Northwest Pennsylvania Workforce Investment Board

Request for Proposals

For

WORKFORCE INNOVATION AND OPPORTUNITIES ACT (WIOA)

Title I Adult/Dislocated Worker Program Services for Clarion, Crawford, Forest, Venango and Warren Counties

Release Date
Friday, February 27, 2015

Due Date
Monday, March 30, 2015 @ 4 p.m. EST

Contract Period
July 1, 2015 to June 30, 2016

Responses must be received by 4:00 p.m. EST on March 30, 2015

Deliver responses to:
Deb O’Neil
Quality Assurance Specialist
Partners for Performance
920 Water Street, Suite 32B, Meadville Mall
Meadville, PA 16335

The outside of the envelope or package must clearly indicate “RFP for WIOA Title I Adult/Dislocated Worker Program Services for Rural Counties” as well as the date. The name and address of the respondent must also be clearly printed on the outside envelope or package.

Equal Opportunity Employer Program
Auxiliary aids and services are available upon request to persons with disabilities.
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APPENDICES:
A. WIOA Performance Measures
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C. Individual Training Account Policy
There will be no bidders’ conference. Questions can be submitted in writing.

Questions and answers posted on the LWIB’s Website weekly beginning: February 27, 2015

Last day to submit questions: March 23, 2015 @4:00 PM EST

Proposal Packages Due: March 30, 2015 @ 4:00 PM EST

Oral Interviews, if requested Week of April 6, 2015

Award of Contract: Following April 15, 2015 public meeting

Contract Start Date: July 1, 2015

Note:
This RFP does not commit the LWIA to award a contract. The Northwest PA WIB (NWPA WIB) reserves the right to accept or reject any or all proposals, in whole or in part, for any reason whatsoever. The NWPA WIB reserves the right to waive informalities and minor irregularities in proposals received. All solicitations are contingent upon availability of funds.

The LWIB may accept any item or group of items of any offer, or award more or fewer dollars at the same price bid, unless the bidder qualifies its offer by specific limitations. All awards are contingent upon demonstrated administrative capacity which may be determined by site visits and staff interviews.

Proposals will be accepted from any private for-profit agency, private, non-profit organization, government agency, or educational institution that can demonstrate capacity to successfully provide the services identified in this RFP.

Efforts will be made for small businesses, minority-owned firms, and women’s business enterprises to be utilized to the fullest extent possible. Small businesses, minority-owned firms and women’s business enterprises should consider collaborating with larger agencies or consortiums of small businesses when a contract for bid is too large for one of these firms to handle individually.

No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under the Workforce Investment Act or current federal legislation.
Proposers are advised that most documents in the possession of the LWIB are considered public records and subject to disclosure under the federal and state public record laws. Please see the complete list of Disclaimers and General Provisions beginning on page 20.

The NWPA WIB may require oral interviews from bidders as part of this process.

**NWPA WIB Website Information**

The NWPA WIB’s website at [www.nwpawib.org](http://www.nwpawib.org) will be used as the primary mode of communication between the NWPA WIB and potential bidders. Beginning February 27, 2015, interested parties can download the Request for Proposals and learn of upcoming events and deadlines. A question and answer page on the website will be updated at least weekly (see below). It is the bidder’s responsibility to check the web page frequently to stay informed throughout the procurement process.

If you do not have the capacity to download large electronic files, please phone or email your request to the NWPA WIB to receive a hard copy of the RFP to:

Partners for Performance  
920 Water Street, Suite 32B  
Meadville Mall  
Meadville, PA 16335  
Phone: (814) 333-1286  
ATTN: Debra O’Neil  
Email: deb@nwpawib.org

**Bidder Q & A**

Beginning with the release of the RFP on February 27, 2015 through March 23, 2015, bidders may submit questions in writing to Debra O’Neil at deb@nwpawib.org. Questions must be received in writing. No questions will be answered over the telephone, in person, or directly to inquiring parties in any form. Answers will be posted on the LWIB website at [www.nwpawib.org](http://www.nwpawib.org) on a weekly basis, or more frequently as needed.

There is **no bidders’ conference** scheduled with the release of this RFP. Instead, answers will be posted in the Q&A section on the NWPA WIB website.

To submit a question to the NWPA WIB, send it via email to deb@nwpawib.org.
SECTION 1: PURPOSE AND BACKGROUND

A. PURPOSE OF RFP

The purpose of the Request for Proposals (RFP) is to solicit competitive proposals for the delivery of services under the Workforce Innovation and Opportunity Act (WIOA) and other current federal legislation. Contracts resulting from this RFP are anticipated to commence July 1, 2015 and continue through June 30, 2016. This RFP covers a one year contract through June 30, 2016. Pending performance and available funding, this contract could be renewable on an annual basis up to June 30, 2017.

Bidders should use the funding estimates provided below for their proposals. For purposes of this RFP, the NWPA WIB is unable to define the WIOA allocation (administrative and programmatic funds) that will be available July 1, 2015. The federal government allocates WIOA Title I Adult, Dislocated Worker and Youth Program funds annually each spring. Final funding awards will be based upon WIA funding allocations, Chief Local Elected Officials and NWPA WIB priorities, and other factors at the discretion of the NWPA WIB. These estimates are solely for the purpose of offering guidance to bidders.

The actual amount of the contract award will be based on the proposed budgets, availability of funds, and the standards for the use of public funds (all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories). The proposal(s) most advantageous to the NWPA WIB in terms of quality and cost will be recommended for funding.

Estimated WIOA Funds Available for Contracts:

It is anticipated that the projected amount will be known on or about the time of the final negotiations of this contract based on federal appropriations and Pennsylvania’s distribution. Bidders should use the following funding estimates for their proposals: NWPA WIB currently estimates the available funding for WIOA Title I Adult Program services at $400,000 and WIOA Title I Dislocated Worker Program Services at $375,000 for Clarion, Crawford, Forest, Venango and Warren Counties.

Budgets should include administrative/indirect costs and should not include any costs associated with the PA CareerLink® Resource Sharing Agreement (RSA). The Resource Sharing Agreement is an agreement between the NWPA WIB and all the financial partners within a PA CareerLink® site. This agreement requires review and approval by the Commonwealth of Pennsylvania, Department of Labor and Industry, to ensure compliance with WIOA. A Resource Sharing Agreement is required for each PA CareerLink® site. However, for the purposes of developing responses to this RFP, all Resource Sharing Agreement costs have been subtracted from the estimated program funding amount. Budget proposals should only be based on costs associated with personnel, operating expenses (outside of the PA CareerLink® costs), participant costs and administrative/indirect costs. Final funding awards will be based upon WIOA funding allocations, NWPA WIB priorities, and other factors at the discretion of the NWPA WIB and the CLEOs.
The actual amount of the contract award will be based on the proposed budgets, availability of funds, and the standards for the use of public funds (all costs must be reasonable and necessary to carry out the planned functions, allowable and allocable to the proper grant/cost categories). The proposal most advantageous to the NWPA WIB in terms of quality and cost will be recommended for funding.

Respondents to this RFP can apply for award of a WIOA Title I Adult and Dislocated Worker Program services contract in Clarion, Crawford, Forest, Venango and Warren Counties. If respondents wish to bid on WIOA Title I Adult and Dislocated Worker Program services RFP for Erie County, please see separate and distinct RFP for Erie County. Respondents must submit separate proposals for each of the WIOA Title I services RFPs.

