*The Employment Connection Committee's purpose is to engage community partners and service providers in ongoing development of the Employment Connection system, leverage resources, proactively plan and advocate continuous improvement, promote communication and collaboration, and offer policy advice to the Workforce Investment Board of Tulare County.*

*Our mission is to champion Employment Connection workforce services in Tulare County.*

### **3.4 Regulatory Bodies**

The various governmental units that regulate WIOA activities on an ongoing basis are:

- Federal and State Legislatures, which enact and implement laws and requirements covering the workforce development system.
- The U.S. Department of Labor, which develops or changes regulations and procedures.
- The State of California Employment Development Department, which develops statewide directives and information bulletins.
- California Workforce Development Board, which assists the Governor setting and guiding policy in the areas of workforce Development; and
- The WIB, which establishes local direction and procedures.

The U.S. Department of Labor (DOL) has issued guidance for WIOA implementation in the form of both Training and Employment Guidance Letters (TEGLs) and the Final Rule (Regulations). Information may be accessed at <https://wdr.doleta.gov/directives/> and <https://www.dol.gov/agencies/eta/wioa/regulations>.

### **3.5 Roles and Responsibilities of the WIB**

The WIB delivers education and job training through the WIB's Employment Connection System and its targeted adult and youth workforce development programs. These resources provide job seekers and employers with universal access to labor

market information and comprehensive employment services. During Program Year (PY) 2018-2019 the Employment Connection System provided employment related services to 16,117 customers in the Visalia, Porterville, Tulare, and Dinuba areas.

The WIB's roles and responsibilities include:

- Procure One-Stop Operator and WIOA program services through a competitive process.
- Oversee and evaluate the management, operations, and delivery of WIOA Basic and Individualized Career Services for Adult and Dislocated Worker Services.
- Allocate funds to subrecipients.
- Monitor performance, quality of service, and cost effectiveness, and report on performance to the board.
- WIB Business Team initiates Rapid Response outreach to businesses and coordinates briefings with WIB Subrecipients and EDD to provide dislocated workers services.
- Maintain the linkage to the CalJOBS automation system.
- Develop and provide technical support and guidance to Subrecipients.
- Employment Connection System Marketing.

Roles and responsibilities of the subrecipients include:

- Contracting with the WIB and complying with all terms and conditions of the agreement for the delivery of services.
- Working cooperatively with the WIB and the Employment Connection Committee in the expansion of Tulare County's youth workforce development system.
- Working cooperatively with other funded subrecipients.
- Coordinating with partners in program design, implementation, capacity building and staff development, and ensuring the program meets performance outcomes.
- Ensuring that services provided are readily accessible to individuals eligible for participation.
- Ensuring that the program is fully staffed with qualified individuals.
- Provide internal monitoring and oversight of all program activities and requirements, including those provided by collaborative partners.
- Administering all funds paid to the program.

### **3.6 One-Stop Operator Role**

The role and responsibility of the One-Stop Operator includes the following:

- To coordinate the service delivery of required AJC MOU mandated partners as well as the Subrecipients.
- Ensuring the implementation of partners' responsibilities and contributions agreed upon in Memorandums of Understanding - Phase I and Phase II.
- Lead data-driven continuous improvement plans in response to AJCC Hallmarks of Excellence.

Respondents to this RFP will be required to collaborate with the One-Stop Operator in

order to assure a seamless delivery of services to job seeker and business customers.

### **3.7 Branding**

The Department of Labor Employment & Training Administration created the American Job Centers Network as a unifying name and brand that identifies a virtual and in-person public workforce development system as part of a single network. The WIB has adopted the co-branding of Employment Connection One-Stop Centers and America's Job Centers of California (AJCC) as identified by the California Workforce Development Board.

The successful respondent to this RFP must follow the WIB approved Employment Connection Logo and branding platform as stated in the WIB local directive TUL 14-08, Employment Connection One-Stop System Co-branding Guidelines found in the WIB's website [www.tularewib.org](http://www.tularewib.org). Employment Connection outreach and marketing material must meet the established guidelines to have uniformity in the system.

## 4.0 ONE-STOP VISION AND PARTNERSHIPS

### 4.1 Vision for the Employment Connection One-Stop Centers under WIOA

The publicly funded workforce system envisioned by WIOA is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the employment, education, training, and supportive services that individuals need to succeed in the labor market, particularly those with barriers to employment.

This vision aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional businesses, and provide a comprehensive, accessible, and high-quality workforce development system. This is accomplished by providing all customers access to high-quality one-stop centers that connect them with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a post-secondary certificate or degree, or obtain guidance on how to make career choices, or are businesses and employers seeking skilled workers.

Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the program's services. The one-stop delivery system includes six (6) core programs, as well as other required and optional partners identified in WIOA.

- WIOA Title I – Youth, Adult, and Dislocated Worker Formula Programs
- Wagner-Peyser Act Employment Services – WIOA Title III
- Adult Education & Family Literacy – Title II
- Vocational Rehabilitation – Title VI

Through the Employment Connection Centers these partner programs and subrecipients ensure that businesses and job seekers – a shared client base across the multiple programs identified above – have access to information and services that lead to positive employment outcomes.

Respondents may access Department of Labor (DOL), Training and Employment Guidance Letter (TEGL) No. 16-16 *One-Stop Operations Guidance for the American Job Center Network* and No. 4-15 *Vision for the One-Stop Delivery System under the WIOA* at DOL, ETA Advisories, <https://wdr.doleta.gov/directives/>.

## 4.2 WIOA Partner & Program Integration - Memorandum of Understanding

In order to establish a high quality One-Stop delivery system and enhance collaboration amongst partner programs WIOA requires Local Boards, such as the WIB, to develop and execute MOUs between WIOA One-Stop required partners to define their respective roles and responsibilities. The expectation is that these MOUs serve as a functional tool as well as a visionary plan for how the WIB and its subrecipients and partners will work together to create a unified service delivery system that meets the needs of their shared customers.

The WIB has established MOUs with the following required partners/programs and the regional organization that represents each program:

<b>Organization</b>	<b>Program(s) Represented</b>
Employment Development Department (EDD)	<ul style="list-style-type: none"> <li>a. Wagner-Peyser Programs</li> <li>b. Title II Trade Act of 1974/North American Free Trade Act (NAFTA) – Trade Assistance Act (TAA)</li> <li>c. Veterans’ Employment and Training programs (38 US Code, Chapter 41)</li> <li>d. State Unemployment Insurance Compensation Programs</li> </ul>
Tulare County Health and Human Services Agency	<ul style="list-style-type: none"> <li>a. CalWORKS/Welfare-to-Work</li> <li>b. CalFresh E&amp;T</li> </ul>
Community Service Employment Training	<ul style="list-style-type: none"> <li>a. Title V Older Americans Act</li> <li>b. Community Services Block Grant Act Employment and Training Activities</li> </ul>
Proteus, Inc.	<ul style="list-style-type: none"> <li>a. Sec. 167 National Farmworker Jobs Program</li> <li>b. Title II Adult Education and Literacy</li> </ul>
Tulare County Office of Education Ticket-to-Success	Social Security Administration Ticket-to-Work
Cutler-Orosi Unified School District Tulare Adult School Visalia Adult School	Title II Adult Education and Literacy
Sequoias Adult Education Consortium Porterville Sheltered Workshop	Community Partners
State Department of Vocational Rehabilitation	Title I Rehabilitation Act
College of the Sequoias Porterville College	Carl Perkins IV Education Act Post- Secondary Vocational Education Activities
Tule River Tribal Council	Sec. 166 Indian & Native American Programs

Through the Employment Connection System, these partner programs and their direct subrecipients ensure business and all job seekers – a shared client base across the multiple programs – have access to information and services that lead to positive education and employment outcomes. The centers integrated partner staff strive to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
- Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals who have low level of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high demand careers.
- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering remote and in-person space for interviewing candidates, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
- Participate in rigorous evaluations that support continuous improvement by identifying which strategies work better for different populations.
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.



## 5.0 SCOPE OF SERVICES

### 5.1 Local Integrated Service Delivery Model

The WIB has implemented a One-Stop Integrated Service Delivery Model for the Employment Connection System in Tulare County, which provides access to career services to meet the diverse needs of adults and dislocated workers. Individuals receiving services in Employment Connection Centers have the opportunity to receive the services needed for them to meet their educational and career goals. WIOA clarifies that an individual does not need to follow a fixed sequence of services that may not be necessary to meet his/her need.

