

**Turning Point Workforce Development Consortium and
Turning Point Workforce Development Board, Inc.**

**Request for
Proposals
(RFP)**

PY2021

July 1, 2021 to June 30, 2022

**To Provide NCWorks Career Center Operations/Management,
Services to Adults, Dislocated Workers and Employer Services
through the Turning Point Workforce Development Board
Integrated One-Stop Delivery System utilizing Workforce
Innovation and Opportunity Act (WIOA) Funding**

**Administered By:
Turning Point Workforce Development Board, Inc.
PO Box 7516
Rocky Mount NC 27804
Michael Williams, Director
www.turningpointwdb.org**



*Equal Opportunity/Affirmative Action Employer/Program
Auxiliary aids and services are available upon request to individuals with
disabilities.*

Turning Point Workforce Development Board, Inc.

PY2019 Request for Proposal (RFP) – Adult and Dislocated Worker Services

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**Turning Point Workforce Development Consortium and
Turning Point Workforce Development Board, Inc.
Request for Proposal Number WIOA #2021 Adult and Dislocated Worker Services**

Funding: Workforce Innovation and Opportunity Act (WIOA) 2021
Service Area: Edgecombe, Halifax, Nash, Northampton and Wilson Counties
Target Groups: Adult and Dislocated Worker Services

RFP Release Date: **March 8, 2021**
Bidders Conference: **March 15, 2021** *(Optional - 3:00pm: Please send
email address to request Webex invitation by Friday, March 12, 2021)*
Letter of Intent to Bid due: **March 19, 2021** *(by 4:00pm)*
RFP Submittal Date: **April 2, 2021**
Turning Point WDB Approval: **April 15, 2021**
Award Notification Date: **May 28, 2021**
Anticipated Contract Start Date: **July 1, 2021**

The dates above are subject to change

Introductions

Purpose

The Turning Point Workforce Development Board (Turning Point WDB), serving Edgecombe, Halifax, Nash, Northampton and Wilson counties is seeking proposals from experience organizations to provide Workforce Innovation and Opportunity Act (WIOA) services to include center operations/management, and services to adults, dislocated workers and employers, within the five-county region. The provision of these services is to be funded by WIOA, Title I, Public Law 113-128.

All WIOA funded services must be delivered in accordance with WIOA rules and regulations, guidance from US Department of Labor, the State of North Carolina and policies set forth by the Turning Point Workforce Development Board.

Workforce development minded organizations with or without previous experience as a contractor are encouraged to submit proposals, however, only proposals from organizations that can thoroughly demonstrate that they have the ability to provide workforce development services within the Turning Point WDB region will be accepted. Services offered shall be delivered through the established and designated One-Stop Delivery system known as NCWorks Career Centers and made available through the three (3) NCWorks Career Centers. For WIOA contracts, efficiency in operation and cost effectiveness is a paramount policy consideration for the Board.

Disclaimer

The Workforce Innovation and Opportunity Act (WIOA) signed into law on July 22, 2014. This request for proposals, and bids submitted by proposers to this request, and any final contracts negotiated with the successful bidder(s) as a result of this proposal is subject to final laws and regulations and may be changed at any time in order to come into compliance with those laws and regulations.

As the Turning Point Workforce Development Board continues to develop and refine its NCWorks system, policies and procedures, or regulatory changes occur from time to time, bidding organizations may be requested to modify program design or the delivery of services. Should a request for a change in program design or service occur, staff of the Turning Point WDB will assist bidding organizations or service providers in the redesign to ensure consistency with the Board policies and regulatory requirements.

If any significant changes made to this request for proposals will be posted on the Turning Point WDB website: www.turningpointwdb.org

Eligible Contractor

Any governmental, educational or not for profit organization or agency engaged in a public service may apply. Private for profit organizations engaged in providing employment and training and educational opportunities for eligible adults may apply.

Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal department or agency are not eligible to respond to this RFP or to receive a contract.

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

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

Highlights of the Workforce Innovation and Opportunity Act – July 22, 2014

Workforce Innovation and Opportunity Act supersedes the Workforce Investment Act (WIA) of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act and the Rehabilitation Act of 1973.

The Workforce Innovation and Opportunity Act (WIOA) will help job seekers and workers access employment, education, training and support services to succeed in the labor market and match employers with skilled workers they need to compete in the global economy. Congress passed WIOA, the first legislative reform of the public workforce system in more than 15 years. In doing so, Congress reaffirmed the role of the NCWorks Career Center system, the cornerstone of the public workforce investment system and brought together and enhanced several key employment, education and training programs. Individuals in the Turning Point region turn to these programs to obtain good jobs and a pathway to the middle class status. WIOA continues to advance services to these job seekers and employers.

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

Strengthens the Governing Bodies that Establish State, Regional and Local Workforce Investment Priorities: WIOA streamlines membership of business-led, state and local workforce development boards. The Act emphasizes the role of boards in coordinating and aligning workforce programs and adds funds to develop strategies to meet worker and employer needs.

Helps Employers Find Workers with the Necessary Skills: WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. The Act adds flexibility at the local level to provide incumbent worker training and transitional jobs as allowable activities and promotes work-based training, for example by increasing on-the-job training reimbursement rates up to 75 percent. The law also emphasizes training that leads to industry recognized post-secondary credentials.

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

Proposers are strongly encouraged to follow the Department of Labor’s WIOA resource page for WIOA information and latest updates: www.doleta.gov/wioa.

Contact Information

The point of contact for information on this Request for Proposal is:

Turning Point Workforce Development Board, Inc.
Attention: Michael Williams, Director
PO Box 7516
Rocky Mount, NC 27804
mwilliams@turningpointwdb.org
Phone: (252) 443-6175 ext. 7

During the proposal process, the individual identified above is the contact for any inquiries or information relating to this RFP. Questions concerning this RFP, the application process, or programmatic issues should be submitted by email. The Turning Point WDB or staff cannot assist proposers with actual preparation of their proposal. During the period of time between the publication date of the RFP and the deadline to submit technical RFP questions the Turning Point WDB will only respond to technical questions about the RFP submitted by email. All RFP technical assistance questions will be answered and posted on the Turning Point WDB website www.turningpointwdb.org and or responds emailed to all included on bidders list. All proposers will be notified by email when questions concerning RFP technical assistance are answered and posted on the website. No phone inquiries will be accepted.

Type of Contract

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

Contract Terms

The initial contract term is one year beginning July 1, 2021 and ending June 30, 2022. At the end of June 30, 2022, the Turning Point WDB may approve a one-year extension pending funding availability and contractor performance.

Proposal Due Date

All proposals must be submitted no later than **4:00 p.m. on April 2, 2021**

One (1) original and nine (9) copies of response to this RFP should be submitted. Responses should be submitted either in binders, notebooks or sealed envelopes, clearly marked on the outside, with the project name:

**Turning Point Workforce Development Board, Inc.
 110 Fountain Park Drive
 Battleboro, NC 27809
 Attention: Michael Williams, Turning Point WDB Director**

Late proposals, regardless of delivery will not be considered

Right to Cancel

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

Estimated WIOA Funds Available for Contracts

All amounts are estimates for planning purposes and are subject to change

County	Adults	Dislocated Workers	Total ISD Projected	NCWorks Career Center
Edgecombe	\$306,451	\$218,064	\$1,073,091	Rocky Mount
Nash	\$278,592	\$269,984		
Halifax	\$278,592	\$176,528	\$604,547	Roanoke Rapids
Northampton	\$97,507	\$51,920		
Wilson	\$431,818	\$321,904	\$753,722	Wilson
Total Amounts	\$1,392,960	\$1,038,400	\$2,431,360	

Background

Overview of the Turning Point Workforce Development Board

The Turning Point Workforce Development Board has provided oversight for local workforce services since 1983 and will continue under the Workforce Innovation and Opportunity Act (WIOA) of 2014. The County local elected officials (LEOs) and the Workforce Development Board work in partnership to set policy for the region. The Turning Point Workforce Development Board is appointed by the LEOs to serve as an oversight and policy making body for federally-funded employment and training programs and workforce development services in Edgecombe, Halifax, Nash, Northampton and Wilson counties. The Turning Point Workforce Development Board is currently a 25 member strong board comprised of business leaders, representatives from education, economic development, rehabilitation agencies, labor and community based organizations. The Board has professional staff in place to carry out the business of the Board including providing technical assistance, oversight and monitoring of the contracts awarded.

The Turning Point Workforce Development Board continually seeks to improve the workforce and the quality of life in the Turning Point region and to be the leader for workforce development services in the region.

