



REQUEST FOR PROPOSAL

FOR

WORKFORCE INNOVATION & OPPORTUNITY ACT

**Title I - WIOA ONE-STOP OPERATOR,
Title I - WIOA ADULT CAREER SERVICES, and
Title I - WIOA DISLOCATED WORKER CAREER SERVICES**

Program Year 2017-2018

Release Date:	September 29, 2016
Deadline for Submissions:	November 14, 2016 by 4:00 p.m.
Technical Assistance: Written questions only, except for oral questions at bidders' conferences. Questions must be submitted via email and Q & A will be available to bidders on the Workforce Development Board website listed later in this document. Questions will be answered in the order received.	Tracie Scott-Contreras E-mail: tscott-contreras@maderaworkforce.org Mandatory Bidders' Conferences October 6, 2016: 8:30 or 1:30 (Refer to Section III, I. for bidders conference location)

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COMPETITIVE PROCUREMENT TIMETABLE

<i>Activities</i>	<i>Responsible Party</i>	<i>Date</i>	<i>Time/Place</i>
1. Release of Request for Proposals	WDB Staff	9/29/16	By 4:00 p.m. WDB Website WDB Administration 441 E. Yosemite Ave. Madera, CA 93638
2. Mandatory Bidders' Conferences	WDB Staff	10/6/16	8:30 a.m. or 1:30 p.m. Workforce Assistance Center 441 E. Yosemite Ave. Madera, CA 93638
3. Deadline for Submission of Questions	Bidder	11/7/16	By 4:00 p.m.
4. Submission of Proposals	Bidder	11/14/16	By 4:00 P.M.
5. Panel Review & Bidder Presentations	Proposal Rating Team	12/1/16	10:00 – 4:00 p.m. by appointment
6. Award Recommendation(s)	WDB Staff	12/15/16	3:00 p.m. WDB Meeting 441 E. Yosemite Ave. Madera, CA 93638
7. Written Protests Due	Bidder	12/22/16	12:00 noon via email to Elaine Craig, Executive Director ecraig@maderaworkforce.org
8. Protest Hearing – If Necessary	WDB Executive Director	TBD	TBD
9. Begin Contract Negotiations	WDB Staff	1/9/17	TBD
10. Contract Award	WDB	3/16/17	3:00 p.m. WDB Meeting Location TBD

SECTION I: PROPOSAL SUBMISSION REQUIREMENTS

The Workforce Development Board of Madera County (WDB) invites your proposal to provide services under the Workforce Innovation & Opportunity Act (WIOA) for Title I Programs for **WIOA One-Stop (America's Job Center of California, AJCC) Operator and Adult and Dislocated Worker Career Services.**

DEADLINE AND TIMEFRAME FOR INITIAL SUBMISSION:

An original proposal, eight (8) hard copies of the proposal and one (1) electronic copy on a CD-ROM or USB flash drive (Microsoft Word or Excel format as appropriate) of the proposal must be submitted in a sealed container, labeled on the outside with the name of your agency and the proposed activity. **Proposals not in a sealed container will be rejected.**

Proposals must address the period of July 1, 2017 to June 30, 2018.

All proposals must be received in the administrative office of the WDB by **4:00 P.M. November 14, 2016.** Send or deliver to:

Elaine M. Craig, Executive Director
Workforce Development Board of Madera County
441 East Yosemite Avenue
Madera, CA 93638

This deadline applies to all methods of submittal, whether hand-delivered or mailed, to the WDB administrative office. **NOTE:** Faxed or emailed copies of proposals will **NOT** be accepted. Deposit of a proposal into the mail, or delivery to a different person or address, **does not** constitute proposal submission, unless the proposal is in fact received and stamped by the WDB administrative office on or before the deadline.

Persons who hand-deliver proposals will be issued a receipt. All proposals submitted will be marked with a time and date stamp. Timely submission of proposals is the sole responsibility of the bidder.



Elaine M. Craig, Executive Director

SECTION II: INTRODUCTION

Overview of the Workforce Innovation & Opportunity Act

The [Workforce Innovation & Opportunity Act \(WIOA\)](#), signed into law on July 22, 2014, is the first legislative reform of the public workforce system in 15 years. WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work. WIOA reaffirms the role of the American Job Center (one-stop) system as the primary service access point in each local area. The WIOA law outlines six (6) key purposes:

1. Increasing access to and opportunities for the employment, education, training and support services individuals need to succeed in the labor market, with particular emphasis on those with barriers to employment;
2. Aligning workforce investment, education, and economic development systems to support a comprehensive, accessible, and high-quality workforce development system;
3. Improving the quality and labor market relevance of workforce investment, education, and economic development efforts to provide individuals with the skills and credentials needed to secure and advance in employment with family-sustaining wages and to provide employers with the skilled workers needed for success in a global economy;
4. Promoting improvements in the structure and delivery of services through the workforce development system to better address the employment and skill needs of workers, jobseekers, and employers;
5. Increasing the prosperity of workers and employers and the economic growth of communities and regions; and
6. Increasing the employment, retention, and earnings of participants and increasing the attainment of recognized postsecondary credentials by participants to improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, and meet the skill requirements of employers to enhance productivity and competitiveness.

Vision of the Workforce Innovation & Opportunity Act

The U.S. Department of Labor envisions WIOA as the driver of workforce systems that support strong regional economies and play an active role in community and workforce development. AJCC's are expected to provide excellent customer service with a focus on continuous improvement, and the needs of businesses and workers will drive workforce solutions.

Request for Proposals Overview

The WDB views this solicitation as an opportunity to further implement the reforms of the WIOA by creating an integrated workforce investment system based on partnership and collaboration at all levels and among all program partners and stakeholders.

Accordingly, the WDB is requesting proposals from organizations interested in operating employment and training programs that fulfill the purpose and intent of the WIOA. The programs shall place emphasis on customer-focused services, make accountability for performance and customer satisfaction a top priority, and expand linkages and collaborative efforts to foster a comprehensive and coherent system of services to meet the needs of Madera County.

All employment and training programs must be responsive to WIOA regulations, local labor market demands, local WDB system policies and procedures, and be dedicated to improving the quality of the Madera County workforce and assist individuals in their goal to obtain self-sufficient employment.

Solicitation

WIOA Title I One-Stop (AJCC) Operator and Adult and Dislocated Worker Career Services will be awarded through this RFP. Services shall be targeted to residents of Madera County.

The WDB reserves the right to extend the submission deadline if such action is in the best interest of the WDB. In the event the deadline is extended, bidders have the right to revise their proposals.

The WDB reserves the right to make changes to the policies contained in this RFP based on changes and/or clarifications in the regulations, state legislation, local policy, or other guidance provided by the state or federal government.

The WDB makes no representation that any contract will be awarded to any offer responding to this RFP.

The WDB reserves the right to request additional information or documentation.

Proposals shall be reviewed and rated as submitted. The bidder may make no changes or additions after the deadline for receipt of proposals.

The WDB reserves the right to verify all information in the proposal. If the information cannot be verified, and if the errors are not willful, the WDB reserves the right to reduce the rating points awarded.

This RFP was developed pursuant to 20 CFR Part 678 of the Workforce Innovation & Opportunity Act Final Rule, and the Workforce Innovation & Opportunity Act of 2014, Section 121.

SECTION III: GENERAL REQUEST FOR PROPOSALS INFORMATION

A. Available Funding Estimate PY 2017-18

The WDB estimates that approximately \$500,000 will be available for award under this procurement for PY 2017-18. The funds are designated for the operation of the AJCC and the provision of Adult and Dislocated Worker Career Services. Training and supportive services funds are not included in this amount and will be pooled and managed by WDB staff as determined by participant and employer requirements.

Final allocations are subject to the master subgrant between the WDB and the State of California/Employment Development Department. Final funding allocations are anticipated in April of 2017 and may impact the amount of funding available for award. Final contract amounts will be determined after the WDB is notified of the PY 2017-18 funding allocations for Madera County.

B. Eligible Organizations

Qualified bidders will have a minimum of two (2) years documented, successful experience within the last five (5) years in providing employment and training services to adults and dislocated workers, with particular emphasis on successfully serving demographically diverse individuals with barriers to employment. Eligible organizations may fall within any of the following categories:

1. Institutions of Higher Education
2. Employment Service State Agencies
3. Established Community Based Organizations, including Workforce Intermediaries
4. Private Non-Profit Organizations
5. Private, For-Profit Entities
6. Government Agencies
7. Other Organizations, including Labor and Business Organizations, with the documented capacity to operate the AJCC.

The eligibility requirements cited above apply to the bidder, whether applying individually, or as a lead agency for a consortium. The "bidder" is defined as the organization submitting the proposal requesting a direct contract with the WDB. The bidder will be responsible for ensuring compliance with all terms and conditions of the contract, for the administration and fiscal management of the contract, and will be held accountable for program results. The bidder must submit proposals that incorporate a collaborative relationship with other entities in the provision of comprehensive and integrated services, and must clearly identify the collaborating organization(s) and the services they will provide.

C. Cost Categories

The WIOA has two (2) formula grants for adults: Adult and Dislocated Workers. Because the contract to be awarded is for the AJCC Operator who will also be responsible for the provision of Basic and Individualized Career Services, costs for each grant must be allocated and reported to the Administration, Basic Career Services, and Individualized Career Services categories. Administration costs cannot exceed 7% of the total contract amount. An explanation of Administration costs can be found in the WIOA Final Regulations at 20 Code of Federal Regulations (CFR) 683.215(b). Basic Career Services and Individualized Career Services are outlined later in this RFP.

Indirect Cost Rate – Maximum Ten Percent (10%): In order to ensure sufficient funds are available to provide direct program services under this contract, no agency can charge more than ten percent (10%) of the total contract award for indirect costs. In addition, if an agency has an approved federal indirect cost rate, the agency may not exceed the indirect cost rate as approved by their cognizant agency and indirect costs still must not exceed ten percent (10%) of the contract award. **Note:** Successful bidders will be required to submit a copy of their approval letter at the time of contract negotiations.

The AJCC total administrative and indirect cost rate cannot exceed a maximum of seven percent (7%) of the total contract award. **Note:** The WDB reserves the right to renegotiate total administrative costs at the time of contract negotiation based on final award amounts and/or available funds.

Profit Rate – Maximum Ten Percent (10%) of the Contract Award: Profit is defined as an amount in excess of the cost necessary to operate a program. Profit is allowable to the extent it is reasonable as determined during contract negotiations. Profit may only be earned by private-for-profit organizations.

D. Federally Mandated Salary and Bonus Limitations

For programs requested under this RFP, the provider of services must comply with Public Law 109-234, which limits salary and bonus payments made to staff funded through these federal funds. The law limits salary and bonus payments to any individual for 2016 to \$185,100 and these amounts are updated annually.

E. Costs Incurred by Bidders

All costs of proposal preparation shall be borne by the bidder. The WDB shall not, in any event, be liable for any pre-contractual expenses incurred by bidders in the preparation and/or submission of the proposals. Proposals shall not include any such expenses as part of the proposed budget. Providers of services who have current WDB contracts shall not charge the cost of preparation and/or submission of the proposals to the current contracts, nor shall any staff be rewarded from current or future WDB contracts for preparing the proposal.