Subrecipients will be responsible for providing WIOA Basic and Individualized Career Services and the coordination and facilitation of Training Services by utilizing the integrated delivery system described below.

The Employment Connection integrated service delivery system has three major components:

1. An integrated customer pool that ensures all customers are registered.
2. An integrated customer flow that establishes a sequence of demand-driven, skill based, universal services for all Employment Connection customers; and
3. An integrated staffing approach that provides services to the integrated customer pool as they are served through the integrated customer flow.

A leadership team guides and assists the integrated teams, and ensures customer flow, and services are meeting the needs of customers in a manner that is seamless.

**The Welcome Team** greets customers, provides individual or group overview of services, assist customers with self-registration on Virtual One-Stop (VOS) Employment Connection job seeker system and the Quick Guide Assessment, and offers customers the opportunity to register for WIOA services.

**The Skills & Talent Team** will make available WIOA Basic Career Services for all job seekers and will provide “Individualized Career Services” for individuals determined to be appropriate in order for an individual to obtain or retain employment in a career pathway. The Skills & Talent Team provides workshops, one-on-one counseling, administration of KeyTrain and WorkKeys assessment, occupational skills training referrals and scholarships.

**The Employment Solutions Team (EST)** is a platform to share, discuss, and improve site-specific strategies to assist businesses with their workforce needs. Through this regular convening, team members will update one-another about upcoming recruitment assistance events, new job orders, and outreach to local businesses. Any business assistance efforts that require participation from multiple sites shall be taken to the

Business Services Team to promote collaboration and consistency across sites.

**The Business Services Team (BST)** is a platform for open communication and collaboration among the Employment Solutions Team, the WIB Business Services Team, the other Subrecipient Business Services Team, and other industry-engagement professionals in the local workforce system. Through this regular convening, the teams shape the coordination of a shared business outreach strategy, share updates and effective practices, and identify common challenges and opportunities for improvement through professional development. The Business Services Team shall complement the work that takes place at site-specific Employment Solutions teams and help shape county-wide strategies to assist businesses.

**The Customer Experience Team** solicits customer feedback and provides guidance to management for streamlining of services, goal setting, and needed cross training for all One-Stop staff. This team consists of members from the Welcome, Skills and Talent, and Employment Solutions teams.

## **5.2 WIOA Adult and Dislocated Worker Program Elements and Components**

Respondents are required to fully comply with WIOA regulations for an innovative and comprehensive program design, including the following:

### **Basic Career Services**

The Subrecipients must ensure that the following Basic Career Services be available to all individuals accessing Employment Connection Centers delivery services:

- Determinations of whether the individual is eligible to receive assistance from the adult, and dislocated worker programs.
- Outreach, intake and orientation to information and other services available through the one-stop delivery services.
- Initial assessments of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gap), and supportive service needs.
- Labor exchange services, including job search and placement assistance, and when needed by an individual, career counseling, providing information on in-demand industry sectors and occupations, on non-traditional employment, and on career profiles and interests.
- Referrals to, and coordination of activities with other programs and services including those within the one-stop delivery system and other workforce development programs.
- Workforce and labor market employment information, including accurate information relating to local, regional, and national labor market areas, including:
  - job vacancy listings in labor market areas,
  - the skills necessary to obtain the jobs listed, and
  - information relating to local occupations in-demand, the earnings, skills requirements, and opportunities for advancements.
- Information on performance and program cost on eligible training providers by

program and type of provider.

- Information regarding how local area is performing on local performance accountability measures and any additional performance information relating to the area's one-stop delivery system.
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

## **Individualized Career Services**

Subrecipient will be responsible for providing Individualized Career Services if it has been determined that these services are necessary for an individual to obtain or retain employment. Staff may use recent previous assessments by partner programs to determine if individualized career services are needed. Individualized Career Services include the following:

- Comprehensive and specialized assessments of the skills levels and service needs of adult and dislocated workers, including Workkeys Assessment:
  - Applied Math
  - Workplace Documents and
  - Graphic Literacy
- Development of an Individual employment plan, to identify the employment goals, appropriate to achievement objectives, and appropriate combination of services for the participants to achieve their employment goals, including the list of, and information about, the eligible training providers (as described in §680.170).
- Group counseling
- Individual counseling
- Career planning
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance unsubsidized employment or training.
- Internship and work experiences that are linked to careers (as described in §680.170)
- Workforce preparation activities.
- Financial literacy services as described in sec. 129(b)(2) (D) of WIOA and §681.500.
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

## **Training Services**

Subrecipients will be responsible for the coordination, facilitation, and referral to Training Services, which may be provided after an interview, evaluation, or assessment, and career planning, determines that an individual:

- Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous

employment through career service alone.

- Is in need of training to obtain or retain employment that leads to economic self-sufficiency and has the qualifications to successfully participate in the selected program or training services.
- Has the skills and qualifications to participate successfully in training services.
- Has selected a program or training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area which the individuals are willing to commute or relocate; and
- Is unable to obtain grant assistance from other sources to pay the cost of such training.
- Occupational skills training in local demand occupations.
- On-the-job training.
- Skills upgrading and retraining.
- Transitional jobs (work Experience).

Subrecipients will serve as the employer of record for the duration of the transitional jobs and must comply with wage hour laws, minimum wage laws, unemployment insurance, worker's compensations, and other labor laws as applicable to participants in subsidized employment.

### **Follow-up Services**

Subrecipient will be responsible for providing follow-up services to participants placed in unsubsidized placement employment for up to 12 months after the first day of employment. The goal of follow-up services is to ensure participants who obtain unsubsidized employment through system related services retain employment, earn wage gains, or advance within their occupation upon placement in unsubsidized employment.

While follow-up services must be made available, not all participants require or want such services. The WIB's WIOA Title I Adult and Dislocated Worker Follow-up Services directive allows for a customer-centered approach where support is based on need and desire.

The WIB has set criteria in order to provide Subrecipients guidance about follow-up services. Follow-up services must be made available as appropriate to individuals who participated in:

- Occupational skills training; or
- On-the-job training; or
- Transitional job; or
- Work experience; and
- Obtained employment

Follow-up services may include but are not limited to the following.

- Counseling individuals about the workplace.
- Contacting individuals or employers to verify employment.
- Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual.

- Assisting individuals and employers in resolving work-related problems.
- Connecting individuals to peer support groups.
- Providing individuals with information about additional educational or employment opportunities; and
- Providing individuals with referrals to other community resources.

## **Outreach**

Respondents must describe their strategy to conduct outreach recruitment activities to ensure they meet enrollment goals for Adult and Dislocated Workers. The strategy must include participant recruitment for WIOA Mandated Priority of Service individuals and other populations to be served, and special grants under this RFP. Any outreach marketing material must be approved by WIB prior to its distribution.

### **5.3 Populations to be served**

The population to be served under this RFP are Adults and Dislocated Workers 18 years or older who are Tulare County residents, as well as targeted populations as described below.

#### **WIOA Adult Priority of Service**

WIOA mandates that priority of services for Individualized Career and Training services for adult participants must be provided to:

- Public assistance recipients.
- Low-income individuals; and
- Individuals who are basic skills deficient:
  - Lack high school diploma or high school equivalency and are not enrolled in post-secondary education.
  - Enrolled in a Title II Adult/Education/Literacy program.
  - English, reading and writing or computing skills at an 8.9 or below grade level from the identified standardized test; or
  - Determined to be Limited English Learner.

Veterans and eligible spouses that meet the WIOA eligibility criteria must receive priority of services provided in compliance with the Jobs for Veterans Act (Public Law 107-288) (20 Code of Federal Regulations (CFR 1010)).

#### **WIOA Dislocated Worker Eligibility Criteria**

WIOA Dislocated Worker is defined as an individual who has been terminated or laid off, or has received a notice or termination of layoff, from employment, is eligible for, or has exhausted entitlement to unemployment compensation, and is unlikely to return to a previous industry or occupation. Additional definitions pertaining to Dislocated Worker criteria can be found at local policy directive TUL 14-06, WIA Title I-B Eligibility Technical Assistance Guide found on the WIB's website [www.tularewib.org](http://www.tularewib.org).