The Turning Point Workforce Development Board adopted the following Mission and Vision Statements:

Mission: *Our Mission is to provide a workforce that answers the demands of a transforming knowledge and skills driven economy.*

Vision: *Our vision is that the counties of the northern I-95 corridor will have a highly skilled workforce that can help local firms in a technologically advanced, global economy.*

NCWorks Commission Strategic Plan: The NCWorks Commission has adopted the state's Strategic Plan that sets the direction and priorities for North Carolina's workforce development system. The Turning Point Workforce Development Board will be modifying its strategic plan to align with the Commission's plan. WIOA program service delivery will need to align with the goals of the strategic plan as well.

Strategic Planning: The Turning Point Workforce Development Board will review its current committee structure in order to align committees with WIOA expectations and strategic plan outcomes, along with Board members and staff with their areas of expertise and interest. The Turning Point WDB Director will inform the proposer of any impact the committee restructuring will have on the operation and services of the NCWorks Career Centers.

Turning Point Workforce Development Board Roles and Responsibilities

The Board is responsible for the workforce development system throughout the Turning Point region. This system must serve the needs of employers, job and training seekers, adults and welfare recipients transitioning to employment. The system must provide reliable and valid information so customers can make informed decisions about training and employment; connect customers to other service providers in the system and the community; help customers access diverse funding sources for training; and provide quality job matching services for the job seekers and employers.

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

The responsibilities of the Board include:

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

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

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

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

Evaluation and Measurement Metrics: Approve customer satisfaction survey tools throughout the system and other evaluation tools; measure metrics set for NCWorks Career Centers to ensure quality services are being provided and continuous improvement; designate the successful operator of the NCWorks Career Centers; maintain a grievance procedure for customers to access if the Operator grievance procedures do not produce a resolution; meet

with the NCWorks Career Center Operator regularly to listen to suggestions, discuss issues and resolve concerns; and monitor and report on quality, performance and cost effectiveness, through on-site visits, records review, evaluations, expenditure review and other methods as needed.

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

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

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

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

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

The Turning Point WDB has 501(c)(3) designation and may solicit grants from other sources in order to address the needs in the region that may not be addressed the Workforce Innovation and Opportunity Act. The successful proposer will be required to collaborate with these grants as needed.

The Upper Coastal Plain Council of Governments (COG) is the Turning Point Workforce Development Board Administrative Entity and Fiscal Agent. If any changes occur with the Turning Point Workforce Development Board a new contract will be executed with the contractor for the remaining timeframe outlined in this proposal.

Considerations

All proposers shall consider:

- ① The Turning Point WDB transitioned its service delivery in July 2013. In the event new NCWorks Center locations are formed, the successful proposer must be willing to work with the Board to arrange for additional service points and/or re-location of service points so that services to the community will not lapse and maintain excellence in services provided.
- ② The Trade Adjustment Act will be undergoing transition. All successful proposers will be required to follow DOL, State and local guidance regarding co-enrollment of Trade eligible customers. There is a possibility that Trade customers may be required to co-enroll into WIOA programs. The successful proposer will be required to comply if this mandate occurs.
- ③ The Workforce Innovation and Opportunity Act (WIOA) signed into law on July 22, 2014 and was implemented on July 1, 2016. Federal regulations are currently being drafted by the US Department of Labor and have not yet been finalized.

The Turning Point Workforce Development Board reserves the right to cancel or modify this request for proposal or the scope of funding of an approved WIOA program to any extent necessary to ensure compliance with state and/or federal guidelines. This may occur at any time prior to/or during implementation of the WIOA program for PY2019 or any applicable extensions. Therefore, all successful proposers must demonstrate the capability and agree, in advance, to modify their program design to comply with the new regulations and/or changes to available funds.

- ④ All WIOA funding will be subject to the new OMB circular, 2 CFR 200. The successful bidder will need to be familiar with the new OMB circular and should reference TEGL 15-14, "Implementation of the New Uniform Guidance Regulations" for further information.
- ⑤ Enacted on November 7, 2002, the Jobs for Veterans Act of 2002 (Public Law 107-288) has been the overall objective of "revising and improving employment, training and placement services furnished to veterans". One provision of the Act requires workforce development programs funded in whole or in part by the US Department of Labor to provide priority of service to veterans and under certain circumstances, spouses of veterans. The Workforce Innovation and Opportunity Act of 2014 and Wagner-Peyser (among other program partners) are subject to this law.

Turning Point WDB Labor Market Information

Labor market information for the Turning Point area can be found in the Labor Market section of the Turning Point WDB website or <https://www.nccommerce.com/data-tools-reports/labor-market-data-tools/labor-market-publications#labor-market-overviews-by-workforce-board>

NCWorks Career Centers

The NCWorks Career Centers (also known as One-Stop) system brings together a wide variety of Federal, State and local program partners, integrates the provision of their services and provides a full-range of assistance to job seekers and employers all under one roof.

The following is only a sampling of the many services NCWorks Career Centers provide:

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

Services are driven by business and focus on customer choice. The Turning Point WDB has three (3) Centers have been designated and certified.

The Turning Point WDB NCWorks Career Centers are currently located at:

- NCWorks Career Center – Roanoke Rapids
(Halifax / Northampton Counties)
406 Premier Boulevard
Roanoke Rapids, NC 27870
Phone: (252) 537-4188

- NCWorks Career Center – Rocky Mount
(Edgecombe / Nash Counties)
793 Country Club Road
Rocky Mount, NC 27804
Phone: (252) 977-3306

- NCWorks Career Center – Wilson
(Wilson County)
302 Tarboro Street West
Wilson, NC 27893
Phone: (252) 234-1129

Career Pathways

Under WIOA, the Turning Point WDB in coordination with service providers and partners will continue to lead efforts in the area to develop and implement career pathways by aligning the employment, training, education and supportive services that are needed by adults and dislocated workers to gain employment. Initiatives will be developed to identify employment needs of employers within identified sectors and occupations. Efforts will include enhancing communication, coordination, and collaboration among employers, educational partners, economic development entities, and service providers to develop and implement strategies for meeting the employment and skill needs of workers and employers.

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

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

Mandated Partners

Under WIOA, required NCWorks delivery system partners include the following (Section 121 (b)(1):

- WIOA - Title I programs (Core partner)
- Wagner-Peyser programs - Title III (Core partner)
- Adult Education and Literacy programs - Title II (Core partner)
- Rehabilitation Act programs – Title IV (Core partner)
- Older Americans Act programs
- Perkins postsecondary vocational education activities
- Trade Adjustment Assistance and NAFTA-TAA programs
- Veterans Employment and Training
- Community Service Block Grant employment and training activities
- HUD employment and training activities
- Unemployment compensation programs
- Second Chance Act Programs
- Temporary Assistance for Needy Families (TANF) (unless opted out by the Governor)

Note: Core programs will have to measure effectiveness in serving employers and will report on common performance indicators which includes how many job seekers entered and retained employment, their median wages, whether they attained credentials, and their measurable skill gains.

Additional Partners – with approval of local board and Chief Elected Official:

- Employment and training programs administered by the SSA
- Employment and training programs administered by the Small Business Administration
- SNAP and SNAP E&T programs
- Client assistance programs
- National and Community Service state grants
- Other appropriate federal, state or local employment, education and training programs

Proposers to this RFP will need to adhere to the general expectation that the outreach and recruitment functions associated with delivery of any activities being proposed will need to be coordinated with mandatory partners as outlined in WIOA.

The Adult and Dislocated Worker Programs, under the Workforce Innovation and Opportunity Act of 2014, are designed to provide quality employment and training services to assist eligible individuals in finding and qualifying for meaningful employment and to help employers find the skilled workers they need to compete and succeed in business.

Scope of Work

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

Proposers will be expected to deliver WIOA services within the context of the NCWorks system and specifically in the local NCWorks Career Centers, which includes consistent use of name, logo, marketing materials, etc. Career centers serve as a hub for workforce efforts within their community, offering services to both job seekers and employers within the NCWorks Integrated Services Framework. Each individual county career center operates in a variety of ways: each having a unique set of partner agency staffing, lease and utility arrangements, and ongoing improvement activities but same quality services provided in all centers.