B. OVERVIEW OF LOCAL WORKFORCE INVESTMENT BOARD

The Northwest Pennsylvania Workforce Investment Board is a workforce investment board whose mission is to support a strong economy and ensure the ability of each person to achieve self-sufficiency. The NWPA WIB works throughout the community, bringing employers, job seekers, youth, educators, labor groups and other non-profits together to find and fund solutions to workforce gaps. The NW PA WIB is led by a board of directors with a private-sector majority. The NW PA WIB oversees a wide range of employment-related programs and initiatives, serving Clarion, Crawford, Erie, Forest, Venango and Warren County job seekers, youth and employers. The NW PA WIB supports job training services to job seekers and is a local leader in advocacy and policy regarding workforce system needs and improvements. The NW PA WIB’s mission is “to connect people with jobs through collaborative workforce development efforts and strong partnerships with the economic development, business, education and government sectors in the Northwest Pennsylvania region.”

C. BACKGROUND AND KEY STRATEGIES

Federal legislation directing the public employment and training system is in the midst of change. The Workforce Investment Act (WIA) concludes on 6/30/2015, the Workforce Innovation and Opportunity Act (WIOA) will begin implementation on July 1, 2015.

The Workforce Investment Act (WIA) of 1998 included the following statement of intent:

*The Workforce Investment Act will provide workforce investment activities, through statewide and local workforce investment systems, that increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants, and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation.*

The Workforce Innovation and Opportunity Act (WIOA) of 2014, was signed into law on July 22, 2014, to be implemented starting July 1, 2015 and is summarized as follows in Training and Employment Notice (TEN) 5-14:
WIOA makes it easier for the public workforce system to help workers acquire the skills employers need and help employers access the talent pool they need to compete and win in a global economy. The new legislative provisions are designed to help workers, including those with barriers to employment, access employment, education, job-driven training, and support services; enhance program coordination, streamline service delivery and increase flexibility for governance; improve services to employers; and align programs across common goals and increase accountability and transparency. WIOA provisions also emphasize quality training that lead to credentials, regional planning and service coordination and implementation of targeted sector-based strategies and career pathways.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) GOALS

Bidders should be cognizant of WIOA changes, and align their RFP proposals toward implementation of WIOA. Bidders must agree to flexibility and change as we make the transition to WIOA. Programs will need to adapt to new policies in response to legislation and regulations. To avoid possible confusion over language, the former One-Stop public employment and training system is now being referred to at the national level as the American Job Centers (AJC). Pennsylvania’s AJC system is referred to as “PA CareerLink®.”

Several recently published federal documents are directing employment and training system changes to begin implementation on July 1, 2015. They include:

- Vice President Joe Biden’s recent report to President Obama: Ready to Work: Job Driven Training and American Opportunity  
  http://www.whitehouse.gov/sites/default/files/docs/skills_report.pdf

- USDOL Workforce Innovation and Opportunity Act Resource Page  
  http://www.doleta.gov/wioa/

- Training and Employment (TEN) #5-14 (WIOA Announcement and Initial Informational Resources)  

- Training and Employment Guidance Letter (TEGL) #3-14 (Implementing a Job Driven Workforce System)  

WIOA’s Seven Job-Driven Elements:

In three of the DOL/ETA documents listed above, attention is given to seven important features that are “an essential part of job-driven training.” Partners in the federal job training and
education system are highly encouraged to “integrate these elements into their strategic planning and program operations.”

**Engaging Employers**

*Work up front with employers to determine local hiring needs and design training programs that are responsive to those needs – from which employers will hire.* Job-driven training begins with working with employers, industry associations, and labor unions early in the process of designing education and training programs. Training programs should coordinate with employers to make sure they are training individuals with skills that have a high likelihood of leading to employment. Programs should also seek employer commitments to contribute to the program through the provision of work-based learning opportunities and/or commitments to hire program graduates.

**Earn and Learn**

*Offer work-based learning opportunities with employers – including on-the-job training, internships, pre-apprenticeships and Registered Apprenticeships – as training paths to employment.* While classroom time can be important, individuals learn best by doing, and individuals can quickly learn skills where hands-on experience in a work environment is integrated with classroom learning. Job-driven training programs should aim to include work-based learning opportunities that best suit their programs. These can include paid internships, pre-apprenticeships, Registered Apprenticeships, and on-the-job training.

**Smart Choices**

*Make better use of data to drive accountability, inform what programs are offered and what is taught, and offer user-friendly information for job seekers to choose programs and pathways that work for them and are likely to result in jobs.* In order to determine what skills should be taught and to guide job seekers as they choose what to study and where to apply for jobs, programs should make better use of data to understand current and projected local, regional, state, and national labor markets. These data may include information on the number and types of jobs available, as well as those jobs’ characteristics and skills requirements. These data should be publicly available and easily accessible by job seekers.

**Measurement Matters**

*Measure and evaluate employment and earnings outcomes.* Knowing the outcomes of individual job-driven training programs – how many people become and stay employed and what they earn – is important both to help job seekers decide what training to pursue and to help programs continuously adjust to improve outcomes. Training programs should measure outcomes, evaluate their programs, and convey this information to participants and employers.

**Stepping Stones**
Promote a seamless progression from one educational stepping stone to another, and across work-based training and education, so individuals’ efforts result in progress. Individuals should have the opportunity to progress in their careers by obtaining new training and credentials. Job-driven training programs should make it easy for individuals to transition from one post-secondary program to another, including Registered Apprenticeships and occupational training programs, and from basic education programs into post-secondary programs.

Opening Doors

Break down barriers to accessing job-driven training and hiring for any American who is willing to work, including access to supportive services and relevant guidance. In order for training programs to work, they need to be accessible for the people who need them most. Job-driven training programs should provide needed supportive services such as transportation, child care, and financial and benefits counseling. Programs also should provide accommodations for persons with disabilities (including supported employment services where needed), in order to allow all individuals to benefit from these opportunities.

Regional Partnerships

Coordinate American Job Centers, local employers, education and training providers, economic development agencies, and other public and private entities to make the most of limited resources. In addition to working with employers, job-driven training programs should work with a variety of partners including Workforce Investment Boards and the American Job Centers they oversee, higher education institutions, labor organizations, philanthropic organizations, state and local human service agencies, vocational rehabilitation agencies, Medicaid agencies, centers for independent living, supported employment providers, community and faith-based organizations, and other non-profit organizations. These partners can provide a network of employment, training, and related services that help individuals overcome barriers to becoming and staying employed and serve many vulnerable populations that should be incorporated into job-driven training programs.

D. DEMAND-DRIVEN SYSTEM

The Northwest PA Workforce Investment Board is seeking program contractors who employ vision, innovation, accountability, and efficient and effective utilization of resources in their workforce development programming with customers. This is particularly important as the Workforce Innovation and Opportunity Act (WIOA) begins implementation on July 1, 2015.

In response to calls for increased integrated service delivery within One Stops, the Workforce Innovation and Opportunity Act (WIOA) is focused on such integrated service delivery, as well as recent state-level policies developed and implemented to achieve this goal.

Building on this effort, the NW PA Workforce Investment Board must identify and work with agencies that are able and willing to:
• Develop innovative solutions to ensure the public retains access to critical employment and training services
• Provide customer-centered services with immediate open access to all employment and training opportunities available
• Adopt tools that upgrade services to the 21st Century
• Utilize technology to go beyond the traditional brick-and-mortar services
• Explore additional delivery methods that improve the region’s response to customer needs
• Effectively use the limited One-Stop resources available
• Streamline the integration of the various programs in the workforce development system

E. FUNDING CATEGORY

The NW PA Workforce Investment Board is in the midst of many changes in this procurement period. The NW PA Workforce Investment Board will keep apprised of both national and local direction while WIOA regulations are being crafted and implementation begins. The NW PA Workforce Investment Board anticipates Program Years 2014 and 2015 will be different from past years, as the local workforce development system has been restructured. Given that, the NW PA Workforce Investment Board considers the next several months to be part of the planning process needed to create a fully operable and viable local workforce investment system, prepared and ready as WIOA is implemented. The awarded program services contractor will be expected to abide by all agreed upon deadlines, to include any necessary planning with new and/or carryover customers.