## **Target Populations**

Other target populations to be served under this solicitation include Welfare-to-Work participants, English Language Learners (ELL), People with Disabilities (PWD), individuals experiencing homelessness, and justice involved individuals.

## **Expanded Subsidized Employment (ESE) Program**

The purpose of the ESE program is to provide Welfare-to-Work (WTW) participants referred by Health and Human Services Agency with subsidized employment opportunities. The ESE program provides a one-week job readiness workshop that assists participants to gain job search skills while at the same time learn soft skills for employment. Curriculum shall include, but not limited, to resume writing, interviewing techniques, skills to assist participants in finding and retaining employment, and problem resolution to various employment barriers.

Employment activities include:

- Subsidized employment, which include placement in paid temporary positions in the public or private sector. Up to 100 % of participant wages and taxes are reimbursed for up to six months.
- Placement assistance upon completion of subsidized employment
- Follow-Up services must be conducted every thirty (30) days for three months to verify that participants remain in unsubsidized employment and to calculate performance measures.

Grant period: July 1, 2021 through June 30, 2022

Service Areas: Comprehensive One-Stop Centers in Porterville, Visalia and Affiliate Sites in Dinuba, Tulare.

## **5.4 Comprehensive Centers and Affiliate Sites**

### **Employment Connection Comprehensive Centers**

The WIB is the lease holder of its two comprehensive one-stop center locations in Tulare County that are co-branded as Employment Connection Centers, America's Job Center of California (AJCC).

The Tulare County Employment Connection Center premises where WIOA Title I services are to be delivered to the public are located at:

- 4025 W. Noble Ave., Visalia, CA
- 1063 West Henderson, Porterville, CA

The following One-Stop partners are co-located at the Employment Connection in Visalia through an MOU cost sharing agreement with the WIB:

- Employment Development Department
- Department of Rehabilitation
- WIOA Title I Youth, Adult, and Dislocated Worker
- Tulare County Office of Education Ticket-to-Success
- Community Service Employment Training (W-t-W, Title V, LHEAP, MHSE), CalFresh E&T

The following One-Stop partners are co-located at the Employment Connection in Porterville through an MOU cost sharing agreement with the WIB:

- Employment Development Department
- Department of Rehabilitation
- WIOA Title I Youth
- Community Service Employment Training (W-t-W, Title V, LHEAP, MHSE)

### **Property Management of Comprehensive Centers**

The provider of career services, in coordination with the WIB, will be responsible for managing the daily operations and property activities in support of the Employment Connection premises, including managing the hours of operation for the Employment Connection Comprehensive Centers.

In addition to property management responsibilities, the provider of career services will be responsible for the provision of Information Technology support of the Center to include, but not limited to the provision of internet access, internet security, information technology hardware and software and technical support for staff/partners computers, computer labs, and the resource room.

For the purpose of this RFP, it is **not necessary** for respondents to budget for facilities costs such as rent, janitorial, security, pest control, utilities, and information technology. Funding for these costs will be discussed during negotiations with the awardee.

### **Affiliate Sites**

Affiliate sites, as described in 20 CRF 678.310, 34 CFR 361.310, and CFR 463.310, are access points to services in addition to comprehensive centers. Such access points are created to supplement and enhance customer access to Comprehensive Center services. Affiliate Sites make one or more of the one-stop partners' programs, services, and activities available to job seekers and employers.

Affiliate Sites allow for more flexibility in terms of the services one-stop partner programs provide. These sites do not need to provide access to every required one-stop partner program. Just as is required of comprehensive America's Job Centers, affiliate sites must be physically and programmatically accessible to individuals with disabilities, as required by section 188 of WIOA and its implementing regulations at 29 CFR part 38 (USDOL-ETA TEGL 16-16).

The WIB does not currently hold a lease for an **Affiliate Site in Dinuba**. The successful respondent for the Dinuba area will select the site, with final approval from the WIB and be the leaseholder or co-locate with a partner agency. Respondents are strongly encouraged to leverage resources through co-location with partner agencies, libraries, or other community-based organizations.

The WIB does not currently hold a lease for an **Affiliate Site in Tulare**. The successful respondent for the Tulare area will select the site with final approval from the WIB and

be the leaseholder or co-locate with a partner agency. Respondents are strongly encouraged to leverage resources through co-location with partner agencies, libraries, or other community-based organizations.

### 5.5 Performance Measures

The WIB is held accountable to the U.S. Department of Labor (DOL) and the State of California Employment Development Department (EDD) to report all WIOA-funded activities and performance measures. Subrecipients will work closely with the WIB to implement the state and local performance measures and attain the prescribed standard for the delivery of WIOA Title I services.

The WIB will monitor the performance of the Subrecipients during monthly and quarterly performance reviews and on an annual basis. The Subrecipients participate fully in the performance reviews and provide evidence that they have reviewed and analyzed the performance information in preparation for the reviews. The quarterly report is also an opportunity to focus on the areas that are meeting and exceeding planned performance and outcomes.

WIB staff will request a corrective action when performance is below 90 percent of planned goals or as needed. The Subrecipients will be responsible for submitting quarterly performance reports to the WIB with a corrective action plan and should include action steps and a timeline to meet planned goals.

Yearly, the State of California Employment Development Department negotiates WIOA performance standards for which it holds the WIB accountable to meet the goals.

### WIOA Title I-B Performance Goals

The WIOA Title I-B Adult and Dislocated Worker performance goals include:

<b>PY 20-21 WIB Performance Goals</b>	<b>Adult</b>	<b>Dislocated Worker</b>
Employment Rate 2nd Quarter After Exit	60.0%	72.0%
Employment Rate 4th Quarter After Exit	60.0%	67.5%
Median Earnings 2nd Quarter After Exit	\$4,400.00	\$5,750.00
Credential Attainment within 4 Quarters After Exit	74.5%	77.5%
Measurable Skills Gains	65.0%	58.3%

*WSIN 20-15 Local Area Negotiated Performance Goals PY 20-21*

Subrecipients will work closely with the WIB to meet and exceed all performance goals. Additional information and guidance on these measures and numerical goals will be forthcoming from the WIB, the State of California, and the U.S. DOL.



## **5.6 Tracking Requirements**

CalJOBS is a web-based case management and customer tracking system. Subrecipients must utilize this system for maintaining participant files that meet the specifications of the WIB. All Employment Connection One-Stop Centers and Affiliate Site customers are to be registered in the Employment Connection CalJOBS system at [www.employmentconnect.org](http://www.employmentconnect.org). Customers should also be offered workshop(s) that teach how to utilize CalJOBS to its fullest capacity, to include but not limited to alerts to job openings, writing cover letters, skills assessments, creating resumes, career information, online job application, and labor market information. The Subrecipient staff utilizes the system for entry of individual participant data such as eligibility determination, demographics, participant activities, case notes, outcomes, and follow-up data. Timely data entry is required as follows: 10 working days for case notes and 20 working days for participant activities.

Because Subrecipient's performance will be assessed using data from CalJOBS, the WIB will conduct ongoing monitoring to evaluate the Subrecipient's use of CalJOBS. Failure to comply with the required use will result in corrective action and may result in the contract being terminated.

## 6.0 FUNDING

### 6.1 Estimated Funding

The WIB will contract with successful respondents for service delivery on a cost reimbursement basis. This includes work-based training programs; on-the-job training (OJT), and transitional jobs. Therefore, all funds awarded are for the purpose of providing WIOA Title I-B Basic and Individualized Career Services, and Training Services. The WIB retains the WIOA Adult and Dislocated Worker funds for Individual Training Accounts; therefore, it is not necessary for respondents to budget for the cost of ITAs.

WIOA formula funding represents the majority of the guaranteed funding stream for WIOA services across program years. Each year the WIB seeks funding through competitive grants to add funds to the Employment Connection One-Stop system budget; however, there is no guarantee that this will occur.

This solicitation encompasses future funding awarded to the WIB during the four-year procurement cycle, including WIOA funds and special grant funds. At the discretion of the WIB, any future funds awarded to the WIB may be awarded to WIB subrecipients selected through this solicitation.