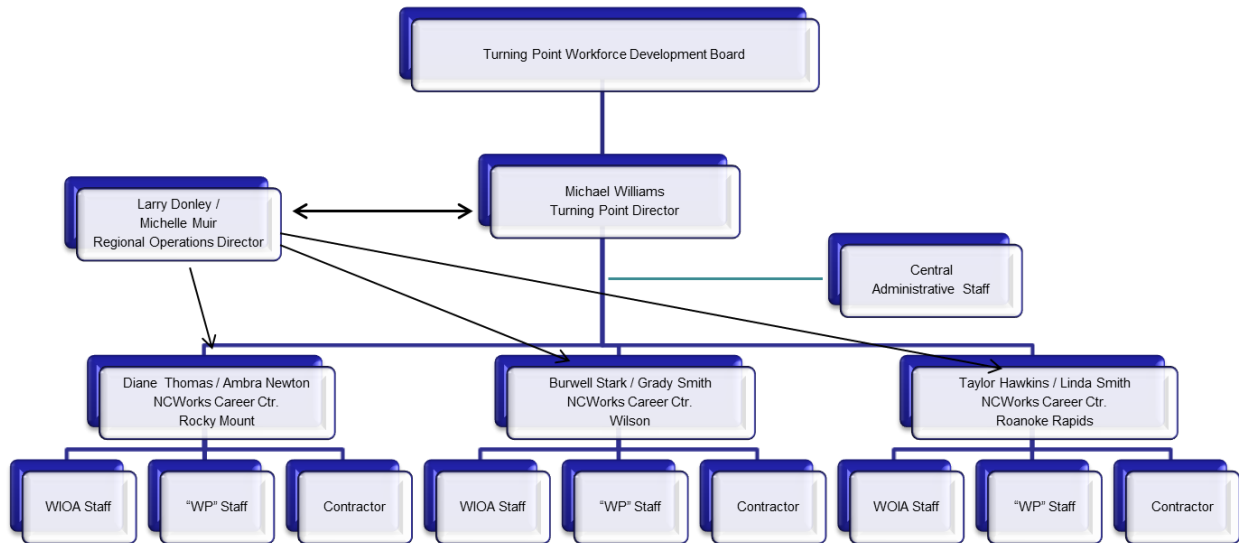
WIOA-funded staff will work within an integrated NCWorks team to coordinate and deliver all aspects of career services including greeting customers, intensive career advising, scholarships for training, workshop organization, hiring events, and other center services including WIOA-funded business services. All staff should be fully cross-trained to fulfill any “career services” role within a center dependant on need and traffic flow.

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

NCWorks Career Center Operations

WIOA requires workforce boards to procure the operator of one-stop centers. The primary role of the NCWorks System Operator (otherwise known as the Operator) is to ensure that services provided through the centers meet the needs of customers (business and job seeker) in an efficient and effective manner. It is critical that one-stop operations are unified with the delivery of WIOA services, including WIOA-mandated and non-mandated partner organizations, to all interested job seekers and businesses in all career centers. In addition, the Operator provides management and oversight of the partnership of agencies that comprises the NCWorks Career Center system.

The primary goal of the Operator is to create a seamless system of partners among workforce development, economic development, business, and community agencies in order to meet the needs of businesses and job seekers in the Turning Point WDB region. The Operator will work closely with the Turning Point WDB staff to effectively implement an integrated NCWorks system for businesses and job seekers.



Career Services

The WIOA legislation changes to service delivery make the previous sequence of core, intensive and training services obsolete. Career and Training services are provided through the NCWorks Career Centers.

Career Services are described as:

- Eligibility Determination for funding and services
- Outreach, intake and orientation to the information and other services available through the NCWorks Career Centers;
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
- Job search and placement assistance and, in appropriate cases, career counseling, including information on in-demand industry sectors and

occupations and nontraditional employment; appropriate recruitment and other business services on behalf of employers;

- Referrals to and coordination of activities with partner programs and services;
- Workforce and labor market employment statistics information, which includes job vacancy listings, job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements and opportunities for advancement within those career pathways; and
- Performance information and program cost information on eligible providers of training;
- Information in formats that are usable by and understandable to customers regarding how the local area is performing on the local performance accountability measures;
- Information in formats that are usable by and understandable to customers relating to the availability of supportive services or assistance provided by partners;
- Referrals to supportive services or other needed assistance;
- Information and assistance regarding filing claims for unemployment assistance;
- Information and assistance regarding establishing eligibility for financial aid assistance for training and education programs.

Other career services needed in order for an individual to obtain or retain employment consist of:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized training;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities;
- Financial literacy;
- English language acquisition and integrated education and training programs; and

- Follow-up services, including counseling regarding the workplace for customers in WIOA activities authorized under this subtitle that are placed in unsubsidized employment for not less than 12 months after the first day of the employment as appropriate.

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

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

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

- a. Displaced Homemakers
- b. Low-Income Individuals
- c. Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in Section 166
- d. Individuals with disabilities, including youth who are individuals with disabilities
- e. Older individuals
- f. Ex-Offenders
- g. Homeless Individuals (as defined in Section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)).
- h. Youth who are in or have aged out of the foster care system
- i. Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- j. Eligible migrant and seasonal farm workers, as defined in Section 167(i)
- k. Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- l. Single parents (including single pregnant women)
- m. Long term unemployed individuals

- n. Such other groups as the Governor involved determines to have barriers to employment

Training Services

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

Occupational skills training should be provided through individual training accounts from an approved training provider. All customers interested in receiving WIOA scholarship assistance must apply for a Pell Grant, and if awarded, the Pell Grant funds are to be applied to the cost of training prior to use of WIOA funding.

Training Services are described as:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training;
- Incumbent worker training (as authorized by the Board);
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs;
- Job readiness training provided in combination with other training services such as occupational skills training;
- Adult education and literacy activities including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with other training services and
- Customized training conducted with a commitment by an employer or group of employees to employ an individual upon successful completion of the training.

All customers that receive training services must be determined eligible for WIOA funding.

Selected service providers will be expected to continue services with currently enrolled adult/dislocated worker participants under WIOA.

Program Requirements

Eligibility Verification/Validation/Documentation: The selected proposer will be required to use NCWorks for all aspects of documentation and tracking of services. The proposer shall be responsible for determining, verifying, and certifying WIOA eligibility for each adult or dislocated worker customer by obtaining acceptable records/documents to verify each required eligibility item. Verification documents and other necessary paperwork must be maintained in NCWorks. Documentation of services, referrals, progress, activities, and follow-up will be entered into NCWorks. Documentation should provide information related to successes and barriers related to the completion of the service plan along with potential next steps of services.

Assessments: Assessment involves gathering information, appraising, analyzing, and using it to assist participants. Assessments of the skill levels and service needs of adults and dislocated workers may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. The goal of an assessment is to identify skills, strengths, and deficiencies, and attitudes relating to vocational training, basic education, and employment. Assessments may be used for career discovery and specific job applications. It forms the basis for career services by measuring academic development, workplace skills, interests, job seeking and retention skills, financial situation, work readiness, employment and family barriers, and ability to learn to do work tasks.

A thorough assessment of a customer should identify whether or not a customer has:

- Adequate basic education, skills, and work background for their choice of WIOA services or employment opportunities.
- Required occupational tasks and any skills the participants must develop to achieve their employment goals.
- Realistic job seeking skills and the work maturity (attitude) to get and keep a job.
- Sources of additional support needed for success and the agencies that can provide this support.

The selected proposer shall provide assessment services including assessment of basic skills, abilities, interests, evaluation of work history, evaluation of support service needs and other assessment instruments that might be of value in assisting the customer. All assessment processes and tools must be approved by Turning Point WDB staff prior to implementation and must be applied in a consistent and equitable manner. The Proposer will select appropriate assessment tools to use.

Individual Employment Plans: Each adult/dislocated worker customer enrolled into WIOA services will have an individualized employment plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals, including providing information on eligible

providers of training services, and career pathways to attain career objectives. Employment plans should be flexible and responsive to the individual needs of each customer as they move through needed career services and/or training services, keeping in mind that employment is the ultimate goal for all customers. The IEP should be reviewed and updated as needed. Each plan will identify educational goals, pre-employment steps, selected learning objectives, training and work based learning (when provided) and any other preparation for unsubsidized employment. The plan will set clear and realistic goals for educational advancement, entry into employment in a targeted industry, and any continued learning and development, as needed.

Case Management: Case management is the provision of a customer-centered approach in the delivery of services, designed:

- To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary WIOA activities and supportive services, using, where feasible, computer-based technologies; and
- To provide job and career counseling during program participation and after job placement.

The selected proposer will be required to provide experienced Case Managers in sufficient amounts to meet the needs of the active and follow-up WIOA customer's caseload. Case Management should be provided to ensure all customers are successful.

Case Management strategies should include, but are not limited to:

- Regularly scheduled contact must be maintained with all customers. The frequency of the contact is based on an assessment of the customer's needs as they move through the process. At a minimum, monthly contact must be made with each customer. More frequent contact may be needed in certain circumstances and encouraged.
- Use of the IEP benchmarks to measure progress such as increasing TABE, Work Keys, or College entrance exam scores, finding unsubsidized employment, attaining occupational and work readiness skills, attaining a high school diploma or GED, occupational license, certificate, or degree, etc.
- Support and intervention in time of crisis, assistance in the development and implementation of a crisis plan.
- Case notes must be entered into the NCWorks Online in a timely manner. Case note summary are not limited to but should detail contacts per customer, missed appointments and attempts to contact the customer, career services provided to the customer, progress, barriers, interventions, and successes of the customer, etc.
- Provision of linkages, referrals, coordination of services and resources that support the achievement of customers individualized goals (IEP).
- Collaboration with other service providers, training providers, businesses, and community agencies.