F. Accuracy and Completeness

The proposal must set forth accurate and complete information as required in this RFP. Unclear, incomplete and/or inaccurate documentation may not be considered for contract award. Falsification of any information will result in disqualification.

G. Withdrawal of Proposals

Proposals may be withdrawn by written request of the authorized signatory on the bidder's letterhead at any time prior to the scheduled deadline for receipt of proposals.

H. Issuing Agent/Authorized Contact

This RFP has been issued by the WDB. The authorized representative of the WDB shall be the bidder's sole point of contact with regard to this RFP, its content, and all issues concerning it.

Contact information for the authorized representative for this RFP is identified in the Technical Assistance section below. This person will be the primary point of contact for discussion or information pertaining to this RFP. Contact with any other WDB staff or board members for the purpose of discussing this RFP, its content, or any other issue concerning it, is prohibited unless approved by the authorized representative. Violation of this clause, by the bidder having unauthorized contact (verbally or in writing) with such other WDB staff or board members, may constitute grounds for rejection by the WDB of the bidder's proposal.

The above stated restriction on bidder contact with WDB staff or board members shall apply until the WDB has awarded and signed a contract with a provider of service(s).

I. Technical Assistance and Mandatory Bidders' Conferences

Attendance at one (1) of the two (2) mandatory bidders' conferences that have been scheduled is required. See dates, times and locations below:

October 6, 2016, 8:30 a.m.

Workforce Assistance Center
441 E. Yosemite Ave.
Madera, CA 93638

October 6, 2016, 1:30 p.m.

Workforce Assistance Center
441 E. Yosemite Ave.
Madera, CA 93638

WDB staff will review the RFP and respond to questions regarding requirements of the RFP. WDB staff will not provide assistance regarding a bidders' individual program design.

All prospective bidders will be required to attend or participate via teleconference in one (1) of these mandatory sessions. **Bidders not attending at least one (1) of the mandatory bidders' conferences will be ineligible to apply.**

If you plan to participate in the conference via telephone, please provide, via email, the name and telephone number of your contact person. WDB staff will contact you prior to the bidders' conference to provide you with a call-in number.

With the exception of the bidders' conferences, technical assistance questions must be submitted in writing and will be answered only in writing. All questions should be directed to Tracie Scott-Contreras via email at tscott-contreras@maderaworkforce.org.

The deadline for submission of questions is 4:00 P.M. on November 7, 2016.

Questions and answers (Q&A) will be made available to all bidders via posting of Q & A documents on the WDB website at www.maderaworkforce.org/public-information/public-notices/. Questions will be answered in the order they are received.

The WDB makes a concentrated effort to ensure any Q&A and/or addenda issued relating to this RFP is distributed to all bidders. All such information will be posted on the website listed in the previous paragraph.

The WDB requires that prospective bidders should periodically check the WDB website at www.maderaworkforce.org/public-information/public-notices/ for modifications to the RFP documents or questions and answers issued relating to this RFP. **It shall be the bidder's responsibility to check the website regularly for any Q&A and/or addenda to this RFP that may have been posted or issued.**

SECTION IV: PROPOSAL EVALUATION AND SELECTION PROCESS

A. Selection of Providers of Services

1. The primary consideration in selecting agencies or organizations to deliver services will be an evaluation of the bidder's past experience in providing the services being requested, or related services. Key factors in this evaluation will include: The bidder's ability to attain, track and report performance as required by the WIOA Performance Measures; experience in collaboration and integration of services for the target population(s); provision of referrals to quality training and the ability to incorporate all required services; performance outcomes and the likelihood of achieving contractual goals; staff qualifications and staff turnover; cost reasonableness; and administration and oversight.
2. Funds provided under the WIOA shall not be used to duplicate services. If more than one (1) proposal is submitted providing the same services to the same target population within the same geographic area, only one (1) proposal will be selected for funding. All proposals will receive equal consideration for funding, and determinations will be based upon the bidder's history and experience in providing the proposed services, and the evaluation criteria cited in item #1 above. Should the WDB determine that alternative services would be more effective or would have greater potential to achieve the local area's performance goals, additional services may be funded.
3. Recognizing the limitations of WIOA resources, bidders are strongly encouraged to form collaborative relationships with other entities that possess expertise and resources relevant to the needs of adults and dislocated workers, and to develop a system wide approach that maximizes available resources and provides a comprehensive array of services responsive to the unique needs of the target populations.
4. Funding determinations will be made through this competitive procurement process and shall include:
 - a. Determination of the bidder(s) ability to meet program design specifications established by the WDB that takes into account the local policies, State and Federal directives and the purpose of the WIOA.
 - b. Documentation of compliance with procurement standards under the applicable Office of Management and Budget (OMB) Uniform Guidance, and Federal Regulations 20 CFR Part 683 et seq.

B. Proposal Review and Rating Process

The proposal review process will include the following activities to ensure this WDB procurement process meets required standards:

1. All proposals will be screened for compliance with the WIOA, federal regulations, state policy, and with the specifications of this RFP.
2. Awards are to be made to organizations possessing the demonstrated ability to perform successfully under the terms and conditions of a proposed sub-grant or contract.

3. Bidders will be required to present an overview of their proposal to the Proposal Rating Panel. Appointments of a maximum of 30 minutes per bidder will be scheduled for the presentation(s) and additional information will be provided to bidders in the invitation to present. No discussion, comments, questions, or other interaction beyond the prepared presentation by the bidder will be permitted.
4. All proposals will be reviewed, scored and ranked. The selection of a proposal for contract award will be made through a two (2)-phase process:
 - a. Phase I: WDB staff will initially evaluate each proposal for acceptability, with emphasis placed on responsiveness to the RFP specifications, as outlined in [Section VI: Scope of Work](#), and the proposal submission guidelines outlined in [Section VIII](#).
 - b. Phase II: A proposal rating panel will independently evaluate for acceptability all proposals forwarded from WDB staff for consideration, with emphasis placed on the proposal's ability to meet requested performance and costs that are reasonable, allowable, necessary, and competitive as measured by the review of the line item budget, the program design, and comparison to all other proposals. Proposals will be scored on a 100-point scale and must receive a minimum rating of 70 points to be considered for funding.
5. Funding recommendations will be presented for consideration to the full WDB of Madera County. The WDB will make all final funding decisions.
6. WDB staff shall negotiate and execute contracts with those bidders whose proposals were approved for funding. These discussions may center on such items as cost, program design, service levels, service by geographic locations and/or target populations, and miscellaneous clarifications. All contracts will be presented to the WDB for final approval.

C. Evaluation Factors

Proposals will be evaluated by the following categories:

1. One-Stop Operator – 25 points

This category will evaluate the organization's plan for operating the AJCC locations and providing, managing, and coordinating the availability of Basic Career Services in the Madera County local workforce area, including the staffing pattern and proposed strategies for staffing the AJCC lobby and resource room areas. The evaluation will include such factors as:

- a. The extent to which the narrative is comprehensive and responsive to the delivery and quality of program elements listed in [Section VIII: D. One-Stop Operator Worksheet](#);
- b. The strategies to ensure partner collaboration at the AJCC, including service coordination, facilitation of regular partner meetings and plans for establishing regular communication processes with all AJCC partner agencies;

- c. The ability to successfully implement and manage the WDB local MOUs, policies, procedures and a customer-centered design service delivery model.
- d. A clearly articulated method for regular communication and reporting to WDB staff and the Board regarding program progress and outcomes;
- e. Strategies for ensuring universal access to services, particularly for those with barriers to employment, as well as establishing priority of services for Veterans; and
- f. The planned approach for coordinating staff training and cross-training between multiple partner agencies to ensure functional knowledge of partner programs and services.

2. Adult/Dislocated Worker Mandated Program Components – 25 points

This category will evaluate the strategies to deliver Individualized Career Services and to coordinate Training Services in the local area. The evaluation will include such factors as:

- a. The extent to which the narrative is comprehensive and responsive to the delivery and quality program elements listed in [SECTION VIII: F. Mandated Program Components Worksheet](#).
- b. The organization's ability to ensure all participants receive effective services that are consistent with local strategies and policies and produce quality outcomes while minimizing cost.

3. Adult/Dislocated Worker Program Management – 25 points

This category will evaluate the organization's previous experience in operating employment and training programs, the organization's administrative/fiscal capabilities, and the experience of staff. The evaluation will include such factors as:

- a. The extent to which the narrative is comprehensive and responsive to the delivery and quality program elements listed in [SECTION VIII: G. Program Management Worksheet](#)
- b. The organization's ability to implement and manage a quality system that is consistent with local strategies and policies, and produce quality outcomes while minimizing cost.
- c. The organization's staffing plan, including the qualifications required for each proposed position and the organization's previous successes in operating similar programs and services.
- d. The organization's fiscal and programmatic integrity, including audit and monitoring report outcomes, responsiveness to any previous findings or required corrective actions and how such corrections were implemented.

4. Cost Reasonableness – 15 points

This category will evaluate the cost of the proposed program, to determine if it is fair and reasonable based on other program services and/or historical data, and the degree to which expenditure of funds relates to performance outcomes. The evaluation will include such factors as:

- a. Length and intensity of program design,
- b. Adherence to the principles of customer-centered design,
- c. Staff to participant ratio, and cost per participant,
- d. Competitiveness of staff salaries,
- e. Leveraging of funding from other resources, and
- f. Administrative rate, indirect cost rate, and profit rate (if applicable).

Budgets will be reviewed for accuracy and completeness. Additionally, all proposals will be reviewed for costs that are reasonable, allowable, necessary, fully justified, and competitive, as measured by the review of the line item budget, budget summary, the program design, and comparison to all other proposals.

5. Oral Presentation – 10 points

This category will give Rating Panel members the opportunity to rate the proposal presentation provided by each bidder. Evaluation factors for the presentation rating will include such factors as:

- a. Comprehensive service delivery design, focused on a customer-centered approach and coordination of services with other AJCC partners;
- b. Clearly defined outcome goals and other quantitative measurements of efficiency and cost-effectiveness, and methods of reporting this information regularly to WDB staff;
- c. Specific strategies for coordination of services, data sharing, and blending/braiding funds; and
- d. A clear delineation between the roles and responsibilities, and staffing plans, of the AJCC Operator versus the responsibilities related to the provision of services to job seekers.

D. Failed Competition

The WDB reserves the right to reject any or all proposals when they are not responsive to the specifications of this RFP. Competitive negotiation requires that at least two (2) responsive proposals for the same scope of work and service area be received in response to the RFP. A competition is considered failed if only one (1) responsive proposal is received, or if only one (1) proposal receives the minimum 70-point required score. If a competition has been declared failed, the WDB then has the option to re-compete the procurement, enter into a sole source procurement, or take any other

appropriate action that is compliant with Federal, state, and local policies and deemed to be in the best interest of the WDB and the local AJCC system.