#### Charts 1 - 2 Estimated Formula Funding by Comprehensive Center

Comprehensive Center - Visalia	Funding Type	Operations	Work Based Training	Estimated Funding
WIOA Formula Funds	Adult	\$892,014	\$64,452	\$956,466
	Dislocated Worker	\$758,629	\$42,882	\$801,511
Special Grant	Expanded Subsidized Employment	\$198,237	\$226,811	\$425,048
<b>Total Funding</b>				<b>\$2,183,026</b>

Comprehensive Center -Porterville	Funding Type	Operations	Work Based Training	Estimated Funding
WIOA Formula Funds	Adult	\$654,685	\$39,972	\$694,657
	Dislocated Worker	\$532,671	\$32,672	\$565,343
Special Grant	Expanded Subsidized Employment	\$224,452	\$226,811	\$451,263
<b>Total Funding</b>				<b>\$1,711,263</b>

**Chart 3 - 4 Estimated Formula Funding by Affiliate Site**

Affiliate Site Dinuba	Funding Type	Operations	Work Based Training	Estimated Funding
WIOA Formula Funds	Adult	\$226,650	\$15,069	\$241,719
	Dislocated Worker	\$179,350	\$10,210	\$189,560
Special Grant	Expanded Subsidized Employment	\$238,661	\$226,811	\$465,473
<b>Total Funding</b>				<b>\$896,752</b>

Affiliate Site Tulare	Funding Type	Operations	Work Based Training	Estimated Funding
WIOA Formula Funds	Adult	\$226,650	\$15,069	\$241,719
	Dislocated Worker	\$179,350	\$10,210	\$189,560
Special Grant	Expanded Subsidized Employment	\$238,661	\$226,811	\$465,473
<b>Total Funding</b>				<b>\$896,752</b>

*These amounts may increase, or decrease based on availability of formula funds allocation from the State and other special grant program funds. WIB anticipates that full funding allocations will be known at the time of contract negotiations.*

## 6.2 Service Delivery Areas

The WIB anticipates issuing contracts for two Comprehensive Centers in Visalia and Porterville and two Affiliate Sites in Dinuba and Tulare. Respondents must identify the **service** delivery area(s) they propose to serve and may submit proposals for all four service areas; however, a separate proposal must be submitted for each proposed service area. The WIB only intends to award a maximum of three areas to any one entity.

### Geographical Areas

Comprehensive One-Stop Centers:

1. Visalia service areas include: ~~Alpaugh, Cutler, Dinuba, Earlimart,~~ Exeter, Farmersville, Goshen, Ivanhoe, Lemon Cove, ~~London, Orosi, Pixley,~~ Three Rivers, ~~Tipton, Traver, Tulare,~~ Visalia, ~~Waukena,~~ Woodlake
2. Porterville service areas include: Ducor, Lindsay, Poplar/Cotton Center, Porterville, Richgrove, Springville, Strathmore, Terra Bella, Woodville

Affiliate Sites:

3. Dinuba service areas: Dinuba and surrounding rural areas: Cutler, Orosi, London, Traver
4. Tulare service areas: Tulare surrounding rural areas: Alpaugh, Earlimart, Pixley, Tipton, Waukena

### **6.3 Funding Priorities**

The Employment Connection One-Stop System in Tulare County is a comprehensive workforce system that offers varied solutions for job seeker and employer customers. These solutions range from self-directed job seekers for universal access customers to customized training and rapid response services for businesses. Naturally, the extent to which the WIB can provide the funding for specified services to certain workforce segments depends primarily on the allocations received from the state and federal government. Within those parameters, the WIB sets service and funding priorities. The amount of formula funds available for the delivery of WIOA Title I services over the next four years is dependent upon funding priorities set by the Board from training, supportive services, and services to special populations with priority of service to veterans.

SB 734 Training Requirement requires local Workforce Development Boards to spend 30 percent of funds available under Title I of the Federal Workforce Investment Act of 1998 (Public Law 105-220) provided for adult and dislocated worker training services. To meet the requirements of SB 734, the WIB's formula funding priorities for program year 2021-2022 obligate at least 30 percent of dislocated worker and adult formula-based funding for participant training activities.

## 7.0 REQUIRED PROPOSAL FORMAT AND PROPOSAL SUBMISSION

The proposal format must clearly demonstrate the respondent's ability to provide the requested services. The RFP provides information regarding the format in which proposals should be submitted, the requirements that must be met to be eligible for consideration, the respondent's responsibilities and the documents that must be included. Questions regarding the proposal format must be submitted to the WIB by March 18, 2021 by 12:00 p.m. via email to WIBProcurement@tularewib.org with the subject line: "RFP Career Services".

### Withdrawals

A submitted application may be withdrawn prior to the application due date. A written request to withdraw the application must be submitted to the WIB. If a respondent does not withdraw a proposal by the due date, the proposal becomes the property of the WIB and may be subject to public disclosure according to the Freedom of Information Act.

### 7.1 Proposal Contents and Page Limits

Respondents must include the following documents and must adhere to the following page limits. Please keep narratives as concise as possible while providing the information requested. Each narrative must contain a heading clearly indicating the category you are responding to.

<b>Proposal Narrative Sections</b>	<b>Proposal Page Limits</b>
8.1 Title Page and Executive Summary	2
8.2 History, Qualifications and Past Performance	4
8.3 Organization Structure and Management	2
8.4 Program Design & Service Delivery	10
8.5 Business Engagement and Services	4
8.6 Partnership and Collaboration	2
9.0 Project Financial Plan	1
<b>Maximum Page Limit</b>	<b>25</b>

## Required Attachments:

Form	Attachment	Note
Proposal Title page	Attachment A	Required
Signatory Authorization	Attachment B	Required
Proposal Checklist/Table of Contents	Attachment C	Required
Budget and Budget Forms	Attachment D	Required
Certification Regarding Lobbying	Attachment E	Required
Instructions for Certification-Certification Regarding Debarment	Attachment F	Required
Standards of Conduct	Attachment G	Required
Past Performance Questionnaire	Attachment H	Required
Ex Parte Communication Prohibition Conflict of Interest	Attachment I	If applicable
Resume(s) Manager	Limit 2	Required
Organizational Charts 1. Leadership of the organization 2. Intended staffing	Limit 2	Required

The WIB **will remove excess pages** from proposals exceeding these limits before the proposals are distributed for review.

Respondents may not submit additional attachments that have not been requested within this RFP.

### 7.2 Formatting Requirements

- Font size: 12 point
- Margins: one inch
- Text: Single-spaced
- Pages: Letter size only
- Page numbering: Centered at the bottom of each page

## 7.3 Proposal Title Page, Table of Contents, and Executive Summary

### Proposal Submission

#### Electronic Submittal Instructions

- All attachments formatted in Word and Excel must be saved as Word and Excel files as applicable, not as a PDF.
- Word formatted attachments that require a signature may be submitted as a PDF.
- PDF formatted attachments are to be submitted as a PDF.
- All documents must be saved using a naming convention that includes the applicant's name and does not exceed 40 characters in length.
- Submit one proposal with signatures and related attachments in one .ZIP file per email to [WIBProcurement@tularewib.org](mailto:WIBProcurement@tularewib.org)
- Do not submit more than one proposal per email.
- Title the email subject line [Proposer Name, Center Location (Dinuba, Porterville, Tulare, or Visalia)], for example "Agency XYZ Visalia"

#### Proposal Title Page and Attachments

Submit two hard copies of the proposal title page Attachment A and Attachments B, E, F and G with original wet signatures by the respondent's contract signatory authority. The hard copies must be submitted by April 15, 2021 by courier, in-person, or mail to:

Laura Gonzalez  
Workforce Investment Board of Tulare County  
309 West Main Street, Suite 120  
Visalia, CA 93291

**The WIB must receive the proposal(s) marked no later than April 9, 2021 at 12:00 PM Pacific Standard Time (PST). Proposals not received by this time will be automatically disqualified from competition.**

#### Proposal Title Page

- The Proposal Title page must be completed, in full, and signed by an agency officer authorized to bind the agency to all commitments made in the proposal and be accompanied by a copy of the Board Resolution, or other corporate actions, authorizing the agency officer to submit the proposal. If a Board Resolution, or other corporate action, cannot be obtained prior to proposal submission, the resolution may be submitted no later than three (3) calendar weeks from the proposal submission deadline.
- The **Signatory Authorization form** is included as an attachment to this RFP and may be submitted in lieu of the Board Resolution.