- Building soft skills and job retention skills in each participant is a Turning Point WDB priority.
- Follow-up services will be provided to all customers.

Case Managers should know the name, family, and life situation of each customer. They should have a detailed and working knowledge of other community services, community resources, and cultivate a wide network of contacts. Where progress is slow or in reverse, case managers should be pro-active in identifying the problem and solving it before the participant quits without achieving a recordable positive outcome.

Employment and Training Services: WIOA legislation speaks to **priority of services** relative to the provision of employment and training services. As referenced in the WIOA legislation “priority shall be given to recipients of public assistance, other low income individuals, and customers who are basic skills deficient for receipt of career services, and training services.”

Employer Services

Serving the needs of employers is a principle focus for WIOA and the Turning Point WDB, as employers are a primary customer with the continuing need of finding and hiring candidates. Whereas in the past these services have been delivered by an assortment of agencies with little coordination, the future business service delivery system will be highly coordinated to avoid confusion by the business community and improve the quality of every business service. Employer service staff shall take a lead role in understanding the needs of employers and in communicating those needs to the broader workforce system.

WIOA emphasizes Sector Partnerships as a key method to engage businesses in the design of workforce services, including education available through public schools, colleges, and universities with the goal that education agencies and career centers understand and deliver training, education, credentials and guidance to provide defined Career Pathways into targeted industry sectors. These sectors must also be aligned with economic and business development efforts to maximize effectiveness. Employer service staff is expected to lead efforts at developing and supporting these Sector Partnership efforts.

In addition to working strategically to align the workforce system with employer needs, staff shall also ensure coordination and quality of a suite of fundamental services. All Turning Point WDB NCWorks Career Centers shall offer a broad range of integrated services that are provided at no cost to all employers to support economic and workforce development efforts. Staff who provides employer services should be fully integrated into the customer flow of employers and job seekers.

The successful proposer will be responsible for coordinating or delivering the following employer services with partner staff:

- Interviewing activities held at the NCWorks Career Center;

- Access to labor market and related information through NCWorks Online System (NCWorks.gov);
- Information regarding workplace accommodations for persons with disabilities;
- Information and referral to business start-up, retention, and expansion services;
- Information and referral to sources for developing customized training programs;
- Information on career preparation activities and career pathways;
- Information on Trade Adjustment Act (TAA) and certification;
- Information, development and coordination of work based learning opportunities including: Work Experiences, On-The-Job Training case management, and apprenticeships.
- Information and development of incumbent worker training;
- State and/or federally generated information on tax credits for new hires;
- State and/or federal program information on federal bonding;
- Access to information and services through the NCWorks Career Center and online;
- Avenues to place job openings as well as access to NCWorks.gov;
- Referrals of well-qualified NCWorks customers;
- Staff-assisted employee pre-screening;
- Basic job matching of résumés and applications;
- Preliminary basic skills and other assessments;
- Industry specific job fairs;
- Positive recruitments;
- Relevant business seminars and information sessions;
- Development and coordination of job orders;
- Coordination of rapid response activities;
- Identification of needs and solutions;
- Coordination with other business-serving organizations;
- Keying of business services in NCWorks system; and
- Other Turning Point WDB approved business services, as applicable.

Rapid Response Services

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

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

Reports

Monthly and Quarterly Reports

It is expected that routine monthly and quarterly written programmatic reports will be developed to include WIOA Common Measures, career services, career center traffic, business services, caseload management and other key performance indicators. The Turning Point WDB will work closely with selected proposer to design and administer these reports.

Financial Reports

Financial reports and invoices for reimbursement will be prepared and submitted to the Turning Point WDB office by the 5th day of the following month and include the following:

- Monthly Invoices by funds source to include budget amounts by line item, monthly expenditures by line item, year to date expenses by line item, and accrued expenses.
- Summary and detailed accounting reports by fund source generated from your organization's general ledger that matches the monthly invoices submitted for reimbursement.

Fiscal and Administrative Management

A number of changes to the federal OMB circulars took place on December 19, 2014. New Uniform guidance was issued in 2 CFR Part 200 and 2 CFR Part 2900. The Employment and Training Administration issued TEGL 15-14 that gives guidance on this reform. In summary, 2 CFR 200 and 2 CFR 2900 replaces the following: A-103 & A-89, A-87, A-133 & A-50, A-110, A-21, A-110 and A-122.

Internal Financial Management

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

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

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All reports of information creating suspicion of or instances of criminal misconduct must be reported immediately to the Turning Point WDB, NC Department of Commerce-Division of Workforce Solutions and USDOL.

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

The selected proposer shall document all internal financial compliance reviews.

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

Internal Program Management: Contractors are required to establish internal program management procedures to assure compliance with contract requirements, delivery of high-quality services to eligible adults and dislocated workers, and achievement of planned outcomes. Internal program management procedures must also ensure that auditable and

otherwise adequate records are maintained to support the eligibility of all WIOA customers and confirm adherence to specific requirements and time limitations.

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

Audit Submission: As a recipient of WIOA funds, proposers must have an annual financial and compliance audit performed. The audits must be conducted in accordance with auditing standards set forth under the Single Audit Act Amendment of 1996 and revised OMB Circular A-133 at 29 CFR 95.26 for institutions of higher education, hospitals and other non-profit organizations and at 29 CFR 97.26 for units of state and local government. This requirement will be met by providing the Turning Point WDB with a copy of the annual audit according to OMB Circular A-133. For all for profit businesses, proposers must have an annual financial and compliance audit performed under Generally Accepted Accounting Standards by an independent auditor. A copy of the audit will be forwarded to the Turning Point WDB. The audit should be submitted within 30 days after the completion of the audit, but no later than six months after the end of the audit period.

Monitoring Procedures : In accordance with WIOA Contract Monitoring and Audit Procedures and the WIOA regulations (20 CFR, Part 652, et al and 20 CFR 667.410), WIOA contracted staff must cooperate with any monitoring, inspection, audit, or investigation of activities related to WIOA contracts. These activities may be conducted by the NCDOC-DWS, USDOL, the Turning Point WDB or their designated representatives. This cooperation includes access to, examination of, and/or photocopying of books, records, files, documents, property or equipment related to all aspects of WIOA-funded activities under this contractual agreement.

The Turning Point WDB has developed a systematic monitoring system for evaluating the quality and effectiveness of services. Monitoring is the quality control system whereby the Turning Point WDB gathers and analyzes information to detect problems, identify strengths and weaknesses, and propose improvements to the services. Monitoring activities are conducted periodically to determine whether services are in compliance with contractual agreements, Turning Point WDB policies, WIOA regulations, and Turning Point WDB requirements. The Turning Point WDB monitors performance, programmatic, and fiscal activities. In many instances, the different types of monitoring are interrelated and conducted simultaneously.

Records Retention: The following records and documents must be maintained for WIOA-funded customers and employees. They must be available for monitoring and review by the Turning Point WDB and must be retained, subject to audit, for Three (3) years following the

final audit of the contract. If any aspect of the program is under investigation or in the process of audit resolution and/or debt collection, the WIOA Staff is required to retain records after the three (3) year period and until the final audit resolution of all disallowed and/or questioned costs are paid or accepted as allowable. Please see below for a listing:

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

Insurance Requirements

Insurance: It is strongly encouraged that WIOA customers are covered by accident insurance while participating in WIOA-funded activities. OJT employers must provide proof of workers' compensation or comparable coverage prior to execution of the OJT contract. No WIOA client will be required or permitted to work, or receive services or training in a building or surroundings or under working conditions which are unsanitary, hazardous, or dangerous to the client's health or safety. All participants placed in a paid work experiences or internships, must be covered by workers compensation. OJT employers must provide proof of workers' compensation or comparable coverage prior to execution of the OJT contract.

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

cancellation of the bonding policy to the immediately upon receipt of the cancellation notices.

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

Authority to Re-Capture and Re-Distribute Funds: The WDB has the authority to re-capture and re-distribute funds based on the following criteria not being met.

- Staffing levels
- Enrollments
- Caseloads
- Spending levels

Property Management Requirements

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

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

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

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

The proposer agrees to pay for or replace any property purchased with WIOA funds that is lost, damaged or destroyed through negligence.