E. Appeals Process

If a bidder has submitted a proposal and is not recommended for funding during the review process, the bidder may appeal the recommendation to the WDB. Appeals may not dispute the particular score received by the petitioning bidder or the scores assigned to a competing bidder. The scores given by the rating panel are final and not subject to question by an appealing bidder. An appealing bidder may appeal the recommendation of the evaluators if it can show that any substantial portion of the WDB approved RFP process has not been followed.

Any appeal must be submitted in writing to the WDB within five (5) working days of the notification of refusal. All appeals are to be addressed to Elaine Craig, Executive Director. Only appeals that cite the specific section(s) of the RFP that have been violated will be considered. Once reviewed by the Executive Director for merit, the appeal will be elevated first to the appropriate WDB Committee and then to the full WDB. Appeals received after the established deadline will not be accepted.

The decision made by the full WDB as to which proposal(s) are funded will be final.

SECTION V: GENERAL PROPOSAL CONDITIONS

The WDB wishes to establish an open and competitive system for the issuance of WIOA contracts in Madera County. This RFP was written with these principles in mind and seeks to establish a merit-based review model for all proposals.

For the purpose of this RFP, one (1) proposal will be considered equally qualified to another if it is within ten (10) points of other bidders on the 100 point grading scale and has met the minimum 70 point score requirement.

The bidder cannot use WIOA funds to duplicate services and/or program activities currently being provided through other funding sources.

Bidders must be willing to operate and function as part of the local AJCC System, and agree to all established program linkages, referral processes, and data collection methods, and comply with local policies and procedures (including the use of WDB-established forms and processes) necessary to make such a system operational. The AJCC service delivery system, which includes both physical centers and electronic connectivity using the CalJOBS Case Management System, is pivotal in unifying a variety of programs and implementing a standardized customer-centered system; therefore, all bidders must be willing to connect all participant activities within the AJCC system (AJCC partner agencies and community based organizations) so that all staff and participants learn how to access all of the services offered by the system.

The WDB will only accept proposals for the program activities requested. Proposals submitted for services not included in the RFP will be rejected. **Note:** Contract funding levels for individual proposals will be based on realistic data, i.e., needs of the WDB to meet program goals, the needs of all participants, industry training needs, etc.

The proposal submitted in response to this solicitation is not a legally binding document; however, the contract, which is based on the proposal after negotiation, becomes legally binding once both parties have signed it. The WDB has the right to reject proposals that do not conform to program goals. All submitted proposals become the property of the WDB.

No funds provided under the WIOA shall be used for, or proposed for use, to encourage or induce the relocation of an establishment, or part thereof, which results in a loss of employment for any employee of such establishment at the original location.

No funds under the WIOA shall be used for customized or skills training, on-the-job training, or company specific assessment of job applicants or employees, for any establishment, or part thereof, that has relocated until 120 days after the date on which such establishment commences operations at the new location, if the relocation resulted in a loss of employment for any employee of such establishment at the original location.

SECTION VI: SCOPE OF WORK

A. Program Goals

1. Assist all participants in gaining employment in high wage, high demand occupations.
2. Establish priorities for the required services to meet the employment and training needs of participants and employers in Madera County.
3. Attract greater partner agency participation in all aspects of the local employment and training system.
4. Develop, implement, monitor, and evaluate a customer-focused quality system developed collaboratively with employment, training, and educational agencies that ensures ease of access to programs and services by both participants and employers, through a single point of contact.

B. One-Stop (AJCC) Approach

The WIOA delivery system is based on the “One-Stop” concept, where information about and access to a wide array of job training, education, and employment, and other services is available for participants at a single location where participants will be able to easily:

1. Receive a preliminary assessment of their skill levels, aptitudes, abilities, and supportive service needs.
2. Obtain information on a full array of employment-related services, including information about local education and training providers of services.
3. Receive help filing claims for unemployment insurance and evaluating eligibility for job training and education programs or student financial aid.
4. Obtain job search and placement assistance and receive career counseling.
5. Have access to local job banks for participants and employers.
6. Have access to up-to-date labor market information that identifies job vacancies, skills necessary for local high demand, high growth occupations, and provides information about local, regional, and national employment trends.

Through the AJCC system, employers will have a single point of contact to list job openings and provide information about current and future skills needed of their workers. They will benefit from a single system for finding job-ready skilled workers who meet their needs. **These services will be coordinated locally through the WDB and their Business Services unit.**

C. Role of the One-Stop (AJCC) Operator

Title 20 Code of Federal Regulations (CFR) Subpart D, Section 678 outlines the requirements for Local Boards regarding the selection of the One-Stop (AJCC) Operator, and the required role(s) of the One-Stop (AJCC) Operator. Sections within the Scope of Work, defines the locally required activities and services of the AJCC Operator.

D. Adult and Dislocated Worker Services

The WIOA authorizes Basic Career Services, Individualized Career Services, and Training Services. These service types are described later in this RFP document. While the services for adults and dislocated workers may be the same, there are separate funding streams for each.

There is no required sequence of services under WIOA, except that individuals receiving training services must, at minimum, have received an interview, evaluation, or assessment, as well as career planning services and the development of an Individual Employment Plan. Training services must be directly linked to employment opportunities in the local area or planning region. **Training services will be managed and approved by WDB staff.**

E. Geographic Area

For purposes of this proposal, bidders must describe how they will make services available to customers who reside in Madera County and how they will provide services at the main comprehensive AJCC location in Madera.

In addition to providing services at the main AJCC, bidders must demonstrate how they will utilize non-traditional service delivery models, such as low cost or no cost co-location(s) at currently available off-site community locations, technology-based access, or mobile services, to provide a comprehensive array of services to customers throughout Madera County.

The bidder must identify in their proposal how they plan to provide services to customers in Eastern Madera County and Chowchilla.

Bidders must demonstrate how staff will work effectively with local communities, Community Based Organizations and/or local educational facilities to ensure better utilization of WIOA resources, leveraging non-WIOA resources, and service deliverables throughout Madera County.

F. Target Population

Services will be targeted to:

1. Adults

An individual shall be considered eligible to participate if they are a Madera County resident, and are age 18 or older. Additional eligibility criteria apply prior to enrollment into WIOA activities. Adult participants must also meet the priority of service requirements for Individualized Career or Training services as outlined in 20 CFR 680.600 and in local WDB policy.

2. Dislocated Workers

An individual shall be considered eligible to participate if they are a Madera County resident, and are age 18 and older, and:

- a. Have been terminated or laid off, or have received a notice of termination or layoff from employment, is eligible for or have exhausted entitlement to unemployment compensation, and is unlikely to return to a previous industry or occupation;
- b. Have been terminated or laid off, or have received notice of termination or layoff from employment as a result of any permanent closure of, or significant layoff at a plant, facility, or enterprise; or
- c. Is employed at a facility at which the employer has made a general announcement that such facility will close in 180 days; or
- d. Was self-employed; or
- e. Is a displaced homemaker; or
- f. Is the spouse of a member of the Armed Forces on active duty who has experienced a loss of employment as a direct result of a relocation to accommodate a change in duty station.

G. Adult/Dislocated Worker Mandated Program Components

1. For career assessment, all programs must incorporate the local standardized Basic Skills and Career Assessment tools: TABE 9/10 and WorkKeys®.
2. Bidders must demonstrate how they will utilize all available career ladder and Labor Market Information data from local, Employment Development Department (EDD) and Department of Labor (DOL) resources, to educate all WIOA participants about occupations in the following high growth, high demand industries:
 - a. Agriculture, including Ag Business
 - b. Manufacturing
 - c. Hospitality and Tourism, including Retail Trade
 - d. Healthcare
 - e. Transportation, Logistics, and Supply Chain Management
 - f. Renewable Energy
3. Bidders must demonstrate how they will ensure that an appropriate management staff to direct line staff ratio is maintained to ensure the maximum number of direct line staff is available to provide appropriate services to WIOA participants and meet

WIOA performance goals. A copy of the bidder's organizational chart with job titles must be included with their proposal.

4. Bidders must demonstrate how they will ensure that they have qualified staff that is knowledgeable about the local area and experienced in the delivery of quality job search services and career guidance/counseling in high growth, high demand occupations and industries to participants. Job descriptions for each proposed position must be included with their proposal.
5. Bidders must demonstrate how they will coordinate services with the WDB Business Services team in the local high growth, high demand industry sectors for placing qualified participants.
6. Bidders must describe how they will coordinate with the local youth service provider to ensure access to co-enrollment in Adult program services, when appropriate.
7. Bidders must demonstrate how they will incorporate the principles of customer-centered design into their service delivery model and must describe how their internal processes will ensure compliance with all Federal, state, and local policies and procedures.

An example of a customer-centered participant services flow is provided in [SECTION X: Sample Customer-Centered Delivery Model](#).

H. Basic Career Services

Bidders must demonstrate how, as the AJCC Operator, they will provide, coordinate, and/or manage the following services throughout the local area:

1. Outreach and Orientation: Outreach efforts must be described, including how the bidder will ensure that these efforts reach diverse populations throughout the local area, and how such efforts will be coordinated with AJCC partners. Orientations shall provide information on the full array of applicable or appropriate services available through the AJCC system, including those provided by other agencies and organizations. Information should also be provided on how to access other services.
2. Initial Assessment: Customers must be provided with an initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities, skill gaps, and supportive service needs.
3. Labor Exchange Services: This service includes job search and job placement activities, provision of information on in-demand occupations and sectors and information regarding non-traditional employment options.
4. Referral Process: Description of how the AJCC operator will utilize the existing referral process and system to refer individuals to, and coordinate services with, other AJCC partner programs and services, and other community programs and services, as appropriate.
5. Provision of Information: Information must be made available to customers regarding the following:
 - a. Workforce and labor market employment statistics;

- b. Availability of supportive services in the local area, and referral to such services;
- c. Performance and cost information for eligible training providers; and
- d. Local area performance information.

The information must be made available in usable and understandable formats and languages.

- 6. Assistance with Unemployment Compensation: Requires the provision of information and meaningful assistance to individuals seeking to file a claim for unemployment compensation. Meaningful assistance is defined in 20 CFR 678.430(a)(10)(i) of the WIOA Joint Final Rule.
- 7. Financial Aid Assistance: Requires the provision of assistance in establishing eligibility for programs of financial aid assistance for training and education programs so that all other available funds are used prior to WIOA funds being expended.

I. Intake and Enrollment Activities

The AJCC Operator shall provide the following intake and enrollment services:

- 1. Intake: *Eligibility documentation gathering and certification of eligibility*. It is the provider of services' responsibility to ensure that all documents needed to substantiate WIOA eligibility are gathered. The applicant is registered once the eligibility determination process has been completed, reviewed, **and approved by WDB staff**. Enrollment cannot occur until the applicant has met the WIOA eligibility criteria, and has been officially certified as WIOA eligible.
- 2. Enrollment: If it has been determined that a participant is WIOA eligible and would benefit from, and wants to participate in, WIOA services, the participant will be enrolled into the WIOA program using the CalJOBS system. The first enrollment into a WIOA activity creates a participation record for the customer. Once enrolled, the customer must be assigned to a staff member for continued services and tracking for performance.

ONCE ENROLLED, THE PARTICIPANT WILL BE SUBJECT TO APPLICABLE WIOA FOLLOW-UP REQUIREMENTS AND PERFORMANCE OUTCOME CRITERIA.