## Table of Contents

- Complete the Proposal checklist.
- The Proposal checklist identifies all narratives, forms and certifications that must be submitted with your proposal. This sequence must be following in assembling the completed proposal.
- The **Proposal Checklist** must be included in your proposal package and will serve as your Table of Contents.

## Executive Summary

- Include a brief overview of the proposal including a summary of the understanding of the program.

## 7.4 Program Budget

Respondent shall submit the line item **Budget Form (Attachment D)** for the services proposed. The Excel budget worksheet is provided as part of the RFP exhibits. The budget should be reasonable and accurate and provide a clear and concise description of costs relating to the proposed project. A separate budget must be submitted for each Comprehensive Center or Affiliate Site.

The written narrative of the RFP cannot exceed 25 single spaced pages for both the Comprehensive Centers and Affiliate Sites. Content beyond the required page limits will be removed before proposals are evaluated. Respondents must address all sections below in their proposal narrative.



## 8.0 PROPOSAL NARRATIVE

### 8.1 Executive Summary (Points 5)

- Include a brief overview of the proposal including a summary of the understanding of the program.

### 8.2 Organization History, Qualifications and Past Performance (Points 20)

Respondents must provide a brief history of its organization including:

- Type of organization, primary location, identify if it is a local agency (Tulare County), employment size of the organization, years in business and any other relevant information pertaining to this RFP.
- Clearly identify organization's mission and vision and how it relates to workforce development.
- Describe demonstrated experience of their organization's ability to successfully perform the services described in this RFP, including description of past projects completed with similar scope of work.
- Describe the organization's experience in serving diverse socioeconomic populations, such as those mandated by WIOA priority of services and how it successfully performed the services to these individuals as described in the RFP.
- Describe the organization's experience in serving businesses.

#### References – Past Performance Questionnaire – Attachment H

The respondent must provide references from organization/agencies that respondent has had direct involvement for projects of similar size and scope. **Submit three (3) references for Comprehensive Centers and three (3) references for Affiliate Sites.**

#### References shall include the following information:

- Reference's organization's name
- Reference's address and phone number
- Contact person; and
- Description of services provided.

In addition, each of the respondent's references must be completed and sent directly to the WIB under separate cover, along with the Past Performance Questionnaire, by the proposal due date. Past performance for respondents contracted to provide WIOA Youth, Adult, and Dislocated Worker services by the WIB in the past five years, will be provided to the evaluators by the WIB.

Past Performance Questionnaire received after the proposal due date will not be accepted, (see Attachment H - Past Performance Questionnaire). Reference shall be advised to email the questionnaire to [WIBProcurement@tularewib.org](mailto:WIBProcurement@tularewib.org) with the subject line title "Past Performance".

Evaluation Team will evaluate on the following:

- Does the respondent have three questionnaires?
- Was the past performance questionnaire based on a project within the past five years?
- Did the respondent demonstrate positive outcomes in projects similar in scope to this RFP?

### **8.3 Organization Structure and Management (Points 10)**

The respondent must provide the organizational structure as well as the management of the proposed Employment Connection Comprehensive Center(s) and/or Affiliate Site(s) to include the following:

- Describe the approach for recruitment, training, and support of all staff involved in the program at their proposed center(s).
- The staffing plan needs to address the cultural competencies and languages spoken by staff that will reflect the needs of the populations being served, as well as a description of the qualifications and job titles and roles for all key positions staffed at their proposed center(s).
- The respondent must describe the organization's hiring policies, and clearly define the qualifications of the staff proposed to fill positions within the proposed location(s) as well as those who have fiscal accountability.
- Describe the internal quality assurance process, to assure continuous improvement, contract compliance, and accuracy of data, performance management, and process compliance.
- How center staff will be trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide high-level service to participants and businesses.
- How center staff will be cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency in order for staff to fully understand other partner programs services and give participants the information they need to lead them to positive educational and employment outcomes.
- The internal process to ensure staff is knowledgeable in local WIB policies, directives and procedures at all times as well as the process to routinely train staff so they are keenly aware of how their particular work function supports and contributes of the overall vision of the one-stop delivery system.
- The method respondents will use to evaluate staff's performance.
- The strategy to motivate staff and keep them actively engaged.

All respondents must attach organizational charts, one showing the leadership of the organization and another chart indicating the organization's intended staffing operations for the Employment Connection Comprehensive Center(s) and/or Affiliate Site(s) including job titles, as well as the intended manager (include the manager's resume as an attachment). If a manager is not currently on staff, identify the person on staff who will supervise and oversee services until an individual is hired.

The WIB strongly supports the payment of a sustainable wage to employees and the

provision of employer assisted medical benefits. Subrecipients will be expected to follow these principles for staff employed at Employment Connection Comprehensive Centers(s) and/or Affiliate Site(s).

#### **8.4 Program Design and Innovation for Service Delivery (Points 30 ~~36~~)**

Respondents must describe their program design and service delivery strategy and how their organization will offer an innovative approach to providing the required program services to Adult and Dislocated Workers that lead to sustainable employment and meaningful career pathways. This will include access to Basic and Individualized Career Services and individuals being served under the special grant listed in this RFP. Describe any enhanced supplementary benefits your organizations will provide at the proposed center(s) and affiliate site(s).

Using specific examples, respondents must include the following:

1. Describe how the organization will support the delivery of high quality/human-centered services in collaboration with WIOA mandated partners, other community partners/agencies, One-stop Operator Manager(s), and WIB business services that will engage both customers and employers.
2. Describe how strategies for service delivery and meaningful access will be responsive to meet the specific needs of the target population including Adult, Dislocated Workers, people with disabilities, CaIWORKs recipients, English language learners, justice involved individuals, and all individuals with barriers to employment.
  - a. Identify specific strategies where you will conduct outreach and recruitment in order to reach out to target populations, low-income individuals, and dislocated workers.
  - b. How will you enhance partnerships to outreach to target groups in need of career and training services?
  - c. To help individuals make informed career choices, how will you ensure they have access to orientations, intake, and workshops without imposing additional barriers? Address transportation, technology, scheduling/office hours, and other solutions to increase access and participation.
  - d. Provide your plan to provide access points to services during non-traditional hours and days i.e. on-site, outlying areas, partner locations, community centers, libraries, and/or remotely/virtually.
3. Explain how respondents provide and/or facilitate interactive workshops to prepare individuals to job search and interview for jobs that lead to their career pathway?
  - a. how access to Describe workshops and its materials will accommodate the

needs of individuals with disabilities.

4. Career coaching is key to engaging participants. Describe career coaching strategies to assist participants develop a career plan, complete training successfully, access resources, attain education goals and retain employment during follow-up.
5. In order to continue the WIOA delivery system as a “One-Stop” concept, describe how information about and access to a wide array of job training, education, and employment services will be available to participants with easy accessibility.
6. How will you ensure all participants eligible for Individualized Career Services have access to education and all training services described in this RFP.
7. How respondents will determine the occupational skills training needs of participants, specifically Individual Training Accounts (ITA), following the WIB process as described in TUL Directive 12-06, Individual Training Accounts found on the WIB’s website [www.tularewib.org](http://www.tularewib.org).
8. Respondent’s follow-up services to help individuals retain employment, earn wage gains, or advance within their occupation.
9. Describe the strategies that your organization will use to ensure that services to job seekers and businesses will be leveraged.

### **8.5 Business Engagement and Services (Points 15)**

The WIB’s business engagement strategy values business as a resource and seeks to keep business in the center of its design. To ensure the provision of business-centric services, the WIB has identified a business engagement strategy that clearly outlines the roles of the WIB Business Services Team and of the Subrecipients Business Services Team.