Bidders for this RFP must be willing to creatively and quickly invent and implement new practices and processes, then evaluate and modify them as needed to best serve the customer.

CAREER SERVICES

The successful bidder will serve customers in the employment and skill development pathways. WIOA eliminated the sequence of services and combines “core” and “intensive” services. The successful bidder will establish a menu of Career Services for the job seeker customer that will help to identify a career path for each individual.

WIOA Adult and Dislocated Worker Program Design Elements

A successful program will include the following program design elements:

• Focus on accountability for outcomes, especially job placements that lead to economic self-sufficiency for jobseekers either through the initial placement or through an established career pathway.

• Focus on building a workforce development system that leverages the multiple organizations and funding streams that exist, both through partnerships and through tracking/reporting of outcomes.
Focus on connecting labor market intelligence with labor market information. This should include both WIA case management and the Commonwealth Workforce Development System (CWDS) to effectively deliver quality talent to employers.

Provide a strong service delivery plan integrating all partners. The Northwest PA CareerLink® centers should have a service delivery plan that is clear to the NWPA WIB, job seekers, employers, and the general public. Triage, referrals, key points of transition, data mining of the state system, and outcomes of service should be detailed for the centers with WIA being one piece of the service delivery design.

Partner with the NWPA WIB. The NWPA WIB expects to partner with its contractor(s) to ensure consistent service delivery, align employer outreach and services and establish realistic and effective policies. Suggested areas for partnership include planning and implementation of WIOA, tracking and evaluating training and other service outcomes, engaging economic development in workforce strategies, assisting with addressing policy barriers, identifying and applying for funding opportunities, as appropriate.

Provide PA CareerLink® leadership that exemplifies partnership, flexibility, creativity, and innovation. The NWPA WIB seeks organizations that will go beyond minimum contractual obligations and demonstrate leadership, creativity, flexibility, and skillful communication to offer effective and efficient service delivery through PA CareerLink®. This includes incorporating technology to assist with eligibility, career services, etc., having flexibility and cross-training of staff, collaborating with local economic development, developing and creating ideas for fee for service, and bringing national best practices into the service delivery plan.

Meet and exceed local WIOA performance levels. All service components must be aligned with federal, state, and local performance requirements. Targets for measures are redefined annually by the federal and state government, as well as by the NWPA WIB. Contractor(s) will be held accountable for achieving all measures and targets. For details on a comparison of WIA and WIOA performance measures, please refer to Appendix A.

**One Stop System (PA CareerLink®) Overview**

The cornerstone of WIOA Title I is a one-stop service delivery system that meets the needs of dual customers: the job seeker and the employer. The one-stop system includes a collaboration of entities (WIOA mandated partners) responsible for providing funds to ensure seamless service delivery to job seekers and employers. In the Commonwealth of Pennsylvania, this one-stop system is referred to and branded under the name “PA CareerLink®.”

The Northwest PA CareerLink® system has five centers, all of which are comprehensive (offer the full range of PA CareerLink® services). There are also three satellite centers (offers only core services). **The successful bidder must offer all services described in this RFP at the five comprehensive PA CareerLink® locations.**
NORTHWEST PA CAREERLINK® SYSTEM

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<th>COMPREHENSIVE CENTERS</th>
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<tr>
<td>PA CareerLink®</td>
<td>Clarion County</td>
<td>Crawford County</td>
<td>Erie County</td>
<td>Oil Region</td>
</tr>
<tr>
<td>Clariom, PA 16214</td>
<td>627 Wood Street</td>
<td>260 Chestnut Street</td>
<td>155 West 8th Street</td>
<td>255 Elm Street</td>
</tr>
<tr>
<td>PA CareerLink®</td>
<td>Meadville, PA 16335</td>
<td>Erie, PA 16501</td>
<td>Oil City, PA 16301</td>
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<tr>
<td>SATELLITE CENTERS</td>
<td>Smith Education Center</td>
<td>Forest County Assistance Office</td>
<td>Forest County Building</td>
<td>PA CareerLink®</td>
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<tr>
<td>PA CareerLink®</td>
<td>Corry, PA 16407</td>
<td>Tionesta, PA 16353</td>
<td>126 Cherry Street</td>
<td>Warren County</td>
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<tr>
<td>PA CareerLink®</td>
<td>2 Market Street</td>
<td>Marienville, PA 16239</td>
<td>2 Market Street</td>
<td>Warren, PA 16365</td>
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The NWPA WIB is looking for innovative ways of service delivery that demonstrate flexibility, cross-training of staff, creativity, and that are performance-driven and evaluated. Customers of the PA CareerLink® system must know when walking into a center what services are provided on-site, what they may/may not be eligible for, and how PA CareerLink® can best meet their individual needs. A customer should have a clear understanding of the flow of services and how they can progress from one to another seamlessly. The front-line staff should be knowledgeable about all available workforce development opportunities in the area, not only those that are offered through partner funding streams.

WIA currently does mandate a service delivery of core, intensive and training services. The Workforce Innovation and Opportunity Act (WIOA), when implemented, will eliminate this flow of services and allow for more flexibility. The successful contractor(s) will be able to creatively and effectively manage customer services and provide a successful customer experience.

Job Seeker Career and Training Services

Career Services are available to all job seeker customers in PA CareerLink® sites and include but are not limited to the following:

Career Services

- Outreach, intake, and orientation to the system
• Computer-assisted assessment of skill levels, aptitudes, abilities, interests and values
• Information on supportive services and community resources
• Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas
• Information on certified education and training providers; local performance outcomes of service providers
• Information regarding filing claims for unemployment compensation
• Information on the eligibility requirements for all partner employment and training programs
• Information on how the local area is performing on the local performance measures
• Information regarding resource room usage
• Internet browsing for job, information, and training searches
• Up-front triage that informs and directs customers to the services they need most
• Job search assistance workshops, placement assistance, and career counseling
• Follow-up services, including counseling
• Staff-assisted job development
• Staff-assisted workshops and job clubs
• Job matching and referral (i.e. testing and background checks)

**Intensive Services**

• Staff-assisted, customized assessment of knowledge, skills, abilities, and interests
• Development of an Individualized Employment Plan
• Group counseling
• Individual counseling and career planning
• Case management
• Short-term Prevocational Services, including development of learning skills, basic computer literacy, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training

**Training Services**

Training services are defined as services designed to equip individuals to enter the workplace and retain employment. Training services may be provided to WIOA eligible adults and dislocated workers who have met the eligibility requirements. The NWPA WIB sets the Individual Training Account (ITA) Policy (see Appendix C). Training Services for eligible individuals may include:

• Occupational skills training, including training for nontraditional employment, provided through ITAs for adults and dislocated workers. This includes both individual and cohort-based training models
• Programs that combine workplace training with related instruction, which may include cooperative education programs
• Skill upgrading and retraining
• Entrepreneurial training
• Job readiness training
• Adult education and literacy activities, where they are integrated with other training services
• Customized training conducted with the commitment to employ the individuals upon successful completion of the training

F. PA CAREERLINK® WIOA TITLE I CONTRACTOR(S) ROLE

The PA CareerLink® partner function must support the guiding principles described above and achieve at least the minimum work components outlined below. First and foremost, the contractor(s) will function as a fully integrated partner in the PA CareerLink® system without regard to the organizational mission of the selected contractor(s).