Wage and Labor and Health and Safety Standards

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

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

Budgets and Invoices

Respondents to this RFP should submit a separate Adult and Dislocated Worker and a combined budget that is included with the RFP up to, but not greater than the projected available funding for each program. Once a proposer is selected the Turning Point WDB staff will work with the proposer to budget those funds. The amounts on the funding chart are intended to be used as guidelines for proposers and are subject to revision based upon final notification of WIOA funding availability from the NC Department of Commerce-Division of Workforce Solutions. The budget spreadsheet document will provide a summary of the proposed cost by line item with additional worksheets to provide additional back up detail of projected budgets. If additional narrative detail is needed, please provide that as well. It is understood that customer expenses will be difficult to accurately predict at this time; however, a projection of these expenses based on plans for services to customers is requested. More detailed budgets will be developed after the proposer is selected and allocation amounts are more defined.

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

Since this is a reimbursement contract, the proposer will be expected to incur the costs for all program services and make payments on behalf of the enrolled customers, then report each month's expenses by the 5th day of the following month for each of the fund sources in the contract. The monthly reimbursement submission will include a line item invoice, with budgets, current month expenses, unexpended balances, and accrued expenses. As backup to the invoice, a summary line item expenditure reports and detailed line item

expenditure reports by fund source that support the invoice amounts should be submitted each month.

Since the program year and fiscal year runs from July 1st through the following June 30th, final payment for each program year's WIOA expenses will occur with the June invoice that will be submitted by the proposer to the Turning Point WDB during the month of July along with end of year Financial Closeout documents.

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

Administrative / Indirect Cost - That portion of the contract budget, which is associated with the overall management, and administration of the WIOA program services and which is not directly related to the provision of services to customers (**no more than 10% of total allocation is recommended**).

Executive Summary (Maximum 15 pages excluding proposed staffing)

Providing this information in a clear and concise manner will enable the evaluation review staff to determine if proposed services are consistent with the RFP (please respond below question).

Plan of Work

1. Provide a description of how your organization working with entities/partners carrying out core programs will expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. Include how your organization will support approved career pathways (advance manufacturing, healthcare, business service support and agric-science & biotechnology) and co-enrollment, as appropriate in core programs and improve access to activities leading to recognized postsecondary credential that is an industry-recognized certificate or certification, portable and stackable.
2. Provide a description of how your organization use of initiatives such as incumbent worker training programs, on the job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries and other business service and strategies will support Turning Point WDB response the meeting the needs of business.

NCWorks Career Centers

1. Provide a brief description of how Career and Training Services will be provided. How will your agency determine the need for enrollment in Training Services?
2. Describe how the NCWorks Career Center will use virtual technology to provide integrated, technology-enable intake and case management information system for programs carried out under WIOA and programs carried out by NCWorks Career Center partners.
3. Describe how you follow-up services are provided through the NCWorks Career Centers.

Staffing

1. Describe how you will ensure having functioning staff members who are qualified, experienced, professional and creative.

2. Describe how your WIOA funded staff members will work in cooperation with Division of Workforce Solutions staff members in an Integrated Service Delivery environment. How will division of duties be assigned?
3. Describe how you will work with the Regional Leadership Team?
4. Describe how you will work with the Career Center Manager to ensure compliance of integrated service delivery, staff performance and evaluation?

Services to Job Seeking Customers

1. Describe how you will ensure seamless and streamlined services for each customer seeking jobs, career counseling, advancement and training.
2. Describe how customers will flow through functional areas and among partner services.
3. Describe how you will address continuous improvement and quality assurance as required for WIOA contractors.
4. Describe how you will work with non-traditional partners.
5. What is your plan for community outreach?
6. What is your plan for recruiting job seekers identified as target populations in this RFP (marketing, outreach, recruitment and engagement)?
7. Describe how you will utilize the data generated from the state's MIS system to provide individualized service delivery.

Services to Employers

1. Describe what strategic approaches you will use to support local employers with high staffing needs, and jobs requiring skilled workers.
2. Describe how you will strategically recruit employers consistent with the goals of the RFP and the Turning Point Workforce Development Board's targeted industries.
3. Describe how you will gather and analyze labor market information about ongoing and emerging needs of regional employers.

- Describe how business intelligence will be gathered and disseminated to all members of the Career Center and the overall One-Stop Workforce Delivery System.

Training

- Describe how you will identify customers appropriate for training and what options will be explored for funding before WIOA funds are accessed.
- Explain how you will help customers select training that meets their interests and skills, develops their skills for in-demand targeted industry sector occupations, and provides the skilled, work ready talent for local employers.

Performance

- Explain how your agency in collaboration with the local NC Commerce Division of Workforce Solutions (DWS) partners will meet the following NCWorks Performance goals below for the contracted NCWorks Center served:

Estimate State Performance Measures:

Expected Levels	Employment rate 2 nd Qtr. After Exit	Employment rate 4 th Qtr. After Exit	Median Earnings 2 nd Qtr. After Exit	Credential Attainment within 4 Qtrs. After Exit	Measurable Skills Gains
Adult	78%	75%	\$5,600.00	56%	47%
Dislocated Worker	75%	73%	\$6,800.00	59%	51%

ADULT / DISLOCATED WORKER DATA (PROJECTED FOR PY 2021)

- Total Adult/DW Participants Carried Over from 2020 _____
- Total Adult/DW New Enrollments for PY 2021 _____
- Total Adult/DW Participants Enrolled in Training for PY2021 _____
- Total Customers Served (Title I/III) for PY2021 _____
- Total # of Business Served for PY2021 _____

PROPOSED WIOA STAFFING AT CAREER CENTER(S)

Instructions: Provide the following information for **position(s)** to be funded in whole or part by WIOA funds. Use and attach additional sheets if your agency staff will deploy to multiple career centers.

1. Number of Positions: _____

2. Career Center: _____

3. Identify Staff person(s) assigned to position: _____

If staff has not been determined/hired, please indicate: _____

3. Position is: _____ Full-time _____ Part-time

4. Describe the job duties and responsibilities to be performed.

5. List the minimum qualifications (education/experience) required for this position:

Budget Narrative/Cost Effectiveness – Budgets and Cost Breakout

The Budget is an Excel document attached with RFP solicitation. Please complete entirely and attach to proposal.

If the proposer is proposing to be reimbursed for Indirect Costs, proposer must submit a copy of the approved indirect cost plan that has been approved by the federal cognizant agency for your organization for indirect costs to be considered for payment.

If any narrative is needed about any of the budget, in addition to the indirect costs or profit line items, please do so and reference line item and program in the narrative.

If the proposer proposes to use a direct cost allocation plan, describe in detail any proposed direct cost allocation plan to be utilized when costs are allocable to more than one program/funding source. Identify common costs to be included in the plan. Applicants must follow the guidelines established in the 2 CFR 200.

Allowable Costs/Cost Principles - All recipients and sub-recipients must follow the Federal allowable cost principles that apply to their kind of organizations. The DOL regulations at 2 CFR 200 identify the Federal principles for determining allowable costs which each kind of recipient and sub-recipient must follow.

Expenditures of WIOA funds are allowable only for those services/activities permitted by the WIOA guidelines or federal regulations. Allowable program services/activities include career and training services and supportive services.

Cost Reimbursement Contract-This is a contract format that provides for the reimbursement of all allowable costs, which have been identified and approved in the contract budget. It requires the proposer maintain the documentation necessary to support the cost.

Administrative Cost-That portion of the contract budget, which is associated with the overall management, and administration of the WIOA program services and which is not directly related to the provision of services to customers, **NOT TO EXCEED 10% OF BUDGET**.

Cost Allocation Plan-A plan that identifies and distributes the cost of services provided by support staff and/or departments or functions. It is the means to substantiate and support how the costs for a program are charged to a particular cost category.

In general, to be an allowable charge to WIOA, a cost must meet the following principles:

- Costs must be necessary and reasonable for the performance of the award.
- Costs must be allocable to the grant.
- Costs must be authorized and not prohibited under federal, state, or local laws or regulations.
- Costs must receive consistent treatment by the sub-recipient.

- Costs must be adequately documented.
- Costs must conform to federal exclusions and limitations.

Complete the Excel Budget forms in its entirety.

If written documentation is necessary concerning any budget line item, please attach to the Budget Summary document.

RFP ATTACHMENTS

PY 2021 WIOA RESPONSE PACKAGE COVER SHEET

Organization Name:

Street Address:

Mailing Address:

Contact Person(s):

Title of Contact Person:

Telephone Number(s):

Fax Number(s): E-Mail:

Federal ID#:

Requested Funding:

Check the box that most appropriately describes your organization

- Unit of Local Government Private Non-Profit Organization
 For Profit Organization Other

The following proposal is hereby submitted in response to the Turning Point WDB WIOA-RFP to provide WIOA Title I(B) services to include Adult and Dislocated Worker Services. Please indicate in the chart below which counties where you are proposing to provide the WIOA services.