#### **WIB Business Services Team**

WIB Business Services Team will lead the following industry engagement strategies with the support of, and in collaboration with, the Subrecipients Business Services Team:

- Employer Information and Support Services (WSIN 19-06)
- Downsizing and Restructuring Support (Rapid Response)
- Labor Market Information & Analysis
- Training to UpSkill Existing Workforce
- Sector Partnerships
- Business Services Referrals to the Employment Connection or other industry engagement partners

## **System-Wide Recruitment Assistance**

System-Wide Recruitment Assistance is a key strategy that the WIB Business Services Team's Recruitment Assistance Coordinator (RAC) will use to help local businesses find the skilled workforce they need. The level of recruitment provided by the RAC will be dependent upon the industry of the business, the number of positions being filled, and the wages of those positions. When a system-wide in-person or virtual recruitment is deemed necessary, the RAC will work with a business to coordinate a hiring plan, which may include any number of the following services:

- a. Coordinate with businesses to understand their hiring process and the skills and training needed for positions.
- b. Schedule and coordinate the logistics for in-person or virtual recruitment events.
- c. Market the open position(s) and recruitment event(s) on various platforms.
- d. Coordinate efforts with the Subrecipient Business Services Team to pre-screen Job Ready Candidates, leverage Work-based Training opportunities, and provide additional logistical support for event.

The WIB Business Services Team will also facilitate and provide support to the Subrecipients Business Services Team as follows:

- Provide an overview on business services and business engagement.
- Conduct regular Business Services Team meetings to discuss business services and facilitate a peer-to-peer network to discuss effective practices and coordinate services to meet employer needs.
- Provide technical assistance on any changes in policy/regulations pertaining to business services.
- Meet with each site to review business services and business engagement.

## **Employment Connection Business Services Team**

The Employment Connection System serves as a pipeline for job ready candidates to meet business' hiring needs. The Employment Connection Business Services Team, which is comprised of subrecipient staff, assists businesses in finding the skilled workforce they need through the following strategies:

### **a. Outreach**

Outreach to businesses is a core component of the workforce development system because it helps establish a meaningful relationship between the local workforce system and industry. These interactions shall lead to a better understanding of a business' needs, and when appropriate, connect a business to services offered by the Employment Connection, WIB Business Services Team, or other industry engagement partners. Outreach is defined as an interaction that may connect a business (Refer to Employer Establishment Definition in WSIN 19-06) to one or more of the following services or activities:

- Recruitment Assistance (Job Connect, Job Orders, Work-based Training)
- Downsizing and Restructuring Support (Rapid Response)

- Labor Market Information & Analysis
- Training to UpSkill Existing Workforce
- Sector Partnerships
- Business Services Referrals to the WIB or other industry engagement partners

Outreach does not include information and support services delivered to businesses through mass mailings or communications, “cold” calling, follow-up contacts, or regular newsletters, brochures, and publications.

The WIB and Employment Connection Business Services Team staff will coordinate outreach strategies to support Tulare County businesses, provide meaningful services, and avoid duplication. The Employment Connection Business Services Team will track business outreach activities using a shared system that is identified by the WIB. Annually, the WIB will provide data on businesses in Tulare County and develop an outreach plan within the Business Services Team.

**b. Preparing Job Seekers**

Through one-to-one sessions with Job Seekers, the Employment Connection Business Services staff will ascertain career and employment objectives and determine if direct placement or work-based training is needed to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment within an identified career pathway.

Jointly, the Employment Connection Business Services Staff and Job Seekers develop an Individual Employment Plan to include an intensive job search strategy. Employment Connection Business Services Staff may conduct specialized workshops and connect Job Seekers to recruitment events being coordinated by the WIB Business Services Team.

The Employment Connection Business Services Team may market individuals who need training to businesses to negotiate work-based training opportunities. Work-based training is not a method to fulfill business hiring needs, but rather a tool to assist job seekers and unemployed workers in gaining skills while engaged in an earn and learn training model. Respondents to this RFP may utilize the following work-based training opportunities within its strategies to transition WIOA eligible participants to obtain sustainable employment.

1. *On-the-job training (OJT)* – provides up to 50% of the wage rate of the participant to employers for the extraordinary cost of training the WIOA eligible participant on the job. Employers may be reimbursed up to 75% of the wage rate of participants with significant barriers to employment. The OJT will relate to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, or workplace literacy.

2. *Registered apprenticeship* – may be combined with OJT.
3. *Transitional jobs* – time limited and wage-paid work experience that is subsidized up to 100 percent for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history. A transitional job must be combined with career and supportive services. These jobs are designed to enable an individual to establish a work history, demonstrate work success, and develop the skills that lead to unsubsidized employment. (WIOA sec. 134 (d) (5)).

**c. Recruitment Assistance**

The Employment Connection Business Services Team will assist businesses in filling job openings by marketing positions on CalJOBS, working with the WIB to market on social media, and by connecting them to Job Ready Candidates from the Employment Connection Talent Pool. The Employment Connection Business Services Team may also refer businesses to the WIB Business Services Team’s Recruitment Assistance Coordinator for a system-wide in-person or virtual recruitment event. The level of recruitment provided by the Recruitment Assistance Coordinator will be dependent upon the industry of the business, the number of positions being filled, and the wages of those positions. When a system-wide in-person or virtual recruitment is coordinated by the Recruitment Assistance Coordinator, the Employment Connection Business Services Team will provide the following assistance:

1. Pre-screen Job Ready Candidates by connecting them to recruitment events.
2. Leverage work-based training to make Job Ready Candidates more competitive.
3. Provide logistical support to the Recruitment Assistance Coordinator before and during recruitment events.
4. Help unsuccessful candidates (WIOA participants or the general public) by connecting them to career services.

**Business Services Measures & Outcomes**

There are three Effectiveness in Serving Employer measures: Retention with the Same Employer, Repeat Business Customers, and Employer Penetration. These measures are designed to comprehensively gauge how well the state is serving employers. These measures are different than other performance measures in that they are not calculated for each program individually, but rather all data from the core programs are aggregated to produce one state-level figure. Until noticed otherwise, the state will report on the following three indicators:

1. Retention with the Same Employer

The Retention with the Same Employer measure determines if WIOA core programs are serving employers by improving employee workforce skills and reducing employee turnover.

The state must report Retention with the Same Employer in Q2 and Q4 after exit, and calculate it based upon wage record matches for participants who are in their

post-Q4 exit. To be included in the calculation, a participant must have a wage record match and the same employer FEIN or state Tax ID number for their Q2 and Q4 after-exit quarters.

The number of participants with wage records who exit during the reporting period and were employed by the same employer during Q2 and Q4 after exit (numerator) DIVIDED BY the total number of participants with wage records who exit and were employed (denominator).

*Note – Employee retention data for all participants who received WIOA program services and were co-enrolled in Title II AEFLA outcomes will be collected and reported at the state-level by the State Board.*

## 2. Repeat Business Customers

The Repeat Business Customers measure tracks the percentage of employers who have used qualifying core program services in the current PY and had received services in any of the three preceding PYs. This allows the state to determine if business customers are sufficiently satisfied to seek core program services again, and to develop and maintain durable employer relationships.

The total number of Bureau of Labor Statistics (BLS) Quarterly Census of Employment and Wages (QCEW) establishments served during the current reporting period, and who have used qualifying core program services in the current PY and in any of the three previous reporting periods (numerator) DIVIDED BY the total number of establishments served during the current reporting period (denominator).

Note the following:

- An employer who uses WIOA core program services more than once during the last three reporting periods is only counted once in reporting.
- DOL is not requiring states to use data for services delivered to employers prior to July 2016 to fulfill the prior three reporting periods' requirement.
- For employers with more than one physical location, each location is counted as a separate establishment (TEGL 10-16, Attachment 4, Table A).
- Qualifying "Core Services" are defined in TEGL 10-16, Attachment 4, Table B.

## 3. Employer Penetration Rate

The Employer Penetration Rate measure tracks the percentage of employers who use core program services out of all the employers in the state. This indicator will assist in determining if the core programs are serving a large number of employers, as well as evaluate how well the area's workforce needs are being met. This measure is a unique count of employers using WIOA core program services.

The total number of BLS QCEW establishments that received a service or are continuing to receive an ongoing service and/or assistance during the reporting period (numerator) DIVIDED BY the total number of BLS QCEW



establishments (denominator).

Note the following:

- One or more service per establishment per PY only counts once in the numerator.
- For employers with more than one physical location, each location is counted as a separate establishment (TEGL 10-16).
- Qualifying “Core Services” are defined in TEGL 10-16.