J. Individualized Career Services

The AJCC Operator must provide or make available the following individualized career services, if determined to be appropriate for an individual to obtain or retain employment that leads to self-sufficiency.

- 1. Comprehensive and Specialized Assessment: Includes comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, and may include diagnostic testing, use of other assessment

tools, and in-depth interviewing/evaluation to identify employment barriers and appropriate employment goals. The tools that must, at minimum, be used are:

- a. TABE 9/10 – Basic educational skills assessment
 - b. WorkKeys® – Occupational skills assessment
2. Individual Employment Plan: An Individual Employment Plan (IEP) must be developed for each individual participant to identify the employment goals, appropriate achievement objectives, and appropriate combination of services needed for the individual to achieve the employment goals. The IEP must also include information on eligible training providers, as applicable, and appropriate career pathways to obtain career objectives.
 3. Central California Work Readiness Certificate: A participant will be eligible to receive a Central California Work Readiness Certificate (CCWRC) when they have successfully completed the WorkKeys assessment and have achieved the scores appropriate for their selected occupational goal. The CCWR certificates will be issued by WDB staff.
 4. Group/Individual Career Guidance and Career Planning: Staff will provide career guidance and career planning to all participants, as appropriate. The expectation is that all participants will have the opportunity to make an informed career choice. Participants will complete applicable sections of a Career Resource Guide (or similar tool) to conduct and document their self-directed skills development and career research activities. Staff will use this information to assist the participant in conducting in-depth career exploration to identify the individual's skills, knowledge, and abilities, to support the identification and selection of the most appropriate career choices.
 5. Short-Term Prevocational Services: Prevocational services include the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, professional conduct, and other non-technical skills necessary for success in a training program or in unsubsidized employment. These services may be provided using a number of different modalities including on-line learning, workshops, seminars, and any other valid instructional method.
 6. Financial Literacy Services: Financial literacy services include activities that support the ability of participants to create household budgets, initiate savings plans, make informed financial decisions, manage spending and credit, increase awareness regarding credit reports and their impact, and increase understanding regarding financial products and services. Financial literacy services must also address the particular financial literacy needs of non-English speakers.
 7. Out of Area Job Search Assistance: Individuals who are interested in locating employment opportunities outside of the local area must be provided out-of-area job search assistance to help identify available openings in other areas to which the individual may wish to relocate.
 8. English-Language Acquisition: Individuals will be provided programs and services that support English-language acquisition, as well as opportunities to access education and training programs which integrate English-language acquisition with other educational or occupational programs.

9. Post Exit Follow-Up: Closely tracking follow-up services can contribute to more successful long-term outcomes for WIOA participants and allow for the ongoing data collection that is required to measure performance for the Adult and Dislocated Worker program. Active case management, identification of multiple family/friend contact information, and frequent contact with participants is required to increase access to these individuals during the twelve (12) month follow-up period. **The exit approval and follow-up process will be managed by WDB staff.**

K. Training Services

The AJCC Operator will be responsible for determining whether Adult and Dislocated Worker participants are appropriate for, and in need of, training services. Training services may be provided after an interview, evaluation, or assessment, career planning, and the development of an Individual Employment Plan have determined that the participant is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency with their current skills. The participant must be in need to training services to obtain or retain employment leading to self-sufficiency and must have the skills and qualifications to successfully participate in the selected training program. In addition, the training program selected must be directly linked to employment opportunities in the local area or planning region, and must result in an industry-recognized or valued credential, degree, or certification. The individual must be unable to obtain other grant assistance for training services, or require assistance beyond any other assistance or resources (such as financial aid) available to them.

Training services will be managed and approved by WDB staff and may include, but are not limited to:

1. Occupational skills training, including training for non-traditional employment;
2. On-the-Job training;
3. Incumbent worker training;
4. Combined workplace training with related instruction;
5. Private sector training programs;
6. Skill upgrading and retraining;
7. Entrepreneurial training;
8. Transitional jobs activities;
9. Job readiness training in combination with services listed in items 1-8;
10. Adult education and literacy activities, in combination with services listed in items 1-7; and
11. Customized training in partnership with an employer or group of employers.

L. Targeted Job Services

1. Bidders must demonstrate how they will provide services to specific participant groups with minimal barriers to employment, i.e., referrals from Rapid Response for rapid reemployment or participants who have recently completed an occupational skills training program. Bidders must describe the strategies they will implement to ensure streamlined services and increased efficiencies in connecting these participants to employment.
2. Bidders must demonstrate how they will provide priority for services for Adult eligible customers who are low-income, recipients of public assistance, and/or basic skills deficient, as required by local Board policy.
3. Bidders must demonstrate how they will provide priority services to eligible Veterans and the eligible spouses of Veterans.

M. Performance Measures

Programs, at a minimum, will be measured on their success in achieving each of the prescribed outcomes under the WIOA. The percentage rates for the local area for each of the outcomes are established by the state and the WDB. Each bidder must be able to demonstrate its ability to monitor these outcomes by utilizing WDB reporting and analysis tools and services. It is the provider of services' responsibility to ensure that all required program and/or financial reports are submitted to the WDB by established due dates. The WIOA performance goals for Adult and Dislocated Worker programs are:

1. The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program;
2. The percentage of individuals who are in unsubsidized employment during the fourth quarter after exit from the program;
3. The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program; and
4. The percentage of participants enrolled in an education or training program (excluding OJT or customized training) who attain a recognized postsecondary credential or a secondary school diploma or equivalent during participation or within one year after exit. Participants who attain a secondary school diploma or equivalent are included in this calculation only if the participant is also employed or enrolled in a postsecondary program leading to a recognized credential within 1 year after exit from the program.

Required performance outcomes will be included in any contract developed as a result of this solicitation, and may also include customer satisfaction measures for participants.

N. General Responsibilities

1. The bidder must:
 - a. Ensure that the WDB, the County of Madera and the Madera County Workforce Investment Corporation will be in compliance with their contract with the State of California.

- b. Contract with the WDB and comply with all terms and conditions of that agreement for the delivery of services.
 - c. Work under the direction of, and in cooperation with, WDB staff.
 - d. Coordinate meetings, and other activities, of the partner group within the AJCC system in Madera County
 - e. Under the direction of WDB staff, assist in the implementation, and continuous improvement of, the local workforce development system.
 - f. Ensure that the local AJCC System addresses all cultural and language differences.
 - g. Under the direction of WDB staff, ensure that the services provided are readily accessible to the individuals to be served.
 - h. Under the direction of WDB staff, ensure that the program is fully staffed with qualified individuals.
 - i. Under the direction of WDB staff, collaborate with organizations identified in the proposal and those mandated by the WDB and/or state, including:
 - i. Wagner-Peyser programs;
 - ii. Local education agencies including Adult Ed. and Literacy Programs;
 - iii. Social service agencies, public housing agencies, Probation Department, CalWORKs/TANF, foster care, and other related programs; and
 - iv. Vocational rehabilitation services operated by the California Department of Rehabilitation.
 - j. Review and ensure the accuracy of all participant tracking forms and documentation submitted through the CalJOBS system.
 - k. Under the direction of WDB staff, coordinate with partners in program design, implementation, and capacity building/staff development.
- l. Ensure full accountability and responsibility for all outcomes of WIOA state and local performance measures.
2. Funds for the CalJOBS system should not be included in the proposal budget.
 3. Facilities costs or staffing dollars for facilities management for One-Stop locations should not be included in the proposal budget.
 4. The cost of equipment, e.g. computers and printers, should not be included in the proposal budget.
 5. Funds for assessment and/or tutorial materials should not be included in the proposal budget.

6. Individual Training Accounts (ITA) and all other training-related funds are not to be included in the Bidder's proposal. All ITA, OJT, and other training funds will be held in a centralized fund managed by the WDB.
7. Paid/Unpaid Work Experience or Transitional Jobs funds are not to be included in the Bidder's proposal.
8. Supportive services funds are not to be included in the Bidder's proposal. All supportive services funds will be held in a centralized supportive services fund managed by the WDB.

O. Proposal Mandates

Bidders must demonstrate how they will utilize non-traditional service delivery models, such as co-location at community sites and facilities or mobile services, to provide a comprehensive array of services to all WIOA participants throughout the local area.

Requested program services and their minimum requirements have been defined in the preceding sections. These outlined programs are the only services being requested at this time. Should unsolicited activities be received, they will be rejected at the discretion of the WDB.

Bidders must submit proposals for the AJCC Operator and both Adult and Dislocated Worker programs in the local area. The proposal must clearly delineate between the roles, responsibilities, and proposed staffing plans for the duties of the AJCC Operator and the provision of services for the Adult and Dislocated Worker programs.

Contractors will be required to meet minimum performance goals outlined in their contract in order to be considered in contract compliance. Contract performance will be evaluated monthly by WDB staff, and reported to the WDB at their regularly scheduled meetings

Displacement Policy – A participant in a program or activity authorized under Title I of WIOA must not displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) any currently employed employee.

A program or activity authorized under Title I of WIOA must not impair an existing contract for services or collective bargaining agreement.

A participant in a program or activity under Title I of WIOA may not be employed in, or assigned to, a job if:

1. Any other individual is on layoff from the same or any substantially equivalent job;
2. The employer has terminated the employment of any regular, unsubsidized employee, or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy so created with the WIOA participant; or
3. The job is created in a promotional line that infringes in any way on the promotional opportunities of currently employed workers.

The WDB will require collaborations and linkages for the following reasons:

1. WIOA mandates a One-Stop service delivery system. This system incorporates a site where all services offered by the mandated partners are available.
2. Collaboration and linkages will enhance communication and cooperation among the various agencies that provide overlapping and/or complimentary services. These partnerships encourage personnel from various organizations to work together to provide expanded opportunities for our participants.
3. Each organization is unique and excels in certain aspects of service provision. Combining the strengths of all partners will ultimately lead to better overall programs.
4. Collaborations and linkages can help minimize the effects of decreased funding availability and generate the possibility of greater sustainability in program services.
5. For purposes of this RFP the following definitions apply:
 - a. Collaboration means a temporary alliance of groups or organizations that come together to work jointly on a specific endeavor. Collaboration is strengthened by a formal written agreement, which delineates the responsibilities of each group, organization, or entity.
 - b. Linkage means any mechanism that connects or ties services together. This linkage enhances overall services to the participant.

P. Specific Governance Requirements

1. One-Stop (AJCC) Operator: Each Bidder will be required to submit proposals that clearly define their role as the AJCC Operator. The primary responsibilities of the AJCC Operator are to coordinate the delivery of services in the local area and to ensure performance of the WIOA Adult and Dislocated Worker programs. In doing so, they must also ensure that the WDB, County of Madera and the Madera County Workforce Investment Corporation will be in compliance with their contract with the State of California. In addition, the AJCC Operator has the responsibility of determining the appropriateness of participants for Training activities. Because the AJCC Operator is required to have a dual role (as AJCC Operator and provider of services) under this RFP, Bidders must clearly define their roles as AJCC Operator and provider of service, and must show that a clear separation of duties exists.
2. Coordination of Partner Agencies: The existing partner group must be maintained and the AJCC Operator will coordinate regular meetings, integration of processes, and other activities necessary to ensure the effective coordination of services at the AJCC. Membership in the partner group is open to all partners co-located or providing access to services in the local AJCC system. The AJCC Operator must participate in the coordination of this group and work in collaboration with WDB staff and AJCC partners to facilitate meetings and other activities.