County	NCWorks Career Centers	Confirm "YES" for selected NCWorks Center(s)
Edgecombe / Nash Counties	NCWorks Career Center – Rocky Mount	
Halifax / Northampton Counties	NCWorks Career Center – Roanoke Rapids	
Wilson County	NCWorks Career Center – Wilson	

Summary of Proposed Budget

COST OBJECTIVES/CATEGORIES	AMOUNT
TOTAL COST OF PROPOSED PROGRAM	
Total Number of Proposed Training Slots	
Cost Per Training Slot	

Are funds from other funding sources being requested in order to implement this proposed WIOA Program? **Yes** **No**

If the answer to above question is **yes**, please complete the following information to indicate sources, amounts and expected dates of funding approval. Provide explanation of how the other funding source will be used in the WIOA program.

OTHER EXPECTED FUNDING SOURCES	EXPECTED AMOUNT	EXPECTED DATE OF APPROVAL
TOTAL OTHER FUNDS EXPECTED		

CERTIFICATION: I certify that the information contained in this proposal, fairly represents this entity and its operating plans and budget necessary to conduct the proposed WIOA center operator, employment, training and services program activities described herein. I acknowledge that I have read and understand the requirements of the RFP and that this entity is prepared to implement the proposed activities as described herein. I further certify that I am authorized to sign this proposal and any contractual agreement emanating there from on behalf of the entity submitting the proposal.

_____ / _____

(SIGNATURE and DATE of Signatory Official)

Date

_____ / _____

(Typed or Printed NAME and JOB TITLE of Signatory Official)

Date

PROGRAM AND FINANCIAL MANAGEMENT

Instructions: Please complete the following section. Areas that address compliance issues must identify the appropriate member of the agency's staff who will be responsible for compliance. Add any comments you find necessary for clarification.

●Equal Employment Opportunity (EEO):

Name of EEO Officer
Position Title
Phone number

●Internal Program Management and Monitoring Procedures:

Staff Name
Email
Phone number

●Invoicing and Financial Reporting:

Staff Name
Email
Phone number

●Requirements for Depository Accounts Holding WIOA Funds:

Name of Institution(s)
Is this account interest bearing?

Bonding Insurance Provider Name
Effective Date
Policy Number

●Property Management Requirements:

Staff Name
Email
Phone number

ASSURANCES AND CERTIFICATION

As an agency requesting WIOA funding, we assure and certify that our agency will comply with the following provisions:

1. That it will exclusively use the statewide/regional brand name for the statewide/Turning Point WDB workforce development system in lieu of traditional workforce development language and organizational names in the marketing and delivery of services and programs;
2. That it will consistently identify individual programs and activities in user-friendly terms, rather than bureaucratic lingo;
3. That it will designate appropriate job titles for staff who work with WIOA customers and detailed job descriptions will be available for each job title. These job titles will consistently be used with external customers;
4. That it will maintain customer files according to local area policies and guidance and adhere to data validation expectations;
5. That it will not place customers in WIOA-subsidized work settings which are designed to provide maintenance to the employers' place of business;
6. That it will fully comply with the requirements of the WIOA; all federal regulations issued pursuant to the Act; the North Carolina Strategic Plan; the Turning Point WDB Strategic Plan; Chief Elected Official; and Turning Point Workforce Development Area; and the NC Division of Workforce Solutions;
7. That it will administer the program in full compliance with safeguards against fraud and abuse as set forth in the law and regulations; that no portion of its program will in any way discriminate against, deny benefits or employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, disability, sexual orientation, or political affiliation, or any other non-relevant factor;
8. That it will house all WIOA service provider staff at the career center of each county to the greatest extent possible for which it receives a contract and will accept all associated workforce roles and responsibilities;
9. That it will operate the program in full compliance with health and safety standards established under state and federal law and that conditions of employment and training will be appropriate and reasonable in light of such factors as the type of work, geographical area, and proficiency of the customers;
10. That ineligible applicants will be referred to other appropriate services, including career services available at the career center;
11. That other resources will be exhausted prior to using WIOA funds;

12. That all customers employed by the program who are not covered under state workers' compensation laws and all customers enrolled in classroom training shall be provided with adequate on-site medical/accident insurance;
13. That all WIOA customers participating in on-the-job training activities or individuals employed in other activities under WIOA be compensated at the same rates, including periodic increases and working conditions, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills and such rates shall be accordance with applicable law. In no event shall the wage be less than the applicable state or local minimum wage law;
14. That no customer will be employed to fill a job opening when any other person is on layoff from same or equivalent job, or when employer terminates the employment of any regular employee or otherwise reduces its workforce with the intention of filling vacancies with WIOA participants.
15. That no WIOA funds will be used for contributions on behalf of any customers to retirement systems or plans; to impair existing contracts for services for collective bargaining agreements; to assist, promote, or deter union activities; or to displace any currently employed worker;
16. That reports to the Turning Point WDB or its staff will be provided in a timely fashion, as requested;
17. That all customer information will be keyed into the client management information system, NCWorks, in accordance with state and local policy, both in terms of content and timeframe expectations;
18. That eligibility verification will be completed and documented in accordance with federal, state, and local policy;
19. That customer loans will not be made from WIOA funds;
20. That total project costs will not exceed the amount agreed upon during contract negotiations and included in contracts;
21. That it will coordinate training site visits by the Turning Point WDB staff and Turning Point WDB members on request and will fully cooperate with monitoring reviews and other site visits by any representative of the WIOA;
22. That it will, in carrying out the contract, refrain from activities involving either actual or the appearance of conflict of interest according to NC General Statutes and Turning Point WDB's Conflict of Interest Policy;
23. That it will adhere to the North Carolina records retention policy and all WIOA financial and programmatic records (including customer files) will be maintained by each service provider for a minimum of five years from the date the program year audit is completed.
24. That it will have an annual single audit performed in accordance with current federal regulations and that upon receipt of completed audit, contractor will submit a copy to the Turning Point WDB within thirty days (30) unless a longer period is agreed to;
25. That it will comply with Title VI of the Civil Rights Act of 1964 (PL 88-352);

26. That it will comply with the nepotism provisions as they relate to federally funded programs;
27. That it will comply with the Immigration Reform and Control Act of 1986 by completing and maintaining on file an I-9 form for each customer receiving WIOA wages;
28. That it will comply with the Uniform Relocation Assistance and Real Property Acquisition Act of 1970 (PL 91-646) which requires fair and equitable treatment of persons displaced as a result of federally assisted programs;
29. That the organization is not debarred, suspended, proposed for debarment, or declared ineligible from participation in this project;
30. That it does not use federal funds for lobbying purposes. If lobbying has occurred utilizing funds other than federal funds, the contractor agrees to file a disclosure report, if applicable;
31. For grants, contracts, and subcontracts in excess of \$100,000, or where the NC Department of Commerce Division of Workforce Solutions has determined that orders under an indefinite quantity agreement in any year will exceed \$100,000, or if a facility to be used has been the subject of a conviction under the Clean Air Act (42 USC 1319 (c)) and is listed by the United States Environmental Protection Agency (USEPA) or is not otherwise exempt, the operator assures that (1) no facility to be utilized in the performance of the proposed grant is on the EPA List of Violating Facilities; and (2) prior to award, it will notify the Division of the receipt of any communication from the Director of Federal Activities, USEPA, indicating that a facility to be used for a contract is under consideration to be listed.
32. That no funds will be used to develop or implement education curricula for school systems in the state as referenced in;
33. That no WIOA funding will be used for sectarian activities and that employees paid from WIOA funds will not participate in sectarian religious activities in the execution of their job duties;
34. That no WIOA funds will be used to encourage or induce the relocation of a business;
35. That no WIOA funds will be used for customized or skill training and related activities after the relocation of a business until after 120 days;
36. That no WIOA funds will be used for foreign travel;
37. That no WIOA funds will be used to duplicate services available in the area;
38. That customers will not be charged fees for placements or referrals;
39. That no WIOA financial assistance will be provided to any program that involves political activities and the contractor agrees to comply with the provisions of the Hatch Act which limits the political activity of certain state and local government employees and enrollees in federally funded programs;
40. That all WIOA customers and WIOA funded staff are aware of grievance procedures and the Contractor assures and certifies that the Contractor has in place an established grievance procedure to be utilized for grievances or complaints about its

program and activities from participants/enrollees, sub-grantees, and subcontractors and other interested parties.