The local Operator Consortium is responsible for implementing and managing the PA CareerLink® system under policies and guidelines established by NWPA WIB, the Commonwealth of Pennsylvania, and the federal government. Under this component, the contractor(s) is responsible for coordinating with NWPA WIB to ensure that system-wide standards are achieved, utilizing continuous quality improvement tools and systemizing their usage across the system.

The selected contractor(s) from this RFP will participate in the Operator Consortium (the existing paying partners in the Northwest PA CareerLink® system) for service delivery. Existing partners include: Venango Training and Development Center, PA Office of Vocational Rehabilitation, and the PA Department of Labor and Industry. The WIOA Title I contractor(s) will be responsible for aligning with all partners in the development and implementation of integrated services.

The successful bidder will be expected to work closely with the NWPA WIB to bring a community presence to the PA CareerLink® system. The NWPA WIB expects the successful bidder to assist in building a workforce development system and ensure successful tracking and outcomes of individuals through the PA CareerLink® offices and any other contracted organization. It is expected that the successful bidder will work in close partnership with NWPA WIB to provide guidance and leadership to the PA CareerLink® system to achieve the following:

• Deliver a high-quality, consistent set of services to job seeker and employer customers
• Ensure a mix of services that allows the system to serve a diverse customer base
• Coordinate services and funding to support customer access to and success in postsecondary education
• Support customers progress toward economic self-sufficiency and assist in moving job seekers form human services to workforce development by defining “work-ready”
• Promote industry sector and employer-driven strategies
• Maintain and consistently improve the integration of services and service providers within PA CareerLink®
• Ensure high levels of accountability, cost-efficiency, and innovation to maximize resources and customer satisfaction
• Focus on special populations and job seeker needs as identified in collaboration with NWPA WIB
• Adopt innovative approaches for service delivery using national best practices

The WIOA Title I contractor(s) will, at a minimum, provide or do the following:

• Monitor, track and report service outcomes as a partner in the PA CareerLink® system
• Make customer eligibility determinations (see Appendix B for details)
• Provide supportive services and referrals as applicable
• Reconcile in-house reports with PA Labor and Industry reports
• Submit participant information and required reports prior to established deadlines
• Collaborate with NWPA WIB on the messaging, outreach and branding of the Northwest PA CareerLink® system
• Maintain a strong working relationship with NWPA WIB and ensure NWPA WIB understands the changing needs of job seekers and employers for a responsive system
• Work with NWPA WIB to identify and engage strategic partners that address service gaps or enhance services as needed

As a partner in the PA CareerLink®, the contractor(s) will, at a minimum, provide or do the following:

• Act in the capacity of a required PA CareerLink® partner and key participant in the Operator Consortium
• Provide appropriate staff in support of PA CareerLink®
• Provide functional supervision of all staff involved in the job seeker and employer services teams and allow other partners the ability to provide functional supervision over staff
• Conduct outreach, recruitment and orientation on PA CareerLink® services
• Define a service delivery plan, determine customer eligibility, conduct assessments, and offer career and training services
• Offer career counseling, placement assistance, and themed workshops on a continuous basis
• Work closely with NWPA WIB and the Business Services Contractor(s) to implement a broad business services strategy that takes into account all partner activity

G. PERFORMANCE AND CASE MANAGEMENT TRACKING

JobGateway™ is part of the PA Department of Labor and Industry’s initiative to transform the landscape of how job seekers find family-sustaining jobs and how employers find the skilled candidates that they need. Through this initiative, a user-friendly, premiere job-matching system has been created to help bridge the gap that currently exists between job seekers and employers (https://www.jobgateway.pa.gov).
The Commonwealth Workforce Development System (CWDS) is the state-recognized system of record for customer information. All successful bidders will be required to use CWDS to record and track all customer activities and program services. Reports generated from CWDS will be used to determine program performance by the service provider, NWPA WIB, and PA Department of Labor and Industry. Therefore, knowledge of the system, accuracy, and timely entry of information is critical. System training will be facilitated by the PA Department of Labor and Industry, but it is the contractor’s responsibility to ensure ongoing staff expertise and cooperation.

The successful bidder will be required to track and report the outcomes of training on a to-be-determined schedule to the NWPA WIB, as well as provide a monthly activity report to the NWPA WIB on all participant services and performance outcomes. The NWPA WIB will review quarterly state performance reports. As a result, the successful bidder will be required to respond to requests for information from the NWPA WIB regarding performance standards that may not have been met, as well as those that have been exceeded to ensure an effective performance management plan is in place.

H. ELIGIBILITY
Government, business, non-profit, for-profit, education, community and technical college, and faith-based organizations are eligible to apply for WIOA funding. WIOA fund management and performance outcomes are rigorous and are regularly monitored by the NWPA WIB. The NWPA WIB recognizes that smaller community-based organizations and minority business enterprises may not have the capacity to manage WIOA funding but have distinct expertise in working with specific target populations. In these and other instances, the NWPA WIB encourages potential bidders to consider partnering with other organizations in the community.

SECTION II: PROPOSAL FORMAT

A. PROPOSAL REVIEW AND EVALUATION PROCESS

**Phase I:** Staff support to the NWPA WIB will initially evaluate each proposal received for acceptability, with emphasis placed on completeness and responsiveness to requisite program criteria. The following minimum criteria will be used to determine which proposal will continue on to Phase II:

- All required services for the program for which they are bidding are addressed
- All requested information and documentation is included in the application package
- The proposal is submitted in accordance with the RFP

**Phase II:** Proposals that have met the minimum criteria, as stated above, will then be reviewed and ranked by a Review Committee. Part of the review process may include reference checks from other areas. The Review Committee may include NWPA WIB members, as well as Chief Local Elected Officials, and community members.
Proposals will be ranked based on evaluation criteria outlined in the next section. These rankings will be used as a guide for discussion and determination of recommendations. Note: NWPA WIB retains the right to request additional information from any bidder, request oral presentations from bidders, or conduct site visits from any bidder before a contract award. If no response adequately addressed the services and outcomes requested, the Review Committee may recommend that no award be made.

**Phase III:** The recommendations of the Review Committee, if any, will be presented to the Executive Committee of the NWPA WIB and then the full NWPA WIB for formal recommendation to the Chief Local Elected Officials for award of contract.

**B. RESPONSE FORMAT AND RATING CRITERIA**

Bidders must submit complete and responsive proposals for the WIA Title I Adult and Dislocated Worker Program services RFP. All responses will be scored according to the following criteria. 150 total points are available.

1) **Service Delivery Plan / Innovation to Implement Change** (45 Points)

   - Describe in detail your service delivery model and the specific services you plan to provide in delivering Career Services
   - Project the number of job seekers to be served and % employed between July 1, 2015 and June 30, 2016
   - Describe how your service delivery strategy includes the required WIOA program elements. Detail elements already in place and give examples of how your agency will move toward full implementation, including experience in implementing and responding with flexibility to changing policies
   - Describe how your program improves, enhances and builds upon the PA CareerLink® system, including efforts toward system integration

2) **Organizational Capacity and Capability** (30 Points)

   - Describe how your agency has led change previously. What positions your agency to succeed in the demand-driven model?
   - Submit a staffing plan describing agency expertise and staff’s specialized knowledge
   - Describe how your organization or partnership has a history of achieving high outcomes for participants, evaluates overall program effectiveness, and implements improvements based on such evaluations
• Describe your agency’s experience with WIA services, federal regulations and performance measures as it relates to serving the customer for which you are seeking funding.