SECTION VII: SUBCONTRACTING REQUIREMENTS

A. Contract Term

The funding period for this RFP is July 1, 2017 through June 30, 2018. The WDB reserves the right to extend contracts awarded under this RFP, up to the maximum of three (3) annual renewals, each based on a review of the past year's performance.

The WDB reserves the right to modify the scope of the program to any extent necessary to ensure compliance with state, local, and/or federal guidelines. The ability of a contractor to modify its program will be evaluated and based upon federal, state, WDB guidelines and directives, and the Local Workforce Area's established performance indicators.

B. Non Appropriations or Reduction of Funds

All contracts awarded through this procurement are subject to the availability of applicable Federal funding from the Department of Labor and/or the State EDD Workforce Services Division.

If the Department of Labor and/or the State EDD Workforce Services Division fails to appropriate or otherwise make available sufficient funds to fund contracts and/or efficiently maintain AJCC locations, the WDB may terminate and/or reduce funding of any contract and/or AJCC location in full or in part, at any time during the contract period.

C. Contract Negotiations

Should your proposal be selected for funding, you will then complete contract negotiations. In order for a contract to be executed, you must meet certain requirements with the WDB, as outlined later in this document.

All contracts will be effective July 1, 2017, or on the date the final contract is signed. All contractors must be able to have the proposed program operational within 60 days of the beginning of the contract period.

The contract offer of the WDB may contain additional terms or terms different from those set forth in this RFP. The WDB reserves the right to make changes to the policies at any time during the contract period, based on changes and/or clarifications in the regulations, state legislation, local policy, or other guidance provided by the state of federal government.

As a result of the negotiation process, the WDB reserves the right to:

1. Recommend appropriate action to be taken if contract negotiations fail and the contract is not finalized by the deadline date. Action may include reissuing of the RFP, recommending the next qualifying proposal or any other actions deemed reasonable or necessary as decided by Madera County Workforce Investment Corporation (MCWIC) staff or the WDB of Madera County, as applicable. Funds may not be spent until execution of a formal agreement has been finalized.

2. Fund all or portions of, a proposal; and/or require that one (1) bidder collaborate with another for the provision of specific services, either prior to the execution of an agreement or at any point during the life of the agreement.
3. Use sources of funds other than the WIOA to fund all, or portions of, a bidder's proposal.
4. Require all or some collaborators identified in the proposal to become co-signatories to any contract with the WDB.
5. Re-negotiate provisions of the contract at the time of each annual contract renewal, up to a total of three (3) annual renewals.

D. General Contract Conditions

1. All contractors must have current fiscal and compliance audits as required by law. Where applicable, bidders must have on file with the WDB, monitoring reports indicating the bidder's ability to adequately account for funds. If findings have been identified, corrections must be made or an action plan must be approved by the WDB prior to funding. For new contractors, a pre-award survey shall be conducted prior to funding.
2. All contractors are required to maintain compliance with state and federal disability laws and procedures for ensuring accessible physical and program environments at all AJCC locations. EDD Directive WSD15-24 provides instructions for meeting these requirements.
3. All contractors are required to be an Affirmative Action/Equal Employment Opportunity (AA/EEO) employer as defined by the WIOA regulations. If selected for funding, a contractor may be required to submit its AA/EEO plan. Agencies without an approved plan may adopt the WDB's AA/EEO plan.
4. All contractors are required to provide a Certificate of Insurance for the following:
 - a. Comprehensive General Public Liability insurance with combined single limits of at least \$1,000,000.
 - b. Comprehensive Automobile Liability insurance endorsed for "any auto" with combined single limits of not less than \$1,000,000.
 - c. Errors and Omissions insurance with a limit of liability of not less than \$1,000,000.
 - d. Fidelity Bond in an amount not less than ten percent (10%) of the total of all amounts payable to the contractor pursuant to this agreement, but in no event less than \$5,000.
 - e. Worker's Compensation insurance in accordance with the California Labor Code covering all employees for which the contractor is the employer of record and Employer's Liability insurance with a limit of not less than \$1,000,000 per accident for bodily injury or disease.

- f. Property insurance covering direct physical loss or damage to WDB and MCWIC property with a limit of not less than the full replacement value of such property that the contractor possesses or maintains during the term of the contract.

The County of Madera and the Madera County Workforce Investment Corporation must be specified as additional insured prior to contract release.

Note: Insurance requirements may vary depending on the organization and services to be provided.

5. An authorized official of the contracting bidder must sign the proposal. All contractors are required to submit resolutions or other corporate actions, authorized by its Board of Directors, that specify the name(s) of the person(s) authorized to obligate the contract and/or execute contract documents, sign checks for the disbursement of funds received from the WDB, and sign requisitions for advances and/or reimbursement (monthly invoice).
6. All contractors shall be subject to all applicable Federal, state, and local WIOA policies and directives, and federal regulations.
7. All contractors are ensuring, by signing the contract, that adequate and qualified staff will be dedicated to the contracted program services. This staff should have related past experience in delivering similar services and be familiar with the local area demographics and labor market conditions.

E. Contract Modifications

All contractors are agreeing that, by signing the contract, the negotiated price or services provided in a contract cannot be changed without the WDB's approval and modification to the contract. All requests for modification must be submitted to the WDB with written justification.

F. Audit Requirements

The WDB will conduct a Financial Monitoring Review of all contracts at least once a year.

The WDB requires that all providers of services meet the audit requirements of the Single Audit Act, as outlined in 2 CFR 200 Subpart F, or other Federal guidance related to audit requirements, whichever are applicable to the bidder. The selected providers of services will be required to procure audits in accordance with the following WDB policies:

1. State government, local government, and non-profit entities receiving **\$500,000** or more in a year in federal awards shall obtain an audit in accordance with the Uniform Guidance at 2 CFR 200, Subpart F.
2. For-profit entities receiving **\$500,000** or more in a year in federal funds shall have an audit.
3. The provider of services agrees that all original records will be available in Madera County for audit.

4. Audits will be conducted within nine (9) months after the close of the entity's fiscal year. The providers of services will submit their audit reports to the WDB within 30 days of issuance by their auditors.

G. Standing of Bidder

Regardless of the merits of a submitted proposal, a bidder may not be recommended for funding if it has a history of contract non-compliance with the WDB or any other funding source, poor past or current contract performance with the WDB or any other funding source, or current disputed or disallowed costs with the WDB or any other funding source.

The WDB will not enter into an agreement with any entity not in good standing with the California Secretary of State.

Organizations that have been sanctioned because of non-compliance with Single Audit Act requirements for managing grant funds will be eligible to apply; however, they will not be eligible to receive any funding, if awarded under the RFP process, until their sanction is removed.

H. Disallowed Costs/Stand-In Costs

1. The Service Provider may, with the written approval of MCWIC, substitute allowable uncharged costs made from non-federal sources to support the program funded by this Agreement, to stand-in for a disallowed or questioned cost only to the extent such contributions have been identified and documented in accordance with federal, state and MCWIC requirements, and their expenditure is supported by the Service Provider's independent audit report. The uncharged costs must have been incurred in the same title, cost category, and program year as the costs they are proposed to replace.
2. Promptly upon demand, the Service Provider shall refund to the MCWIC all costs disallowed by the MCWIC, MCWIB, the County of Madera, the State of California or the United States Department of Labor.
3. Stand-in costs may be reported by the Service Provider as uncharged program costs under the same title, cost category, and in the same Program Year in which any disallowed costs occur;
 - a. Stand-in costs shall be incurred in compliance with laws, regulations, and contractual provisions governing WIA, as amended, and as applicable; and
 - b. Stand-in costs shall not result in a violation of applicable cost limitations. Stand-in costs cannot be created based solely on circumstances or conditions even if they appear to be legitimate liabilities unless actual costs are incurred by the Service Provider. In-kind contributions not considered to be unpaid program liabilities are considered to be in-kind matches and, therefore, are not qualifying stand-in costs.

SECTION VIII: PROPOSAL FORMAT (PROPOSAL SUBMISSION GUIDELINES)

A. General Guidelines

Bidders must submit one (1) original proposal, eight (8) complete copies and an electronic copy on CD-ROM or USB flash drive (MS Word or Excel format, as appropriate). The original must be marked as "Original" on the Proposal Cover Page (check box) and must bear the actual "wet" signature(s) of the person(s) authorized to sign the proposal.

All proposals must be submitted using the forms and worksheets in Section IX. All forms and worksheets must be printed in 12 point font (type) on 8½ inch x 11 inch plain white paper, with 1 inch margins on each side. Copies of the forms and worksheets will be provided in electronic format (MSWord or Excel as appropriate).

Proposals submitted that do not include all of the required forms and Worksheets described in items B through L below, will be disqualified.

Each page of the proposal must be numbered sequentially at the bottom of the page. These page numbers must then be inserted into the Table of Contents (Master Proposal Checklist/Supplemental Proposal Checklist).

Addendums or attachments not specifically requested will not be accepted and will be returned to the bidder.

B. Proposal Cover Page

The Proposal Cover Page ([Section IX: Proposal Cover Page](#)) to be used in the submission of all proposals is included in this package. The Proposal Cover Page must be completed in full, signed by an agency officer authorized to bind the agency to all commitments made in the proposal, and be accompanied by a copy of the Board Resolution, or other corporate actions, authorizing the agency officer to submit the proposal. If a Board Resolution, or other corporate actions, cannot be obtained prior to proposal submission, the resolution may be submitted no later than three (3) calendar weeks from the proposal submission deadline.

C. Proposal Checklist/Table of Contents

Each proposal must include the [Master Proposal Checklist/Table of Contents](#) followed by the [Supplemental Proposal Checklist/Table of Contents](#).

The Master Proposal Checklist/Table of Contents identifies all exhibits (forms) and certifications that must be submitted with each proposal.

The Supplemental Proposal Checklist/Table of Contents identifies all narratives, budgets and exhibits that must be submitted with each proposal.

The sequence on each of the checklists must be followed in assembling the completed proposal.