- 41. The Contractor will comply with NC-General Statutes, which prohibits public officials and employees from having a personal interest in any contract to which s/he is also a party in an official capacity.
- 42. The Contractor assures and certifies that it, and all of its subcontractors, will comply with applicable provisions of the following laws as they relate to employment and training procedures:

The Drug Free Workplace Act The Immigration Reform Act The American's with Disabilities Act	The Davis-Bacon Act Child Labor Laws The Fair Labor Standards Act
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This is to certify that all specifications contained in the Turning Point WDB's RFP have been read, understood, and addressed in the proposal; that the required format has been followed; that all of the information contained in this proposal is true and correct; that the Contractor organization will comply with all of the above assurances; and that this proposal has been duly authorized by the governing body of the Contractor organization.

Signature of Authorized Representative

Date

Name

Title

STATEMENT OF COMPLIANCE

I hereby certify:

1. That the proposer is duly approved to submit this application requesting funding under the WIOA.
2. That the proposer does hereby agree to execute all work related to this application in accordance with the WIOA grant, the NC Division of Workforce Solution policies, Turning Point WDB policies and guidelines, and other administrative requirements issued by the Governor of North Carolina. The proposer shall notify the Turning Point WDB within 30 calendar days after issuance of any amended directives if it cannot so comply with the amendments; and
3. That the proposer will ensure special efforts to prevent fraud and other program abuses, such as but not limited to, deceitful practices, intentional misconduct, willful misrepresentation and improper conduct which may or may not be fraudulent in nature; and
4. That the contents of the application are truthful and accurate and the above named vendor agrees to comply with the policies stated in this application; and
5. That this application represents a firm request subject only to mutually agreeable negotiations; and
6. That the proposer is in agreement that the Turning Point WDB reserves the right to accept or reject any proposal for funding; and
7. That the proposer has not been debarred or suspended from receiving federal grants, contracts, or assistance; and that if awarded a contract for the service, assures that no sub-contracts, grants or assistance will be made, or permitted to any debarred or suspended organization as provided under Executive Order 12549.
8. That the above-named proposer waives any right to claims against the members and staff of the Turning Point Workforce Development Board, Inc., Turning Point Workforce Development Consortium in their individual capacities.

Organization (proposer)

Authorized Representative Signature

Date

**CERTIFICATE REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY and
VOLUNTARY EXCLUSION**

Lower Tier Covered Transactions

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

(BEFORE COMPLETING THE CERTIFICATION, READ THE ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

1. The prospective recipient of federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
2. Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Contractor Organization:

Name and Title of Authorized Representative

Signature

Date

INSTRUCTIONS FOR CERTIFICATION-LOWER TIER TRANSACTIONS

- By signing and submitting this proposal, the prospective recipient of federal assistance funds is providing the certification as set out below.
- The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
- The prospective recipient of federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “participant,” “person,” “primary covered transaction,” “principal,” “proposal,” and “voluntarily excluded,” as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- The prospective recipient of federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
- The prospective recipient of federal assistance funds further agrees by submitting this proposal that it will include the clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier covered Transactions,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to check the List of parties Excluded from Procurement or Non-procurement Programs.
- Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the DOL may pursue available remedies, including suspension and/or debarment.

DRUG-FREE WORKPLACE CERTIFICATION

Organization: _____

The Organization hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace. The above named organization will:

1. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the organization's workplace and specifying actions that will be taken against employees for violations of the drug free workplace policy.

2. Establish a Drug-Free Awareness Program as required by Government Code Section 8355(b) to inform employees about all of the following:
 - a. The dangers of drug abuse in the workplace,
 - b. The person's or organization's policy of maintaining a drug-free workplace,
 - c. Any available counseling, rehabilitation, and employee assistance programs, and
 - d. Penalties that may be imposed upon employees for drug abuse violations.

3. Provide as required by Government Code Section 8355(c) that every employee who works on the proposed contract or grant:
 - a. Will receive a copy of the organization's drug-free policy statement, and
 - b. Will agree to abide by the terms of the organization's statement, as a condition of employment on the contract.

Certification

This is to certify that all specifications contained in the Drug-Free Workplace certification have been read and understood and that the organization will comply with all of the above and that this certification has been duly authorized by the governing body of the Contractor organization.

Signature of Authorized Representative

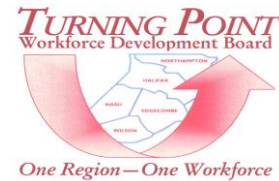
Date

Name

Title

Turning Point Workforce Development Board, Inc.

Procurement Policy



PURPOSE

To establish a method by which program operators shall be selected for the award of contracts for Workforce Development programs and services. **Procurement of programs and services issued under contract by the Workforce Development Board are limited to youth activities and to the exceptions described in the Workforce Innovation and Opportunity Act.**

PROCUREMENT AUTHORITY

The Workforce Development Board is responsible for determining the appropriate method of procurement in a given program year.

The Workforce Development Director is responsible for conducting procurement and issuing of Requests for Proposals (RFP's), as authorized by the board.

PROCUREMENT METHODS

Competitive Bids

The Workforce Development Board is committed to provide free and open access for all interested agencies. Programs and services may be competitively released for bid **as often as determined necessary by the Board of Directors but not less than** every two years.

Requests for Proposals are released on all Workforce Innovation and Opportunity programs and services. This form of procurement provides the opportunity for negotiation of both technical and cost/price elements among responsive bidders with the Workforce Development Board specified competitive range.

The Workforce Development Board elects to extend an existing contract of program training and/or services for one additional year following the RFP process. However, this extension is based on funds available; the option year is determined necessary by the Workforce Development Board, to fulfill an existing need; and the option is the most advantageous method of fulfilling the need. Options will then be based on prior year performance measures (which take into account technical and cost aspects) established by the Workforce Development Board. **If performance is determined non-satisfactory by the Workforce Development Board, then a competitive bid will again be released.**

CONFLICT OF INTEREST

Members of the Workforce Development Board who serve on the proposal evaluation committee shall disqualify themselves from participation, by physically removing themselves from the room in which RFP review discussions are taking place, during procurement decisions which directly impact that member or any organization in which that member directly represents. The absence of the member shall be documented in the committee minutes.

During a full board and/or committee meeting(s), no member of the Workforce Development Board shall cast a vote on the provisions of services by that member (or any organization, which that member directly represents) or vote on any matter which would provide direct financial benefit to that member.

CODE OF CONDUCT

No employee, officer, or agent of the administrative entity or the Workforce Development Board shall participate in the selection, award or administration of a contract supported by Federal funds where a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or any organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award. The employees, officers or agents shall neither solicit nor accept gratuities, favors or anything of monetary value, from contractors, or parties to sub-agreements.

Requirements for a Responsible bidder

The minimum qualifications for an agency to compete for funding include:

- identification of the bidder
- list of current members of Board of Directors
- incorporation papers, if applicable
- organizational chart and job descriptions of staff involved in potential services and training programs
- experience in operating programs and demonstrated ability to perform the services required within the Request for Proposal including but not limited to financial capabilities and past performance
- staff identified to carry out project supervision, property management, fiscal management, internal program management, compliance monitoring, performance reviews, equal opportunity and affirmative action compliance.

Bidding Procedures

Potential bidders are informed of the opportunity to submit proposals by legal notice advertisement which appears in the local newspapers and by mailing notifications to any agency who has requested to be included on the Workforce Development bidders list.

Once responses to proposals are received, a bidders' conference is held at the administrative offices (Upper Coastal Plain Council of Governments) of the Workforce Development Board.

The entire Request for Proposal is reviewed by the Workforce Development Director. A question and answer session will follow at the end of the review.

RFP's are released no later than 30 days prior to proposals being returned. All RFP's returned to the Workforce Development staff are received and documented by staff. Bids returned must be in a sealed envelope.

One original bid must be submitted for each activity, not later than 5:00 p.m. on the closing date to the administrative office. All pages must be numbered and included in a three ring binder.

EVALUATION AND SELECTION PROCEDURES

Providers selected shall be chosen in accordance with the provisions of the **Workforce Innovation and Opportunity Act, 29 CFR Parts 95 and 97, 29 CFR 97.36 (Procurement), and 667.200(a) (3)**.

All bids are evaluated using the Workforce Development Board approved tool included in the RFP. The specific areas of evaluation include:

- Proposers Qualifications including: record of integrity and business ethics
- Technical Aspects including: demonstrated skills to perform the work
- Financial Capability and Cost Effectiveness
- Program Management including: performance, project implementation, selection and referral/targeting strategies, and management effectiveness
- Program Design including: Overall project design, curriculum, indicators, case management activities, and coordination with other agencies.

A committee of the Workforce Development Board's **evaluation committee and youth council** reviews and evaluates each proposal assigning numerical values as appropriate. The Workforce Development staff assists with the opening of proposals and recording of all comments, minutes and numerical values during the review. All comments from the committee(s) for contract award are documented as to recommendations regarding selection of a provider and presented to the full Workforce Development Board for approval and award. All evaluations are signed by members of the committee(s).