• Describe your agency’s outreach experience as it relates to the category for which you are seeking funding.

• Describe your agency’s experience with, and capacity to use the Commonwealth Workforce Development System (CWDS). WIOA Title I program contractor(s) are required to enter service delivery data and case notes into this system of record. Services must be entered by the staff within 30 days of the service.

• Describe your agency’s ability to retain and successfully manage a staff team and limit turnover of staff.

3) **Relationships and Collaboration**

   (30 Points)

   • Describe evidence of your agency’s development of credible and realistic partnerships as part of the NWPA workforce development system, including PA CareerLink® partners, community colleges, training providers, community organizations, economic development agencies, and other service providers to leverage funds and integrate services and staff functions.

   • Describe any relationships developed with community organizations that serve target populations.

   • Describe your agency’s capacity to collaborate as a partner in the PA CareerLink® system to achieve system integration.

4) **Program Cost and Performance**

   (30 Points)

   This category will evaluate the cost and performance numbers of the proposed program and the degree to which expenditure of funds relates to performance outcomes. Proposers should demonstrate how WIOA funding will be integrated with other financial and non-financial resources to achieve the maximum benefit to customers. Budgets and performance numbers will be reviewed for accuracy and completeness. Additionally, all proposals will be reviewed for costs and performance numbers that are reasonable, justified and competitive as measured by the review of the line item budget, the program design and comparison to all other proposals. **Note:** The budget that is proposed will not necessarily be the amount funded.

5) **Transition Plan**

   (15 Points)

   This category will assess the ability to make a smooth and seamless transition from the current WIOA Title I contractor that will minimize any disruption to the PA CareerLink® system, as well
as to job seekers and employers. The transition plan should include timeliness and cost-effective transition activities.

SECTION III: PROVISIONS AND DISCLAIMERS

1. Grantees must adhere to and comply with all Workforce Innovation and Opportunity Act (WIOA) laws and regulations that are prepared, issued, and implemented.
2. All solicitations are contingent upon availability of funds.
3. This RFP is for one year and may be renewable at the discretion of the NWPA WIB and CLEOs.
4. NWPA WIB reserves the right to accept or reject any or all proposals, in whole or in part, for any reason whatsoever.
5. NWPA WIB reserves the right to negotiate with any and all bidders on modifications to proposals.
6. NWPA WIB reserves the right to waive informalities and minor irregularities in the proposals received.
7. This RFP does not commit NWPA WIB to award a contract.
8. This RFP is for WIOA services and other related programs and funding streams which may become available to NWPA WIB during this funding period.
9. NWPA WIB may select a provider based on its initial proposal received, without additional discussion of the proposal with the bidder. Accordingly, each proposal should be submitted on the most favorable terms from a price and technical standpoint that the bidder can submit to the NWPA WIB.
10. Proposals should follow the format set forth in the RFP Response Package section of the RFP and adhere to the minimum requirements specified therein.
11. NWPA WIB retains the right to request additional information from any bidder, request oral presentations from bidders, or conduct site visits from any bidder before a contract award.
12. No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under WIOA.
13. All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to the NWPA WIB and be subject to disclosure under the Freedom of Information Act, Right to Know Law, or other applicable legislation.
14. The final award and execution of a contract is subject to receipt of WIOA funds, NWPA WIB and the fiscal agent’s satisfactory negotiation of the terms of the contract, and the continued availability of funds.
15. Any changes to the WIOA program, performance measures, funding level, or NWPA WIB direction may result in a change in contracting. In such instances, NWPA WIB shall not be liable for any damage arising from this Request for Proposals package or subsequent contract.
16. Proposals submitted for funding consideration must be consistent with, and if funded, operate according to, the federal legislation, all applicable federal regulations, Commonwealth of Pennsylvania policies, and NWPA WIB policies and procedures.
17. Bidders selected for funding must also ensure compliance with the following, as applicable: USDOL regulations 20 CFR part 652; 29 CFR Parts 96, 93, 37, 2, and 98; and

18. Bidders will be expected to adhere to NWPA WIB and fiscal agent procedures to collect, verify, and submit required data and submit monthly invoices to the fiscal agent.

19. Additional funds received by NWPA WIB may be contracted by expanding existing programs or by consideration of proposals not initially funded under this RFP. These decisions shall be at the discretion of the NWPA WIB and the fiscal agent.

20. NWPA WIB may decide not to fund part or all of a proposal, even though it is found to be in the competitive range if, in the opinion of the NWPA WIB, the services proposed are not needed, or the costs are higher than NWPA WIB finds reasonable in relation to the overall funds available, or if past management concerns lead NWPA WIB to believe that the bidder has undertaken more services than it can reasonably provide.

21. NWPA WIB has a right to fund a lower-ranked proposal over a higher ranked proposal because of valid policy considerations, including but not limited to, organizational experience, geographical considerations, leveraging of outside resources, and target populations.

22. Any proposal approved for funding is contingent on the results of a pre-award site visit that may be conducted by NWPA WIB. This site visit will establish, to NWPA WIB’s satisfaction, whether the bidder is capable of conducting and carrying out the provisions of the proposed contract. If the results of the site visit indicate, in the opinion of NWPA WIB, that the bidder may not be able to fulfill contract expectations, NWPA WIB reserves the right not to enter into contract with the organization, regardless of NWPA WIB approval of the bidder’s proposal.

23. NWPA WIB is required to abide by all federal legislation and regulations. Therefore, NWPA WIB reserves the right to modify or alter the requirements and standards set forth in this RFP based on program requirements mandated by state or federal agencies.

24. All contractors must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA-funded program or activity because of race, color, sex, national origin, age, disability, or political affiliation or belief.

25. All contractors must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.

26. Contractors must accept liability for all aspects of any WIOA program conducted under contract with NWPA WIB, through its fiscal agent. Bidders will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.

27. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a bidder fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.

28. Contractors will allow local, state, and federal representatives access to all WIA/WIOA records, program materials, staff and participants. In addition, bidders are required to maintain all WIA/WIOA records for three years following federal closeout.

29. The contract award will not be final until the fiscal agent and the successful bidder have executed a mutually satisfactory contractual agreement, as recommended by the NWPA WIB and the CLEOs. NWPA WIB reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to final
NWPA WIB approval of the award and execution of a contractual agreement between the successful bidder and the fiscal agent, at the recommendation of the NWPA WIB and the CLEOs.

30. NWPA WIB, through its fiscal agent, reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.

31. NWPA WIB, through its fiscal agent, reserves the right to determine both the number and funding levels of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process. Bids submitted which are over the maximum amount of funds specified for this RFP will be rejected.

32. The submission of a proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.

33. All contractors shall purchase annually an organization-wide audit according to the requirements of the Single Audit Act and Office of Management and Budget (OMB) Circular A-128 or A-133, as appropriate.

34. Each party shall be responsible for the negligence of its own employees or agents in the performance of this contract. All successful bidders shall provide a certificate of liability insurance, providing commercial general liability coverage in the amount of $1,000,000 for each occurrence, automobile liability, workers compensation and professional liability insurance, if applicable. The contractor(s) will provide a certificate of insurance satisfactory to NWPA WIB and the fiscal agent.

35. Applicants are advised that most documents in the possession of NWPA WIB are considered public records and subject to disclosure by law.