D. Executive Summary Worksheet

Provide an overview of the proposed service structure. Answer each of the questions on the [Executive Summary Worksheet](#) keep comments brief, use quantifiable measurements whenever possible, and be specific about the role of each collaborator and/or linkages. **Note: The narrative cannot exceed two (2) pages.**

E. One-Stop (AJCC) Operator Worksheet

Complete the [One-Stop \(AJCC\) Operator Worksheet](#). Provide a response to each item listed on the Worksheet, keep comments brief, and use quantifiable measurements whenever possible. **Note: The narrative cannot exceed seven (7) pages.**

F. Mandated Program Components Worksheet

Section II of this RFP provides an overview of program services and the requested programs. Refer to these sections when completing the [Mandated Program Components Worksheet](#). Provide a response to each of the items listed on the Worksheet, keep comments brief, and use quantifiable measurements whenever possible. **Note: The narrative cannot exceed fifteen (15) pages.**

G. Program Management Worksheet

Complete the [Program Management Worksheet](#). Provide a response to each of the items on the Worksheet, keep comments brief, and use quantifiable measurements whenever possible. **Note: The narrative cannot exceed ten (10) pages.**

H. Program Objectives Worksheet

Complete the [Program Objectives Worksheet](#). Provide a response to each of the items on the Worksheet, keep comments brief, and use quantifiable measurements whenever possible. **Note: The narrative cannot exceed one (1) page.**

I. Program Budget Worksheets

Bidders must submit combined budgets that include all costs for the AJCC Operator and Title I Adult and Dislocated Worker programs. Complete all budget forms outlined in [Section IX: I.](#), even if there are no costs associated with a particular form. Upon award, the provider of services will submit a monthly financial invoice/report to the WDB for reimbursement of all program costs.

J. Assurances and Certification

Instructions for Certifications are provided in the [Assurances and Certifications](#) section. All proposals must include a copy of the [Assurances and Certification form](#) with an original signature. Proposals that do not include a signed Assurances and Certification form will be disqualified.

K. Standards of Conduct

All proposals must include a copy of the [Standards of Conduct form](#) with an original signature. Proposals that do not include a signed Standards of Conduct form will be disqualified.

L. Single Audit

Bidders are required to submit a copy or a summary of the most recent annual audit report issued by an independent certified public accountant for the bidder and collaborator(s), if applicable. If this is a Single Audit report or compliance audit, please include all schedules and auditor opinions. If bidder does not have the audit reports, they may submit a copy of the most recent financial and/or compliance reviews performed by the funding sources. If bidder does not have either of these reports for the bidder and/or the collaborator, please explain.

SECTION IX: REQUIRED FORMS AND WORKSHEETS

A. PROPOSAL COVER PAGE

Original
Copy

Agency Name: _____

Address: _____

Telephone #: _____ Fax #: _____

Contact Person: _____ Contact Telephone #: _____

Contact E-Mail: _____ Contact Fax #: _____

CERTIFICATION OF PROPOSAL CONTENT

Duplication of Services and Conflict of Interest

To my knowledge, this proposal does not duplicate services available in the area(s) that are or may be provided by non-WIOA sources. This organization, its members, and collaborators are not now and will not in the future be engaged in any activity resulting in a conflict of interest, real or apparent, in the selection, award, or administration of a subcontract of WIOA funds.

Cost/Pricing Data and Proposal Content

This is to certify that, to the best of my knowledge and belief, the cost/pricing data submitted, either actually or by specific identification in writing to the WDB in support of this proposal, is accurate, complete, and current as of the date below. This certification includes the cost/pricing data supporting any agreements/contracts that may be agreed upon between the bidder and the WDB that are part of the result of submitting this proposal.

Bidder agrees to all terms, conditions, and instructions of this RFP, and certifies that prices stated in this proposal shall remain firm for 60 days from the closing date of this RFP.

Name of Authorized Representative (Print)

Title of Authorized Representative

Signature of Authorized Representative

Date

B. MASTER PROPOSAL CHECKLIST/TABLE OF CONTENTS

This Master Proposal Checklist identifies all exhibits (forms) and certifications that must be submitted with your proposal. Follow this sequence in presenting your proposal, with the Checklist serving as the Table of Contents indicating the page number where that information can be found in your proposal in the second column. The third column is for WDB staff use.

PROPOSAL TABLE OF CONTENTS	Page #	Verified (√) (WDB Staff Use)
Proposal Cover Page		
Board Resolution/Corporate Action		
Proposal Checklist/Table of Contents		
Assurances and Certification		
Standards of Conduct		
Required Attachments:		
Single Audit or Financial and/or Compliance Reviews		
Performance Documentation for Non-WDB Contractors		

C. SUPPLEMENTAL PROPOSAL CHECKLIST/TABLE OF CONTENTS

This Supplemental Proposal Checklist identifies all narrative, budgets (forms) and certifications that must be submitted with your proposal. Follow this sequence in presenting your proposal, with the Checklist serving as the Table of Contents indicating the page number where that information can be found in your proposal in the second column. The third column is for WDB staff use.

PROPOSAL TABLE OF CONTENTS	Page #	Verified (√) (WDB Staff Use)
Executive Summary Worksheet		
One-Stop (AJCC) Operator Worksheet		
Mandated Program Components Worksheet		
Program Management Worksheet		
Program Objectives Worksheet		
Program Budget Forms		
Required Attachments:		
Resumes and/or List of Staff and Their Qualifications (if known)		
Proposed Job Descriptions		
Organizational Chart		

D. EXECUTIVE SUMMARY WORKSHEET

Provide a clear, concise response to each of the items listed below. Keep responses brief, use quantifiable measurements whenever possible. **Note:** The entire narrative for this worksheet cannot exceed two (2) pages.

1. What will be done?

2. Who will do it?

3. Who will receive services?

4. Where will it be done?

E. ONE-STOP (AJCC) OPERATOR WORKSHEET

Provide a clear, concise response to each of the items listed below on the separate narrative form for this section included in the Forms Package. Keep responses brief, use quantifiable measurements whenever possible. **Note: The entire narrative for this worksheet cannot exceed seven (7) pages. Required attachments are not included in the number of allowed pages.**

1. Delivery

- a. Describe your strategy to provide universal access to Basic Career Services to participants, including to priority populations at the established AJCC location. Describe how you will create access to services using any available off-site locations, technology, mobile access and/or other community sites within Madera County for One-Stop services.
- b. Describe your strategies to provide services to targeted participants with minimal barriers to employment, i.e., referrals from Rapid Response or recent vocational training graduates. Include a process timeline that allows for streamlining services and increase efficiencies in connecting these participants to employment and/or enrollment in services as needed.
- c. Describe how you will implement the WDB referral process to ensure participant referrals to the most appropriate services are successful. Include strategies that ensure each participant referral meets their individual needs.
- d. Describe methods to facilitate partner collaboration within the One-Stop location, including cross-training, MOU implementation, and collaboration with WDB staff.

2. Quality

- a. Describe how your planned service delivery model will use a customer-centered approach to efficiently transition participants into services and employment.
- b. Describe any enhanced ancillary services your program will provide at the One-Stop location.
- c. Describe how you will conduct orientation to educate participants on the full array of applicable or appropriate services available through the One-Stop delivery system, including those provided by other agencies and organizations.
- c. Provide your staffing plan that clearly shows separation of responsibilities between AJCC Operator staff and WIOA Adult/Dislocated Worker program staff.

F. MANDATED PROGRAM COMPONENTS WORKSHEET

Provide a clear, concise response to each of the items listed below. Keep responses brief, use quantifiable measurements whenever possible. **Note: The entire narrative for this worksheet cannot exceed fifteen (15) pages. Required attachments are not included in the number of allowed pages.**

1. Delivery

- a. Describe how you will utilize non-traditional service delivery models, such as co-location at community sites and facilities, technology, or mobile services, to provide a comprehensive array of services to all eligible participants throughout the area.
- b. Describe how you will obtain participant commitment to meet the requirements of the WDB WIOA system. Include proposed methods to be used to educate the participants on the local WDB program requirements.
- c. Describe your strategy to conduct outreach recruitment activities to ensure you will meet enrollment goals for adults and dislocated workers. Your strategy must include how you will recruit participants for any designated special projects or grants.
 - i. Adult
 - ii. Dislocated Worker
- d. Describe how you will provide effective career guidance/counseling to participants to ensure their successful completion of the program, including attainment of measurable skills goals and credentials or certifications, and obtaining their career goal.
- e. Describe how you will implement the required WDB assessment process; include how and who will facilitate the assessment process, and where the assessments will occur.
- f. Describe how you will utilize career ladders to educate all WIOA participants about locally defined high growth, high demand occupations. Describe the sector support strategies you would implement.
- g. Describe your strategies to provide services to targeted participants with minimal barriers to employment, i.e., referrals from Rapid Response or recent vocational training graduates. Include a process timeline that allows for streamlining services and increasing efficiencies in connecting these individuals to employment.

2. Quality

- a. Describe how your staff will work effectively with local communities, Community Based Organizations (CBOs) and/or local educational facilities to ensure better utilization of resources and service deliverables throughout Madera County.
- b. Describe your process for determining WIOA eligibility for adult and dislocated workers to ensure compliance with WDB eligibility policies and procedures.
- c. Describe your specific experience in working with the WDB's targeted high growth, high demand industry sectors.
- d. Describe how you will determine the training needs of participants. Describe how you will implement the training process and include strategies to guide participants

into appropriate low cost and no cost training with local adult schools and community colleges.

- e. Describe how you will strategically coordinate the exit of participants with WDB staff to ensure a constant flow of clients through the system, while maintaining appropriate staff to customer case load ratios. Include how you will balance positive and negative outcomes in order to achieve maximum performance results and the process for determining individual exit strategies at the line staff and management levels.

G. PROGRAM MANAGEMENT WORKSHEET

Provide a clear, concise response to each of the items listed below. Keep responses brief, use quantifiable measurements whenever possible. **Note: The entire narrative for this worksheet cannot exceed ten (10) pages. Required attachments are not included in the number of allowed pages.**

1. Describe your previous experience in managing successful programs providing skills-based workforce development and/or job placement services to adults. (Minimum two (2) years experience within the last five (5) years.)
2. Describe previous experience in administration and fiscal management of Federal grant-funded programs.
3. Describe the type of funds you will provide for stand-in and indicate whether you will provide monthly stand-in reports from non-federal funds or a quarterly bank statement and letter.
4. Describe your staff development plan that ensures your staff is knowledgeable about the demographic characteristics of the population and the labor market conditions in the local area.
5. Describe your internal processes to ensure your staff is knowledgeable in local WDB policies and procedures at all times. Include a plan to train staff on the use of the CalJOBS system for participant tracking.
6. Describe your internal quality assurance processes, including continuous improvement, contract compliance, accurate and timely data entry, performance management, quality systems management review, document control, and process compliance. Describe how you will incorporate local quality assurance processes and performance management processes to comply with WDB policies and procedures. Copies of local WDB policies are available at <http://www.maderaworkforce.org/wib/policies/>.
7. Describe the method you will use to evaluate your staff's performance. Include all factors in addition to WIOA outcomes.
8. Provide your management staff to direct line staff ratio. Describe how you will ensure that an appropriate management to direct line staff ratio is maintained to make certain the maximum number of direct line staff is available to provide appropriate services to WIOA participants and meet WIOA performance goals.

9. Provide a list of staff qualifications, organizational chart, proposed job descriptions, and/or resumes.

Note: Proposals not containing an organizational chart, proposed job descriptions and/or a list of staff qualifications will be rejected.

H. PROGRAM OBJECTIVES WORKSHEET

Objectives identify specific outcomes in a specific timeframe, as well as a minimum level of accomplishment. Please provide the following information. **Note: The completed program objective worksheet cannot exceed one (1) page.**

1. Total Numbers of Participants to be Served:

WIOA Adult _____
 WIOA Dislocated Worker _____

2. Cost per Participant: (When calculating cost per, only use the dollar amount allocated for staffing cost in the proposal budget.)