**Respondents must describe the following:**

- Using specific examples describe the organization’s experience and/or qualifications working with the business community.
- Describe the outreach strategy that will be implemented to connect to Tulare County businesses and understand their local workforce needs.
- Describe how the respondent will prepare job seekers to be job-ready using work-based training and job orders to meet the needs of Tulare County businesses.
- Describe how the respondent will work with the WIB Business Services Team to support system-wide recruitment strategies such as hiring events, social media platforms, and job fairs.
- Describe the respondent’s understanding of the businesses in Tulare County, specifically in the proposed center service area, including a clear understanding of the priority target sectors:
  - Advanced manufacturing
  - Construction (including public infrastructure)
  - Energy (including green energy)
  - Healthcare
  - Transportation and Logistics
  - Value-added agriculture (Agri-business)

**8.6 Partnership and Collaboration (Points 10)**

The WIB expects all respondents receiving funding under this RFP to leverage the entire workforce system in Tulare County to maximize outcomes for the participants they serve. This requires partnership and collaboration with WIOA mandated partners, as well as co-located agencies, and other agencies in the community.

**8.6.1 Partnerships**

The WIB has established a formal relationship with its WIOA mandated Core Partners mentioned in this RFP to actively support the One-stop system through effective partnerships. These Core Partners are mandated by WIOA to participate in the operation of the public workforce system and offer services on-site at the Comprehensive Centers, Affiliate Centers, and their respective location.

Respondents shall demonstrate their ability to form and sustain partnerships with WIOA mandated partners. This partnership requires mutual trust and teamwork between WIB Subrecipients and partners to achieve their shared goals.

**Respondents must describe the following:**

- Describe the agency's ability to sustain and develop strong working partnerships with WIOA Core Partners to provide wrap-around services to participants and avoid duplication of services.
- Describe the strategies to establish mutual accountability for achieving successful implementation of the integrated system model.
- How it will adopt the Employment Connection partner referral process to ensure participants are referred to appropriate services to meet their immediate needs.
- How the agency will work with the One-Stop Operator to ensure a seamless delivery of services in a robust partnership among all partners.

**8.6.2 Collaboration**

In order to build closer ties among key workforce partners respondents for must be willing to collaborate with business leaders, state and local workforce development boards, labor unions, community colleges, non-profit organizations, and state and local officials. Respondents must describe the following:

- How it will collaborate with the entire workforce system to maximize outcomes for participants accessing the Employment Connection centers.
- Describe any experience working with city and County leaders to develop workforce solutions that are aligned with local economic development plans.
- Describe any established working relationships and/or ability to create new linkages with other community-based organizations/agencies that will support the program and bring specific benefits to participants accessing the centers.
- How it will collaborate with community services by working with existing advisory boards and/or collaboratives that include, but are not limited to, education, business, government, and workforce development.

## **9.0 FINANCIAL REQUIREMENTS**

### **9.1 Project Financial Plan and Budgets (Points 10)**

The WIB will conduct a Cost Price Analysis on the proposed budget details to determine if costs are reasonable, allocable, allowable, and necessary.

### **9.2 Financial Management Structure**

Respondents are required to outline their financial management structure. This outline should include a description of the organization's experience managing and accounting for state and federal funds and as well as conducting self-monitoring for financial performance and compliance. In the case of a collaborative partnership, this section must also identify the lead agency responsible for the financial activities of the collaborative and the related partner responsibilities.

### **9.3. Budgets**

Respondents are required to submit an overall line-item detailed budget (see Attachment D), a related budget narrative by line-item, and indirect rate or cost allocation plan. Estimated amounts by program are listed in Funding section 6. Respondents should not exceed the estimated funding amounts for Adult, Dislocated Workers, and other special grants for its center(s). The overall line-item detailed budget should provide a high-level snapshot of the respondent's total center budget.

All personnel costs must identify the staff position, annual salary, and percentage of annual time spent on the funding sources. Non-personnel costs should also be further outlined into specific line items (such as supplies, equipment, repairs, and mileage). Sub-contractor costs should identify the subcontractor, the service to be provided, and the total cost.

The respondent should submit a federally approved indirect cost rate or cost allocation plan describing the methodology that will be used to prorate common operating costs to each funding source. Examples of common operating costs are infrastructure costs (e.g. rent and copier machines), as well as personnel (e.g. receptionist, fiscal staff, senior management) providing benefits to multiple funding sources. Furthermore, the estimated amounts derived from the proposed methodology should be allocated to each budget line item by funding source.

#### **Budget Narrative - Refer to Attachment D**

Each respondent is required to submit a budget narrative and an indirect or cost allocation plan that corresponds to its line-item detail. This narrative should justify the need for all costs built into the line-item detail, the methodology used to drive each cost, and the methodology used to allocate the line-item cost across the funding streams.

Total indirect and profit line items (when considered in aggregate) **should not exceed 15 percent of a respondent's budget and administration costs should not exceed 10 percent of respondent's budget.** NOTE: Private for-profit organizations must clearly identify the percentage of profit and dollar amount in their budget narrative and forms. The extent to which a respondent can meet performance objectives.

All indirect costs budgeted must be supported by an indirect cost rate agreement with a federal or state cognizant agency. If the respondent is not required to obtain an indirect rate, then the cost allocation plan must include the methodology describing how common operating costs are distributed to different funding sources. For more information in preparing indirect cost rate agreements, please reference the "Guide for Indirect Cost Rate Determination", Department of Labor, Division of cost Determination issued February 2017 <http://www.dol.gov/oasam/boc/dcd/>.

#### **9.4 Subcontractors**

If applicable, the respondent must describe their plan to subcontract any portion of the service described in the proposal narrative. If a proposal identifies a specific entity to provide services, the WIB's award does not provide the justification or basis to sole source the services, unless the activity is regarded as the primary work of an official partner to the application.

The respondent must follow their own procurement procedures to procure subcontractor if those procedures reflect state and local laws and conform to the standard established in 2 CFR §200.318-326. Subrecipients must obtain prior written approval from the WIB to subcontract any portion of the services described.

## 10.0 PROPOSAL EVALUATION PROCESS AND CONTRACT AWARD

### 10.1. Compliance Review

Upon receipt of proposals, staff will review submitted proposals for completeness and technical compliance with applicable legal and regulatory requirements and the terms and conditions of the RFP. Incomplete proposals or those clearly found to be inconsistent with legal, regulatory, or RFP requirements will be eliminated.

### 10.2 Evaluation of Proposals

Proposals will be reviewed and evaluated by panels of community leaders, board members, WIB staff, and outside experts. Proposal will be scored and ranked by a team of independent reviewers (RFP Scoring Panel) who will score and rank all responsive proposals using the criteria set forth in this RFP. The table below provides a summary of the scoring methods for this RFP.

Table RFP Evaluation Criteria for Comprehensive Centers and Affiliate Sites

<b>8. Proposal Narrative</b>	<b>Proposal</b>	<b>Score</b>
<b>Sections</b>	<b>Page Limits</b>	<b>1-100</b>
8.1 Executive Summary	2	5
8.2 <del>8-1</del> History, Qualifications and Past Performance	4	20
8.3 <del>8-2</del> Organization Structure and Management	2	10
8.4 <del>8-3</del> Program Design & Service Delivery	10	30 <del>35</del>
8.5 <del>8-4</del> Business Engagement and Services	4	15
8.6 <del>8-5</del> Partnership and Collaboration	2	10
9.0 Project Financial Plan & Budget	1	10
<b>Maximum Score</b>	<b>25</b>	<b>100</b>

Respondents for Comprehensive Centers and Affiliate Sites will be evaluated for their ability to completely address all areas requested in all sections of the narrative of this RFP. Their use of detailed information to describe the specific strategies they will use, the extent to which they used of specific examples to demonstrate their qualifications, and their ability to operate the programs defined in the Scope of Services in this RFP.

#### Organization History, Qualifications and Past Performance

This category will evaluate the respondent's history and qualifications as it pertains to workforce development programs, or similar programs including:

- The organization's previous experience in operating employment and training programs to similar populations

- The organization's administrative and fiscal capabilities, and the experience of staff.
- The respondent's ability to provide the required references, and the completed Past Performance Questionnaires.
- Evaluation of WIOA past performance of WIB current and former subrecipients.
- Positive outcomes of past performance.