SECTION IV: RFP RESPONSE INSTRUCTIONS

A. SUBMISSION REQUIREMENTS
All proposals must be received by 4:00 p.m. Eastern Standard Time on March 30, 2015. Proposals not received by this time will be automatically disqualified from competition – no exceptions. A postmark will not be accepted if the proposal does not arrive by the deadline. Please mail or deliver proposals (faxed proposals will not be accepted) to:

Partners for Performance
ADULT/DW RURAL COUNTIES REQUEST FOR PROPOSALS
920 Water Street, Suite 32B
Meadville Mall
Meadville, PA 16335

The submitted proposal package must include one original copy of the proposal in a sealed envelope marked “Adult/DW Rural Counties Request for Proposals” and five additional copies. In addition, an electronic copy must be emailed to deb@nwpawib.org by the deadline. However, this emailed copy will not serve as the formal proposal submittal.
• Include all of the required forms, narrative answers and attachments that pertain to your proposal. Failure to do so will disqualify your proposal from competition

• Proposals are limited to a total of 42 narrative pages

• Responses must follow the outline and use the forms provided in the Proposal Response Package. Attachments and additional forms will not be accepted

• Please use 12-point Times New Roman type, 1-inch margins, and double spacing

• Staple your proposal but do not bind it in any other way, or use dividers with tabs

• Letters of recommendation will not be accepted

• All proposals are to be submitted in accordance with the terms, conditions and procedures stated in the RFP

Withdrawals

A submitted proposal may be withdrawn prior to the RFP due date. A written request to withdraw the proposal must be submitted to the NWPA WIB. If a bidder does not withdraw a proposal by the due date, the proposal becomes the property of NWPA WIB and may be subject to public disclosure.

B. GENERAL PREPARATION INSTRUCTIONS

The RFP response is divided into the following components:

<table>
<thead>
<tr>
<th>Section</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proposal Cover Page</td>
<td>Form</td>
</tr>
<tr>
<td>2. Proposal Checklist</td>
<td>Form</td>
</tr>
<tr>
<td>3. Proposal Summary</td>
<td>Narrative</td>
</tr>
<tr>
<td>4. Service Delivery Plan/Innovation to Implement Change</td>
<td>Narrative</td>
</tr>
<tr>
<td>5. Organizational Capacity and Capability</td>
<td>Narrative</td>
</tr>
<tr>
<td>6. Relationships and Collaboration</td>
<td>Narrative</td>
</tr>
<tr>
<td>7. Program Cost and Performance</td>
<td>Forms &amp; Narrative</td>
</tr>
<tr>
<td>8. Transition Plan</td>
<td>Narrative</td>
</tr>
<tr>
<td>9. Statement of Compliance Form</td>
<td>Form</td>
</tr>
</tbody>
</table>

The narrative section of the proposal should not exceed 42 pages. The instructions for each section are provided below.

1. Proposal Cover Page
   The cover page is to be completed by the proposing organization. The proposal cover page must be completed, in full, and signed by an agency officer authorized to bind the agency to
all commitments made in the proposal. Only one cover page is needed per proposal. This form does not count toward the 42 page maximum.

2. **Proposal Checklist**

Please complete this form by placing a check by each item included in your proposal. It is the bidder’s responsibility to make sure that all the required elements and forms are included in the proposal. This page does not count toward the 42 page maximum.

3. **Proposal Summary** (Maximum 2 pages)

Please provide an executive summary of your proposal.

4. **Service Delivery Plan / Innovation to Implement Change** (Maximum 12 pages)

Please describe your service delivery model, including innovative methods of managing and implementing the changes required by federal legislation and state policy.

5. **Organizational Capacity and Capability** (Maximum 10 pages)

6. **Relationships and Collaboration** (Maximum 10 pages)

7. **Program Cost and Performance** (Limited to 2 pages for budget narrative and 3 pages for performance narrative). If you are a for-profit agency, please include profit amounts in a separate line item.

8. **Transition Plan** (Maximum 3 pages)

9. **Statement of Compliance Form** (This form does not count toward the 42 page maximum)
PROPOSAL COVER PAGE

Agency Name: _________________________________

Mailing Address: _________________________________

Contact Person: _________________________________

Phone: ________________ Fax: ________________ Email: ____________________

Funding References
Provide contact information on funding references that can talk about your workforce development experience. If your organization has not provided WIOA Title I program services in NWPA’s six-county region previously, please include names and contact information of Workforce Investment Board executives in areas where you have provided such services.

Name: _____________________________ Phone: ________________
Agency: _____________________________ Email: _____________________________

Name: _____________________________ Phone: ________________
Agency: _____________________________ Email: _____________________________

To the best of my knowledge and belief, all information in this application is true and correct, the document has been duly authorized by the governing body of the applicant, and the applicant will comply with the attached assurances if the assistance is awarded.

Typed Name of Authorized Representative _____________________________ Title of Authorized Representative _____________________________

Signature of Authorized Representative _____________________________ Telephone Number ________________ Date ________________

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PROPOSAL CHECKLIST

It is the bidder’s responsibility to make sure that all required elements and forms are included in the proposal. Proposals that do not include the required elements and forms will be automatically disqualified. No exceptions will be granted. If you have questions about the requirements or feel that special circumstances apply to your proposal, please submit a question in writing to NWPA WIB to be answered on our website.

Before submitting your proposal, check the following:

____ One original proposal with required documents and five hard copies

____ One electronic copy of Proposal Response Package emailed to deb@nwpawib.org

____ A. Proposal Response Package Requirements

_____ 1) Proposal Cover Page
_____ 2) Proposal Checklist
_____ 3) Proposal Summary
_____ 4) Service Delivery Plan / Innovation to Implement Change
_____ 5) Organizational Capacity and Capability
_____ 6) Relationships and Collaboration
_____ 7) Program Cost and Performance (Budget Form, Planned Performance Form)
_____ 8) Transition Plan
_____ 9) Statement of Compliance Form

____ B. One copy each of the last two years’ audited financial statements

____ C. One copy of your business license (if applicable)
SECTION V: REQUIRED FORMS

A. BUDGET SUMMARY FORMS

RFP BUDGET SUMMARY FORM

You must use WIOA definitions for determining allowable costs.

**Personnel** – Total cost of personnel **not included in the Resource Sharing Agreement** but included in this RFP including salary, taxes and benefits. Positions that are fiscal, managerial or administrative in nature should be allocated to the Administrative Costs category.

**Operating** – Total operating costs **not included in the Resource Sharing Agreement**, necessary for operating the services. These include, but are not limited to, general operating and infrastructure costs including building rental, facilities maintenance, utilities, phone, general consumable materials and supplies, Internet, insurance, audits, etc.

**Participant Costs** – Costs directly related to individual participants and are tracked by individual enrollment. Possible costs could include subsidized wages, supportive services, participant payments (stipends, incentives), participant supplies (items, equipment), tools or clothing related to employment or training and participant tuition and fees to achieve program objectives.

**Administrative/Indirect Costs** – These costs are defined as costs of operations related, required and incurred for official business in coordination of those functions under WIA. Some examples include accounting, financial, procurement and purchasing, payroll, personnel management, resolution of findings and general legal services. **These costs are limited to 5%.**

**Other** – If you are unable to determine whether an expense fits into one of the categories above, you may insert a category into “other expenses”. If you do, please detail the specific expense(s) in the budget narrative section.