WIOA Adult \$ _____
 WIOA Dislocated Worker \$ _____

3. WIOA Mandated Performance Measures for PY 17-18:

Performance Measure	Adult		Dislocated Worker	
	State Plan	Local Plan	State Plan	Local Plan
Employment Q2	65.0%	63.0%	68.0%	71.0%
Employment Q4	62.5%	61.0%	66.5%	69.5%
Median Earnings Q2	\$4,957	\$4,532	\$7,308	\$5,665
Credential Attainment	52.9%	55.9%	60.0%	63.0%

4. Bidders Planned Performance Measures: Insert your planned performance goals for each of the Mandated Performance measures.

Performance Measure	Planned Performance Goals	
	Adult	Dislocated Worker
Employment Q2		
Employment Q4		
Median Earnings Q2		
Credential Attainment		

Note: Providers must meet or exceed the WIOA mandated performance goals for the local plan.

I. COST REIMBURSEMENT BUDGET INSTRUCTIONS

Bidders must complete the line item budget forms Exhibit A, B, C (included separately as Excel documents in the forms package) and Exhibit D within. Costs included in the proposed budget must be actual costs incurred in delivering the proposed services, and these funds cannot supplant funds already received by the bidder. The [Participant and Expenditure Plan outlined in Exhibit D](#) should be prepared in alignment with program outcomes outlined in RFP.

Budget Narrative

The Budget Summary summarizes the budget for the program and provides details of the budget. The summary should justify each proposed expense included on the budget forms in terms of it being necessary, allowable and reasonable.

For personnel costs, briefly explain the position title and purpose of the position in relation to the proposal.

Give details of the organizations Indirect Cost Rate Plan overhead and allocated costs.

If bidder is utilizing a federally approved indirect cost rate, bidder must provide a copy of the indirect cost rate approval letter and the approved rate.

Identify any in-kind resources/support for the service delivery system behind what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding.

Describe how the bidder will financially support the costs of doing business until an invoice can be submitted and paid. Note, no advance payment will be made.

If funded, what percentage of the proposing agency's total budget will this contract represent?

Describe what fund tracking system will be in place for the tracking of Admin, Basic Career Services, Individualized Career Services, obligations and expenditures. These tracking categories will be required for reporting purposes to the State Employment Development Department.

The bidder will follow procurement guidelines issued by Federal ([DOL 2 CFR 200 Uniform Guidance](#)) and State (Employment Development Department) guidelines.

Financial monitoring and audit reviews will be conducted annually to check for cost allocation compliance.

Exhibit C

(sample – use Excel documents)

Complete this document for both Exhibit A and B combined:				
Equipment				
Equipment Item Description*	Quantity	Total Cost	Percent Charged to Project	Total Cost Charged to Project
Total		\$ -		\$ -
*List equipment items having a useful life of more than one year with a unit acquisition cost of \$5,000 or more being charged to this project. All equipment purchases must have prior approval from EDD. The approval of the budget plan contained in this subgrant does not constitute approval of the equipment request. A separate request to purchase equipment must be submitted for approval by the State.				
Contractual Services*				
Contractual Services Description — Type of Service		Cost	Service Provider (if known)	
Total		\$ -		
*All contractual services must be competitively procured in accordance with federal 2 CFR Part 200 Uniform Guidance regulations and policies.				

PARTICIPANT AND EXPENDITURE PLAN

Applicant Name:				
Term: 7/1/17 through: 6/30/18				
I. Quarterly Participation (Cumulative)				
A. Quarter End Date (MM/YY)	9/17	12/17	03/18	06/18
B. Participants Carried In				
C. New Participants				
D. Total Participants (B+C)				
E. Participants Co-Enrolled in other WIOA Programs				
F. Participants Exited				
II. Program Services				
A. Universal/Self Services				
B. Basic Career Services (enrollments)				
C. Individualized Career Services				
D. Referred to Training Services				
III. Quarterly Expenditures Plan (cumulative)				
A. Quarter End Date (MM/YY)	9/17	12/17	03/18	06/18
B. Expenditures				

J. INSTRUCTIONS FOR CERTIFICATION

By signing and submitting this proposal, the bidder is providing the certification as set out below.

1. 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 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.
2. The recipient of federal assistance funds shall provide immediate written notice to the Workforce Development Board of Madera County (WDB) if, at any time, the recipient of federal assistance funds learns that its certification was erroneous when submitted, or has become erroneous by reason of changed circumstances.
3. 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 WDB staff for assistance in obtaining a copy of those regulations.
4. The recipient of federal assistance funds agrees 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.
5. The recipient of federal assistance funds further agrees 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.
6. A participant in a covered transaction may rely upon a certification of a participant in a lower-tier covered transaction that it is not debarred, suspended, ineligible, 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."
7. 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.
8. Except for transactions authorized under item E 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.

K. ASSURANCES AND CERTIFICATIONS

The bidder provides all assurances and certifications set forth below:

- General Assurances
- Debarment and Suspension Certification
- Certification Regarding Lobbying
- Drug-free Workplace Certification
- Certification of Non-Delinquency
- Nondiscrimination and Equal Opportunity Requirement of the Workforce Innovation & Opportunity Act (WIOA)
- Confidential Information and Data
- Signatory Authorizations, Debarment and Suspensions
- Fraud and Abuse Incident Reporting

General Assurances

The bidder assures that it:

1. Has the legal authority to apply for federal assistance, and the institutional, managerial, and financial capability (including funds sufficient to pay the non-federal share of any project costs) to ensure proper planning, management, and completion of the project described in this Agreement.
2. Has adequate administrative controls, personnel standards, evaluation procedures, availability of in-service training and other policies as may be necessary to promote the effective use of WIOA funds.
3. Will not permit participants to be employed on the construction, operation, or maintenance of any facility used, or to be used, for sectarian instruction or as a place for religious worship.
4. Will not permit any participant to displace a currently employed worker (including partial displacement such as a reduction in the hours of non-overtime work, wages, or employment benefits).
5. Will not impair existing agreements for services or collective bargaining agreements, unless the employer and the labor organization concur, in writing, with respect to any elements of the proposed activities that affect

such agreement, or either such party fails to respond to written notification requesting its concurrence within 30 days of receipt thereof.

6. Will ensure that where a labor organization represents a substantial number of employees, who are engaged in similar work or training in the same area as that proposed, an opportunity shall be provided for such labor organization(s) to submit comments.
7. Will not use WIOA funds to assist, promote, or deter union organizing.
8. Will not use WIOA funds for public service employment.
9. Will not use WIOA funds for contribution, on behalf of any participant, to retirement systems or plans.
10. Will establish controls to ensure that no WIOA funds will be used to assist in relocating establishments/employers, or parts thereof, from one area to another, unless the Secretary of Labor determines that such relocation will not result in an increase of unemployment in the area of original location, or in any other area.
11. Will comply with the provisions of the Military Selective Service Act (50 USC App. 453, Section 3, as amended), which limits participation to persons who have presented proof of submitted registration or will register at time of enrollment.
12. Has not duplicated building/office rental/lease costs associated with this Agreement in any other agreement, contract, grant, lease, rental, gift, or budget under the stewardship of the provider of WIOA services.
13. Will, if operating programs for youth, further assure the following:
 - a. Training and work experience for eligible youth will be coordinated with school-related programs, including the award of academic credit, pursuant to the WIOA.
 - b. The Federal Child Labor Standards or the California Child Labor Standards, whichever is stricter, will be applied to the employment of youth under 18 years of age.
14. Will comply with the Intergovernmental Personnel Act of 1970 (42 USC 4728-4763), relating to prescribed standards for merit systems, for programs funded under one of the nineteen statutes or regulations specified in Appendix A of Office of Management and Budget's Standards for a Merit System of Personnel Administration (5 CFR 900, Subpart F).
15. Will comply with all federal statutes relating to nondiscrimination. These include, but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (PL 88.352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 USC 1681-1683 and 1685-1686), which prohibits discrimination on the basis of disabilities; (c) the Age Discrimination Act of 1975, as amended (42 USC

- 6101-6107), which prohibits discrimination on the basis of age; (d) the Drug Abuse Office and Treatment Act of 1972 (PL 92.255), as amended, relating to nondiscrimination on the basis of drug abuse; (e) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (PL 91.616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (f) 523 and 527 of the Public Health Service Act of 1912 (42 USC 290 dd.3 and 290 ee.3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (g) Title VIII of the Civil Rights Act of 1968 (42 USC 3601 et seq.), as amended, relating to nondiscrimination in the sale, rental, or financing of housing; (h) any other nondiscrimination provisions in the specific statute(s) under which this federally-funded Agreement exists; and (i) the requirements of any other nondiscrimination statute(s), which may apply to this Agreement.
16. Maintains its intake and/or operational headquarters as accessible to the disabled, pursuant to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, as amended, and comply with California Occupational Safety & Health Administration (Cal/OSHA) Workplace Safety requirements.
 17. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (PL 91.646), which provides for fair and equitable treatment of persons displaced or whose property is acquired as a result of federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes, regardless of federal participation in purchases.
 18. Will comply with the provisions of the Hatch Act (7 U SC 1501-1508 and 7324-7328), which limit the political activities of employees whose principal employment activities are funded in whole or in part with federal funds.
 19. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 USC 276a through 276a.7), the Copeland Act (40 USC 276c and 18 USC 874), and the Contract Work Hours and Safety Standards Act (40.327-333), regarding labor standards for federally-assisted construction subcontracts. Pursuant to the Davis-Bacon Act, all laborers and mechanics employed by contractors or sub-contractors in any construction, alteration, or repair, including painting and decorating, of projects, buildings and works that are federally assisted under the WIOA, shall be paid wages at rates not less than those prevailing on similar construction in the locality, as determined by the Secretary.
 20. Will comply, if applicable, with Flood Insurance Purchase Requirements of Section 102(A) of the Flood Disaster Protection Act of 1973 (PL 93.234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
 21. Will comply with environmental standards which may be prescribed pursuant to the following:

- a. Institution of environmental quality control measures under the National Environmental Policy Act of 1969 (PL 91.190) and Executive Order (EO) 11514;
 - b. Notification of violating facilities pursuant to EO 11738;
 - c. Protection of wetlands pursuant to EO 11990;
 - d. Evaluation of flood hazards in flood plains in accordance with EO 11988;
 - e. Assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 USC 1452 et seq.);
 - f. Conformity to federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 USC 7401 et seq.);
 - g. Protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (PL 93.523); and
 - h. Protection of endangered species under the Endangered Species Act of 1973, as amended (PL 93.205).
22. Will comply with the Wild and Scenic Rivers Act of 1968 (16 USC 1271 et seq.), related to protecting components or potential components of the national wild and scenic rivers system.
23. Will assist the WDB in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 USC 470), EO 11593 (identification and protection of historic properties) and the Archaeological and Historic Preservation Act of 1974 (16 USC 469a.1 et seq.)
24. Will comply with PL 93-348 regarding the protection of human subjects involved in any research, development and related activities under this Agreement.
25. Will comply with the Laboratory Animal Welfare Act of 1966 (PL 89.554), as amended (7 USC 2131 et seq.), pertaining to the care, handling and treatment of warm-blooded animals held for any research, teaching, or other activities supported by this Agreement.
26. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 USC 4801 et seq.), which prohibits the use of lead-based paint in construction or rehabilitation of residential structures.
27. Will comply with the provisions of the Nontraditional Employment for Women Act (PL 102-235) and the regulations or standards to implement such provisions. The provider of WIOA services will work with WDB to promote the goals of (a) the training of and the training-related placement of women in nontraditional employment; and (b) a description of efforts to increase awareness of such training and placement opportunities.