A list of bidders, including specific activities and the time in which proposals are received is developed and maintained by the Workforce Development staff.

COST/PRICE ANALYSIS

Price analysis will be conducted on each RFP submitted to the Workforce Development staff. The purpose of price analysis is to evaluate the final price or "bottom line" of each proposal submitted.

When necessary, cost analysis will be conducted. Cost analysis is only required when price analysis alone is not sufficient to determine that a price is fair and reasonable for a product or service. The main function of cost analysis is to form an opinion of what the activity or service

should cost the bidder, given a reasonable economy.

Supplies required for occupational skills training activities are purchased after receiving price quotes from at least three (3) vendors. The lowest price is usually accepted unless the vendor with the lowest costs is located outside of the service area thereby, increasing the actual cost due to such things as shipping and handling.

SUBCONTRACTS

If the bidder proposes to use subcontractors, all costs and pricing data from the subcontractor must be submitted in the bidders proposal.

PROTEST PROCEDURES

A grievance concerning the procurement process shall be handled in the following manner:

(a) A written complaint shall be filed by registered or certified mail not later than seven (7) days after receipt, by the bidder, of written notice that the bidder would not be awarded a specific contract. The petition must be filed with the Workforce Development Board c/o Upper Coastal Plain Council of Governments, Post Office Box 9, Wilson, NC 27893. Unless the Workforce Development Board otherwise determines in its discretion, no hearing shall be held unless a hearing is requested by the bidder.

(b) No person or entity shall be deemed to be a proper complainant or a real party in interest, with respect to such grievances, unless such person or entity either timely entered a bid in response to a Request for Proposal or, with respect to contracts for which no Request for Proposal has been issued, requested in writing, prior to the contract award, that such person or entity be considered for the contract.

All complaints must be filed in writing, signed by the complainant or authorized agent, and include the following information:

- The full name, address, and telephone number of the complainant;
- The full name and address of the person or entity against whom the complaint is made, if applicable;
- A clear and concise statement of the acts considered to be a violation;
- The provisions of the Act, regulations, grant or other agreement under the Act believed to have been violated; and
- Other information that may help explain and resolve the complaint.

(c) A notice of a hearing before the Workforce Development Board shall be mailed by the staff to the complainant and all real parties of interest, with respect to such grievance(s), not less than ten (10) days prior to the date of the hearing. The notice will inform all parties of the date, time and place of the hearing. The place of the hearing shall be within the Turning Point Local Area. Hearings on any program complaint filed shall be conducted within thirty (30) days of filing.

(d) The complainant will be given a maximum of thirty (30) minutes to state the

grievance(s). The Workforce Development Board will then be given the opportunity to ask questions of the complainant.

(e) All real parties of interest, with respect to the grievance(s) will be allowed a maximum of thirty (30) minutes each rebuttal. The Workforce Development Board will be given the opportunity to ask questions of the parties. Any hearing conducted pursuant to the Grievance Procedures shall be governed by the following:

- The burden of proof shall rest with the complainant. The complainant must clearly state the reason for the complaint by referencing the particular section of the Act, regulations, grant or other agreements under the Act involved;
- All parties have the right to be represented by legal counsel
- All parties have the right to present evidence, both written and through witnesses, pertaining to the grievance in question
- All parties have the right to cross examination
- All parties have the right to request an impartial decision maker who has not been directly involved in the events from which the complaint arose
- A written decision will be rendered within the prescribed time frame
- Decisions will be rendered no later than sixty (60) days of filing the complaint.

(f) The decision of the Workforce Development Board shall be made by majority vote and shall be rendered in writing to all parties not later than thirty (30) days from the filing of the complaint.

(g) If the complainant receives an unsatisfactory decision or does not receive a decision at the local level within sixty (60) days of filing the complaint, he or she has the right to request to review the complaint by the NC Commerce Division of Workforce Solutions

Requests should be submitted to:

Jessica Englert, Assistant Secretary
NC Commerce Division of Workforce Solutions
4346 Mail Service Center
Raleigh, NC 27699-4346

Should the Division of Workforce Solutions provide a decision unsatisfactory to the complainant or fails to provide one, the complainant may file a complaint with the Directorate of Civil Rights of the U. S. Department of Labor. Complainant should follow procedures as indicated in WDB grievance policy, Section II.

CONTRACTING AUTHORITY

The Executive Director and the Finance Director of the administrative entity and the Chief Elected Official of the Job Training Consortium are empowered to sign all Workforce Development contracts.

CONTRACTING METHODS

The cost reimbursement method will be used for all workforce development programs unless otherwise negotiated by the Workforce Development Board. The following exception applies:

once per year, during program start-up, a one month cash advance may be provided to the contractor, if requested.

CONTRACT ELEMENTS

The elements of the contract include: Statement of Work to be performed, audit responsibilities, record retention requirements, access to records allowances, conflict of interests clause, compliance with regulations, procedures for contract changes, termination of convenience clause, reporting and operator progress requirements, a specific time period, and general assurances.

REIMBURSEMENT POLICIES

Reimbursement reports are to be submitted to the Workforce Development staff within five working days following the month in which expenditures occurred. Reimbursement checks are mailed to contractors by the 15th of the same month. Any reports received after the 5th working day will result in a delay of payment.

OVERSIGHT

The Workforce Development Director is responsible for ensuring that the contractor performs in accordance with terms, conditions and specifications of their contracts.

On-site monitoring is performed at least once per year on all contractors. The Workforce Development Monitor develops all schedules of monitoring visits.

The following types of monitoring will be conducted by the Workforce Development staff:

- program monitoring - process of ensuring that the contracted services are being provided.
- performance monitoring - focus is on how well the contractor is performing its required services. Used to ensure that services are provided at the level of quality and in conformance with standards specified in the agreement.
- compliance monitoring - focus is on non-program requirements such as acquisition of proper insurance, establishment of proper grievance procedures based on policies and regulations.
- financial monitoring-ensuring that the contractor has financial systems in place that enable allocation and accounting for expenditures and funds. Maintenance of auditable records including a review of invoices, bills and payments.

Contractors are given a minimum of five (5) days notice in writing of an upcoming visit. The monitoring is performed based on the Workforce Development Monitoring tools. Following a visit, a written report is submitted to the Workforce Development Director and a letter of findings is submitted to the contractor. If necessary, the contractor must submit a written corrective action plan regarding major deficiencies noted during the visit. The plan is required to be submitted to the Workforce Development Director within ten (10) working days following the receipt of the letter of findings.

Turning Point Workforce Development Consortium Responsibilities

- A. Concurrence of the Local Area Plan as required by the North Carolina Department of Commerce-Division of Workforce Solutions.
- B. Handling procurement appeals/protests/disputes/claims*
- C. Signing of contracts, contract modifications, and other awards (Consortium Chair's signature is required)
- D. Oversight of all WDB decisions.
- E. All responsibilities listed below for WDB to extent Consortium wishes to make decisions.

Turning Point Workforce Development Board Responsibilities

- A. Development of the Local Area Plan.
- B. Approval and oversight of the procurement process.
- C. Approval of program activities and funding levels.
- D. Approval of contract types/methods.
- E. Approval of contractors, service providers, etc.
- F. Approval for terminating contracts and other awards.
- G. Approval of contracts, contract modifications, and other awards.
- H. Approval of program and proposal evaluation criteria.
- I. Handling procurement appeals or protests*

* **NOTE:** The Turning Point WDB and Consortium have joint responsibility for handling procurement appeals, protests, or claims.

Upper Coastal Plain Council of Governments/WDB Staff Responsibilities

- A. Developing/ implementing the procurement process which includes (but is not limited to):

- Reviewing and evaluating responses to Request for Proposals (RFPs) in concert with the WDB as directed by the WDB and its committees.
 - Recommending potential contractors/service providers based on past performance, evaluation criteria and merits of bid proposal
 - Contract negotiations – as directed by the WDB.
 - Documenting the technical proposal review process.
- B. Developing program activities and funding levels.
- C. Developing and issuing RFPs.
- D. Recommending termination of contracts and other awards.
- E. Contract administration and monitoring.
- F. Contract closeouts.
- G. Development of program and proposal evaluation criteria.

Request for Proposal (RFP) Scoring Sheets

Contractor _____

County(s) _____

Executive Summary/Scope of Work	_____ (Max 40)
Proposed Staffing	_____ (Max 20)
Assurances	_____ (Max 10)
Budget/Cost Effectiveness	_____ (Max 15)
Historical performance	_____ (Max 15)

TOTAL _____

Name

Title