**Resource Sharing Agreement** - The Resource Sharing Agreement is an agreement between the NWPA WIB and all the financial partners within a PA CareerLink® location. The agreement supports and documents the processes used by the parties to define, allocate and share the operating costs and resources of the PA CareerLink® location. This agreement requires review by the Commonwealth of Pennsylvania, Department of Labor and Industry, to ensure compliance with WIA. A Resource Sharing Agreement needs to be completed for each PA CareerLink® location. The successful contractor(s) will need to collaborate in the completion of a Resource Sharing Account budget for each PA CareerLink® where they are collocated. However, for purposes of this RFP, PA CareerLink® overhead costs associated with the Resource Sharing Account budget should not be included.
BUDGET NARRATIVE

Please use this space to complete your budget narrative (2 pages maximum).

This section should describe:

1. Other costs listed in the Budget Form
2. Justification of the percent of total funds spent on participant expenses
3. Budget assumptions
4. Sources of leveraged funds
5. Unique expenditures
6. In-kind resources
7. Other budget information you would like the Review Committee to know

The NWPA WIB requires a budget that includes no less than 25% of the total funding award to direct training in the form of on-the-job training or individual training accounts for Adult and Dislocated Worker programs.

**Administrative/Indirect costs must be limited to no more than 5%.**

Please describe any plans to provide any eligible services for Adult and Dislocated Worker participants through community partners. Identify the community partners and explain how these funds will be used for such community partner services.

The County of Venango is the fiscal agent for the NWPA WIB and as such is the official grantee of WIOA Title I funds.
PERFORMANCE NARRATIVE

Please use this space to define the results in your proposed program (3 pages maximum).

A. Describe the process for accurate and timely data entry of customer information into CWDS. The successful bidder will be required to enter all participant data into CWDS within 30 calendar days of the action (e.g. service start date, hold date, inactive date, exit date). Who will be charged with this task? What is your on-site and off-site (centralized) capacity?

B. An effective management system must have a process that verifies progress in attaining established performance objectives. Describe the system you will use to monitor and verify that performance measures are met.

C. Describe the following relative to performance measures:
   (i) Demonstrated commitment to achieve and surpass all mandated performance measures
   (ii) Identification of additional performance indicators to measure WIOA program impacts and evaluate success
   (iii) Evaluation methods for tracking and ensuring that all required performance measures are met or exceeded
   (iv) Internal systems to identify operational problems and take appropriate corrective action to improve performance issues as necessary. Proposers must include with this proposal a description of their continuous improvement process.

D. Contractors are responsible to closely and formally monitor performance. Please describe your internal monitoring plan. Contractors are subject to NWPA WIB formal monitoring.

E. Describe your plan and commitment that enables regular, ongoing personal contact and communication with the contractor staff and, as needed, with customers at all locations.

PLANNED PERFORMANCE FORM
B. STATEMENT OF COMPLIANCE

As the authorized signatory official for: ____________________________
Bidder’s Firm

I hereby certify:

- That the above-named proposer is legally authorized to submit this application requesting funding under the Workforce Innovation and Opportunity Act (the legal signatory for the organization applying).

- That the above-named proposer does hereby agree to execute all work related to this application in accordance with the Workforce Innovation and Opportunity Act, U.S. Department of Labor, PA Department of Labor and Industry, Northwest PA Workforce Investment Board policies and guidelines, and other administrative requirements issued by the Commonwealth. The vendor shall notify the NWPA WIB within 30 calendar days after issuance of any amended directives if it cannot so comply with the amendments; and

- That the above-named 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

- That the contents of the application are truthful and accurate and the above-named proposer agrees to comply with the policies stated in this application; and that this application represents a firm request subject only to mutually agreeable negotiations; and that the above-named proposer is in agreement that the NWPA WIB reserves the right to accept or reject any proposal, in whole or in part for any reason whatsoever, for funding; and that the above-named proposer has not been debarred or suspended from receiving federal grants, contracts, or assistance; and that the above-named proposer waives any right to claims against the members and staff of the NWPA WIB, the Chief Local Elected Officials or the PA CareerLink® Operator Consortium.

________________________________________________________  ________________
Authorized Representative Signature                      Date

________________________________________________________
Typed Name/Title
APPENDIX A - WIA Common Measures

Currently, there are three common measures required by the Workforce Investment Act that apply to workforce development programs serving adults/dislocated workers and three that apply to youth programs. These measures must be met annually to be in compliance with the federal law. The contractor will work with NWPA WIB to define the appropriate path for individuals aged 18-21.

Adult/Dislocated Worker Measures
1. Entered Employment
2. Employment Retention
3. Average Earnings

Youth (14-21) Measures
1. Placement in Employment or Education
2. Attainment of a Degree or Certificate
3. Literacy and Numeracy Gains

NWPA WIB negotiates WIA performance levels with the PA Department of Labor and Industry annually.

<table>
<thead>
<tr>
<th>COMMON MEASURES</th>
<th>State Negotiated Performance Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Entered Employment Rate</td>
<td>74.0%</td>
</tr>
<tr>
<td>Adult Retention</td>
<td>87.0%</td>
</tr>
<tr>
<td>Adult 6 Month Average Earnings</td>
<td>$12,200</td>
</tr>
<tr>
<td>Dislocated Worker Entered Employment Rate</td>
<td>82.0%</td>
</tr>
<tr>
<td>Dislocated Worker Retention</td>
<td>93.0%</td>
</tr>
<tr>
<td>Dislocated Worker 6 Month Average Earnings</td>
<td>$16,700</td>
</tr>
<tr>
<td>Youth Placement</td>
<td>67.0%</td>
</tr>
<tr>
<td>Youth Attainment of Degree or Certificate</td>
<td>84.0%</td>
</tr>
<tr>
<td>Youth Literacy/Numeracy</td>
<td>68.0%</td>
</tr>
</tbody>
</table>
ADULT/DISLOCATED WORKER MEASURES DEFINITIONS:

**Entered Employment** - Of those who are employed at the date of participation: # of participants who are employed in the 1st quarter after the exit quarter divided by the # of participants who exit during the quarter

**Employment Retention** - Of those who are employed in the 1st quarter: # of participants who are employed in both the 2nd and 3rd quarters after the exit quarter divided by # of participants who exit during the quarter

**Average Earnings** - Of those adult participants who are employed in the 1st, 2nd and 3rd quarters after the exit quarter: Total earnings in the 2nd quarter after the exit quarter plus total earnings in the 3rd quarter after the exit quarter divided by the number of participants who exit during the quarter

YOUTH MEASURES

**Youth (14-21) Placement in Employment or Education** - Of those who are not in post-secondary education, employment or the military at the date of participation: # of participants who are in employment or the military or enrolled in post-secondary education and/or advanced training/occupational skills training in the 1st quarter after the exit quarter divided by # of participants who exit during the quarter

**Attainment of a Degree or Certificate** - Of those enrolled in education (at the date of participation or at any point during the program): # of participants who attain a diploma, GED, or certificate by the end of the 3rd quarter after the exit quarter divided by # of participants who exit during the quarter

**Literacy and Numeracy Gains** – Of those out-of-school youth who are basic skills deficient: # of participants who increase one or more educational functioning levels divided by # of participants who have completed a year in the program (i.e. one year from the date of program participation) plus the # of participants who exit before completing a year in the program

PERFORMANCE COMPARISON CHART
APPENDIX B – Adult, Dislocated Worker and Youth Program Eligibility

Adult Program Eligibility under WIA (Subject to Change under WIOA)
Eligibility criteria for adult, dislocated worker activities can be found in Section 101 of the Workforce Investment Act of 1998, Sections 663.110, 663.115 and 663.120 of 20 CFR Part 652.