### **Organization Structure and Management**

This category will evaluate the respondent's effectiveness in providing all of the information requested to include the following:

- A well-thought-out structure for the center being proposed, including a clear description of the recruiting, hiring, and training process of the center staff, and manager and how the staffing approach meets the needs of the center.
- The extent of the detail of the respondent's internal quality assurance process.
- A clear plan on how the center staff will be trained, equipped, crossed trained with the necessary skills and knowledge to provide high-level service to participants.
- A detailed description of the internal process to ensure staff is fully knowledgeable in all areas necessary to operate the center and how staff will be evaluated, and motivated.

### **Program Design & Innovative Service Delivery**

Respondents will be evaluated on the extent to which the narrative is comprehensive and responsive to the delivery of services listed in the Scope of Services in the RFP including:

- The detail of the program design for the proposed center including all the elements defined in this section of the RFP.
- The specific examples provided, as well as an innovative and/or unique approach in providing the services listed in the Scope of Services section.

In addition, respondents will be evaluated on how clear the description is about how training services described in this RFP will be accessible to all eligible participants, how Individual Training Accounts will be provided to eligible participants, and the strategy to assure follow-up is conducted appropriately.

### **Business Engagement and Services**

Respondents will be evaluated in their description of specific strategies for Business Engagement including:

- The delivery of high-quality business services, especially those from targeted industries.
- The outreach and recruitment strategies to meet business hiring needs.
- The organization's understanding of the targeted industry sectors.

- How they will assure Job Developers have the necessary knowledge of the targeted industry sectors to meet the specific needs of each industry.
- Preparing a “Job Ready” talent pool to meet the hiring needs of business.

### **Partnership and Collaboration**

Respondents for **Comprehensive Centers** and Affiliate sites will be evaluated on their clear description of how they will develop and sustain strong working relationships with WIOA mandated partners, how they will assure mutual accountability, and their description of the referral process. Their description of how they will work with the One-Stop Operations Manager.

Respondents for **Comprehensive Centers** and **Affiliate Sites** will be evaluated on their strong description of how they will collaborate with the entire workforce system as described in this RFP for a seamless customer experience.

### **Project Financial Plan and Budgets**

Respondents will be evaluated on the submission of a fully completed, accurate, and detailed budget, and budget narrative based on the estimated program funding provided.

### **10.3 Selection of Subrecipients**

The WIB will select the respondent whose proposal is determined to best meet the needs of the WIB, based on the evaluation criteria previously discussed.

The determination of the successful respondent will be based upon information supplied by the respondent in response to this RFP and upon other information that will be obtained by the WIB as is deemed necessary.

The WIB reserves the right to negotiate with any respondent after proposals are opened, if such action is deemed to be in the best interest of the WIB. The WIB reserves the right to reject any proposal submitted.

### **10.4 Appeals Process**

Each respondent responding to an RFP issued by the WIB shall have an opportunity to appeal the funding decision of the WIB. **Proposals disqualified for not meeting the deadline for submission are not eligible for appeal.**

All respondent will receive a written or faxed notice from the WIB informing them of the WIB's funding decisions. If the respondent wishes to appeal the WIB's selection or award decision, the respondent must submit a written appeal request to the WIB within five (5) working days of the postmarked date of the letter of award status. The appeal will be conducted in accordance with the WIB's “Protest Procedure” which are outlined in the WIB

Procurement Manual. The manual can be found at <http://www.tularewib.org>

An appeal will only be considered valid if there has been a violation of one of the following criteria:

- The procurement process as outlined by the RFP was violated in some manner; and/or
- Federal, state, and/or WIB procurement guidelines have been violated.

An appeal will not be allowed:

- To contest individual scores, the rating system, or dissatisfaction with the evaluation results unless there is a violation of the process as outlined above.

### **10.5 Board Action**

The WIB Program and Evaluation Committee's recommendation will be presented to the WIB on May 12, 2021. This date is subject to change at the WIB's discretion. The WIB will designate the respondent to be awarded the contract(s) based upon consideration of the WIB Program Committee's recommendation.

### **10.6 Failed Competition**

The WIB reserves the right to reject any or all proposals when they are not responsive to the specifications of this RFP. Competitive negotiation requires that at least two responsive proposals for the same scope of work and service area must be received in response to the RFP. A competition is considered failed if only one responsive proposal is received. If a competition has been declared failed, the WIB then has the option to re-compete the procurement or enter into procurement by noncompetitive negotiation (sole source procurement).

### **10.7 Contract Award**

The WIB will make the final selection of the successful respondent(s) on May 12, 2021, with contract negotiations and contract signing to follow. **These target dates are subject to revision.**

### **10.8 Contract Performance Period**

The term of the contract(s) shall be for a one-year period beginning July 1, 2021 and ending June 30, 2022, with the option to extend the contract for three (3) additional one-year periods based on need, performance, and funding availability. The contract budget shall be renewed annually based on the availability of funds.

### **10.9 Negotiation/Contract**

All respondents shall designate an authorized negotiator. The name and contact information for this person must be included on the title page of the proposal. This designated person must be empowered to make binding commitments for the successful



respondent and its subcontractors, if any. The WIB reserves the right to negotiate the final terms of the contract agreements with the successful respondent(s). Items that may be negotiated include, but are not limited to, the scope of work, the staff as proposed, the implementation schedule, budget, and the final award amount.

### **10.10 Contract Terms and Litigation Warranty**

The WIB will negotiate contract agreements with the successful respondent(s).

The RFP, any addenda, and the respondent's response shall also become part of the contract agreement between the WIB and the respondent. The WIB is not responsible for oversights in this RFP that are not brought to the attention of the WIB prior to starting contract negotiations.

Respondents, by submitting a proposal, warrant that they are not currently involved in litigation or arbitration concerning their performance as it relates to the same or similar services to be supplied pursuant to the referenced contract and that no judgments or awards have been made against the respondents on the basis of their performance in supplying the same or similar services, unless such fact is disclosed to WIB in the proposal(s). Disclosure will not automatically disqualify the respondents; however, WIB reserves the right to evaluate proposal(s) on the basis of facts surrounding such litigation or arbitration.

### **10.11 Restrictions on Disclosure**

Any information deemed confidential or proprietary by respondent must be clearly marked and identified by respondent as such and include an explanation of why such information is exempt from disclosure under applicable law. Such clearly marked and identified confidential or proprietary information will be protected and treated with confidentiality only to the extent permitted by law. Information not protected from disclosure by law will be considered a public record.

Proposals will be received, maintained, and disclosed to the public consistent with the California Public Records Act and the Freedom of Information Act. Proposals will be exempt from disclosure until the evaluation and selection process has been completed. respondents should be aware that the WIB is required by law to make its records available for public inspection and copying, with certain exceptions (see California Public Records Act, California Government Code Section 6250 et seq. and the Freedom of Information Act. -5 U.S.C. Sec. 552).

The WIB will not notify respondent of request for release of information or that the WIB released data unless the WIB receives a request for information previously marked and identified by respondent as confidential or proprietary. If the WIB receives a request for release of such previously marked and identified confidential or proprietary information, the WIB will notify respondent of such request to allow respondent to challenge such request consistent with applicable law.

The WIB shall not be liable in any way for disclosure of any such records. Additionally, all bid responses shall become the property of the WIB. The WIB reserves the right to make use of any information or ideas contained in submitted bid responses. This provision is not intended to require the disclosure of records that are exempt from disclosure under the California Public Records Act (Government Code Section 6250, et. seq) or of the “trade secrets” protected by the Uniform Trade Secrets Act (Civil Code Section 3426, etc. seq.).

## **ATTACHMENTS**

Attachments are separate documents to this RFP and may be downloaded from the WIB’s website [www.tularewib.org](http://www.tularewib.org).

Attachment A – Proposal Title Page

Attachment B – Signatory Authorization

Attachment C – Proposal Checklist/Table of Contents

Attachment D – Budget Attachments

Attachment E – Certification Regarding Lobbying

Attachment F – Instructions for Certification/Certification regarding Debarment

Attachment G – Standards of Conduct

Attachment H – Past Performance Questionnaire

Attachment I – Ex Parte Communication Prohibition and Conflict of Interest

### Informational Attachments

Attachment J- Appeals Process

Attachment K- Reference Materials

Attachment L- Glossary of Terms, acronyms, and definitions

Attachment M- Enrollment History and Demographics