An eligible adult participant is defined as an individual that meets requirements as defined in the Workforce Investment Act of 1998 (WIA). To be eligible to receive staff assisted core services, all adult clients must be registered. To be eligible to receive intensive and training services, individuals must have previously received at least a core service.

Individuals registering for services to be provided through adult program funding must fulfill the following requirements (documents must be provided to demonstrate compliance with these requirements):

- Be 18 years of age or older;
- Comply with Selective Service (males only) legislation by providing documents to demonstrate compliance with Selective Service requirements;
- Comply with citizenship and eligibility to work requirements by providing documents necessary to validate the same;

Dislocated Worker Program Eligibility under WIA (Subject to Change under WIOA)
An eligible dislocated worker participant is defined as an individual that meets one of the following requirements to receive services:

- The Individual has been terminated or laid off, or has received a notice of termination or layoff, from employment;
- The Individual has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility or enterprise, and is unlikely to return to their previous industry or occupation;
- The Individual was self-employed (including employment as a trucker, a farmer, a rancher or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or
- The Individual is a displaced homemaker who has been providing unpaid services to family members in the home

Youth Program Eligibility under WIOA
OUT-OF-SCHOOL YOUTH: The term ‘out-of-school youth’ means an individual who is—

(i) not attending any school (as defined under State law);
(ii) not younger than age 16 or older than age 24; and
(iii) one or more of the following:
    (I) A school dropout.
(II) A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.

(III) A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is
   (aa) basic skills deficient¹; or
   (bb) an English language learner.

(IV) An individual who is subject to the juvenile or adult justice system.

(V) A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), a homeless child or youth (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))), a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement.

(VI) An individual who is pregnant or parenting.

(VII) A youth who is an individual with a disability.

(VIII) A low-income individual who requires additional assistance² to enter or complete an educational program or to secure or hold employment.

IN-SCHOOL YOUTH: The term “in-school youth” means an individual who is—

(i) attending school (as defined by State law);
(ii) not younger than age 14 (for this RFP LWIOA 13 shall use age 16) or (unless an individual with a disability who is attending school under State law) older than age 21;
(iii) a low-income individual; and
(iv) one or more of the following:
   (I) Basic skills deficient¹.
   (II) An English language learner.
   (III) An offender.
   (IV) A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), a homeless child or youth (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))), a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement.
   (V) Pregnant or parenting.
   (VI) A youth who is an individual with a disability.
   (VII) An individual who requires additional assistance² to complete an educational program or to secure or hold employment.
APPENDIX C – WIB Individual Training Account Policy

NWPA WIB POLICY – 202
Rev. Level: B
October 9, 2014

(Policy is subject to change following implementation of WIOA)

INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY

The purpose of this policy is to provide guidance as to how an Individual Training Account (ITA) issued through the Northwest Pennsylvania Workforce Investment Area (NW170), will be administered.

Program participants should be working with their PA CareerLink® case manager on a regular basis to ensure that the Individual Employment Plan (IEP) is fully developed and required progression of services has been met prior to an ITA being issued.

The Training Provider and the program must be on the regional listing of approved programs. Funds may be used only for those courses required by the program/certificate/degree.

The ITA must be for an in-demand occupation on the High Priority Occupation List in the local workforce investment area. The Training Provider’s program needs to be within a reasonable commuting distance that the customer has agreed to, or in an area where the occupation is in demand and the customer is willing to relocate. Documentation of the customer’s willingness and ability to relocate must be provided. Preference must be given to local occupations on the High Priority Occupation List and programs submitted by the Northwest regional training providers when making this determination.

1. All other forms of grant assistance from Federal, State or Local aid (Title IV Pell Grant, PHEAA Grant, SEOG grants, etc.) will be used to work in conjunction with WIA funding, to ensure that the participant is provided every available resource to successfully complete the training. The program operator and the training provider must coordinate funds available to pay for training. The fiscal agent will neither duplicate, nor pay in addition to, WIA Title I funds that have been awarded by another LWIA. ITAs will not be issued for programs in which the expected grants/aid exceed the anticipated semester/term/program costs, as determined by the job-seeking customer, training provider and PA CareerLink® staff. The training provider is responsible for repayment of the ITA/WIA funds used to underwrite the training costs for Title IV aid (or other state/local aid) received after the disbursement of ITA funds.

2. Customer must present PA CareerLink® staff with verification that they have applied for additional financial assistance.

3. Should the student not complete the program for any reason, the standard refund policy of the provider institution will apply and the resulting refund will be applied to the program funds from which the original obligation was made.
4. ITAs will not be issued to any individual in default of a student loan. The customer must have the default status removed prior to the approval of WIA Title I funding.

5. An ITA will not be issued to a participant without a GED, HS Diploma or equivalent.

6. Participants must maintain at least a 2.0 cumulative GPA (on a 4.0 scale) or meet the training institution’s minimum requirement if more strict. Academic probation will suspend the ITA until such time that the student is no longer on academic probation.

7. All required pre-employment clearances and/or testing will be funded, as appropriate, by the allowable funding stream and must be successfully documented by the WIA Title I program contractor.

8. All ITAs are limited to funding for one (1) training program. ITAs will not pay for failures and/or course repeats. Should subsequent training be required, prior approval must be received from the counselor and the Northwest Pennsylvania Workforce Investment Board.

9. The length of an ITA will be limited to 2-years; however, longer ITAs will be evaluated on a case-by-case basis. ITAs may not be modified in excess of 150% of the advertised length of program.

10. Upon approval of the ITA, a Letter of Commitment will be sent to the Training Provider confirming the student’s course/program choice and funding approval. The fiscal agent is under no obligation to approve funding for students who start training prior to ITA approval and issuance of a Letter of Commitment.

11. The Northwest PA Workforce Investment Board set an ITA funding cap of $5,500 per person. This is not a guarantee of $5,500, but a maximum funding based on the actual costs of the approved training course/program. Funding will only be used for direct educational expense, not for the provision of supportive services. No more than $750 of expenditures may be used for the rental/lease or purchase of required durable goods and supplies (not including textbooks). Required textbooks are to remain paid within the general $5,500 funding cap. This policy excludes funding for guns, clubs, nightsticks, or mace.

12. For nonresidents of the local workforce investment area, ITAs will not exceed the amount of the ITA of the LWIA in which the job seeking customer resides or $5,500 (whichever is less).

13. PAYMENT: Funding will be spread across the entire length of the program by semester/term or other standard billing time frame. All invoicing should be sent directly to the student. It is the responsibility of the student/customer to make necessary arrangements for processing payments. Students are required to present the training facility invoice to their PA CareerLink® staff case manager within 30 days of issuance, or the start of a semester/term. Payment requests presented after this 30 day period will not be honored, unless a letter from the training facility accompanies the invoice explaining the delay. PA CareerLink® staff will then coordinate information/invoicing with their fiscal operation, which will trigger release of funds directly to the training provider.

In order for the requested training to be paid out of program funds, the scores on the assessment, at a minimum, must be within one level of the requirement for the occupation for which training is being requested. Participants can utilize the WIN placement test and the WIN courseware until their scores are at or above the level necessary. The WIN placement tests and associated costs will be provided under the allowable program funding stream, should they be incurred. However, the assessment scores are used to determine readiness to enter a training program, not the scores in WIN. This requirement can be waived under LWIB approval, if proficiency is demonstrated.

Other guidelines may be added by the Northwest PA Workforce Investment Board that may be necessitated by federal and/or state regulation, regional oversight, or local recommendation.

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Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer Program
Debra O’Neil – Equal Opportunity Officer
(814) 333-1286
TTY/TDD (814) 337-7205