28. Will cause to be performed the required financial and compliance audits, in accordance with the Single Audit Act of 1984, and will submit such audit report(s) as required under the provider of WIOA Services Agreement.
29. Will comply with all applicable provisions of the Brown Act contained in section 54950 et seq., of the California Government Code, as amended accordingly, and all statutory references therein.

Certification Regarding Debarment, Suspension, Ineligibility, Voluntary Exclusion and Other Responsibility Matters

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

1. The bidder certifies that it and its principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal department or agency.
 - b. Have not, within a three (3)-year period preceding this Agreement, been convicted or had a civil judgment rendered against them for commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or agreement; violation of federal or state antitrust statutes; embezzlement; theft; forgery; bribery; falsification or destruction of records; making false statements; or receiving stolen property.
 - c. Are not presently indicted, or otherwise criminally or civilly charged, by a government entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph B.1.b. of this certification.
 - d. Have not, within a three (3)-year period preceding this Agreement, had one or more public transactions (federal, state, or local) terminated for cause or default.
2. Where the provider of WIOA services is unable to certify to any of the statements in paragraphs 1(a-d) of this certification, the provider of WIOA services shall attach an explanation to this Agreement.
3. The provider of WIOA services agrees to sign and abide by the attached "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusions – Lower-Tier Covered Transactions."

Certification Regarding Lobbying – for Agreements, Grants, Loans and Cooperative Agreements

The bidder hereby certifies that:

1. No federal appropriated funds have been paid or will be paid, by or on behalf of the provider of WIOA services, to any person for influencing or attempting

to influence an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal agreement, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement and the extension, continuation, renewal, amendment or modification of any federal agreement, grant, loan, or cooperative.

2. If any other than federally-appropriated funds have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress, in connection with this federal Agreement, grant, loan or cooperative agreement, the provider of WIOA services shall complete and sign a Standard Form–LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The provider of WIOA services shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-agreements, sub-grants and agreements under grants, loans and cooperative agreements,) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Title 31, U.S. Code, and section 1352. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Drug-Free Workplace

The bidder certifies that it will provide a drug-free workplace by complying with the provisions of the Drug-Free Workplace Act of 1990.

Certification of Non-Delinquency

The bidder certifies that it is not delinquent on any federal debt.

Non-Discrimination and Equal Opportunity Requirements of WIOA (Section 188)

1. The bidder assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the WIOA of 2014, including the Nontraditional Employment for Women Act of 1991 (where applicable); Title IV of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including, but not limited to, Section 188 of the WIOA. The provider of WIOA services understands that the United States has the right to seek judicial enforcement of this assurance.
2. The bidder certifies that it will comply with 29 CFR Part 38 in the development and implementation of the non-discrimination and equal opportunity requirements under WIOA.
3. The bidder certifies that during the two (2) years preceding this Agreement, it has incurred no findings of noncompliance with laws or regulations regarding civil rights or discrimination based on race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, or participation in WIOA.

Confidential Information and Data

The bidder understands the necessity to protect all customer information and will establish special precautions to protect it from unauthorized use, access, disclosure, modification and destruction.

Signatory Authorizations, Debarment and Suspensions

The bidder offers signatory authorization, and debarment and suspension as attached.

Fraud and Abuse Incident Reporting

The bidder acknowledges their responsibility to be alert for incidents of fraud and/or abuse and will comply with all local, state and federal regulations for reporting such incidents, as outlined in WDB policy.

Submission of Documentation Upon Award

These assurances are made with the full knowledge and consent of the signing agency, and in the event all required documentation is not submitted as required herein the Madera County Workforce Investment Corporation (MCWIC), at its option, may recommend termination of agreement to the WDB.

Name and Title of Authorized Representative (please print or type):

Name

Title

Signature

Date

L. STANDARDS OF CONDUCT

The following standards apply to all bidders that deliver services under contract with the WDB.

1. Standards of Conduct

The bidder hereby assures that, by submission of this proposal, it will comply with the standards of conduct hereinafter set out for maintaining the integrity of the program and avoiding any conflict of interest in its administration.

2. General Assurance

Every reasonable course of action will be taken by the bidder in order to maintain the integrity of this expenditure of public funds and to avoid any favoritism or questionable or improper conduct. The contract, if granted, will be administered in an impartial manner, free from personal, financial or political gain. The bidder, its executive staff, employees and Board of Directors will avoid situations that give rise to a suggestion that any decision was influenced by prejudice, bias, special interest or personal gain.

3. Employment of Former WDB/Madera County Workforce Investment Corporation Employees

The bidder will ensure that any of its employees who were formerly employed by WDB/Madera County Workforce Investment Corporation (MCWIC) in a position that enabled them to influence decisions regarding the writing, evaluation and/or screening of the RFP, will not directly participate in any part or phase of the activities conducted pursuant to implementation of programs covered under this RFP for a period of not less than one (1) year following the termination of such employment from the WDB/MCWIC, provided it being understood that, in any event, the service provider may employ, in any capacity, said employees of the WDB/MCWIC, whose employment is terminated due to reduction or loss of funding to, or the organizational restructuring of, the WDB/MCWIC.

4. Conducting Business Involving Relatives

No relative by blood, adoption, or marriage¹ of any executive or employee of the bidder will receive favorable treatment for enrollment in services provided by, or employment with, the bidder.

5. Conducting Business Involving Close Personal Friends and Associates

Executives and employees of the bidder will be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates, and will exercise due diligence to avoid situations which may give rise to an assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the bidder to conduct business with a friend or associate of an executive or employee of the bidder, an elected official in the area, the Workforce Development Board of Madera County or a member of its Board of Directors, a permanent record of the transaction will be retained.

¹For the purpose of this agreement, "relative by blood or marriage" shall include: Wife, husband, son, daughter, mother, father, brother, brother-in-law, sister, sister-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent, and stepchild¹

6. Avoidance of Conflict of Economic Interest

An executive or employee of the bidder, or a member of its Board of Directors, will not solicit or accept money or any other consideration from a third person for the performance of an act reimbursed in whole or in part by the bidder. Supplies, materials, equipment or services purchased with WIOA funds will be used solely for purposes allowed under the contract.

7. Certifications

Except as otherwise indicated, the following certifications apply to all bidders:

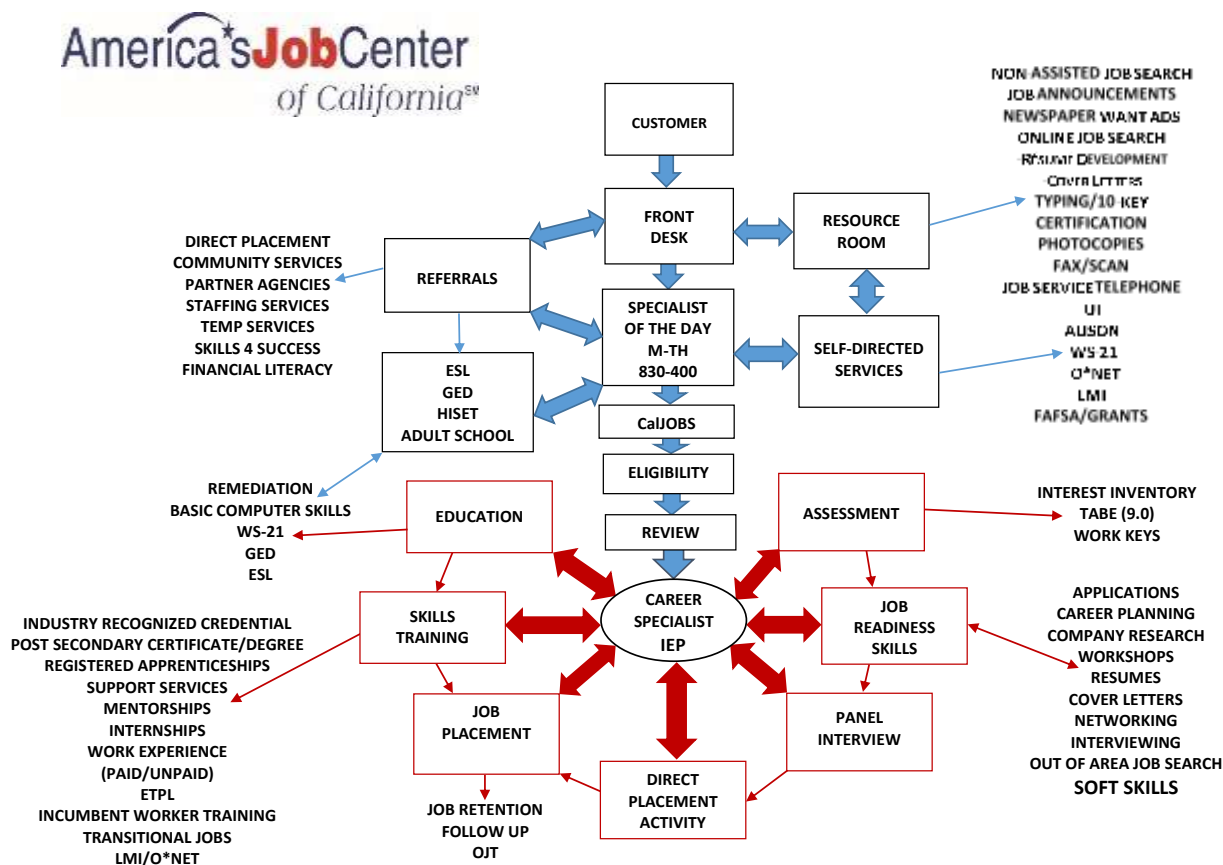
1. The bidder, if it is a corporation, certifies that it is registered with the Secretary of State of the State of California.
2. The bidder certifies that this proposal does not provide for the advancement or aid to any religious sect, church, or creed for sectarian purpose, nor does it help to support or sustain any school, college, university, hospital, or other institution controlled by any religious creed, church, or sectarian denomination whatsoever, as specified by Article XVI, Section 5 of the Constitution regarding separation of church and state.

Signature of Authorized Representative

Date

Title of Authorized Representative

SECTION X: SAMPLE CUSTOMER-CENTERED DELIVERY MODEL



SECTION XI: DEFINITIONS

1. Administrative Cost: The portion of the budget associated with the overall management and administration of the proposed program and which is not directly related to the provision of services to participants.
2. Applicant: An individual, who, by virtue of limited or no income, barriers to employment, or other eligibility criteria as prescribed in 20 CFR 680, has provided documentation of eligibility for WIOA services, and who has been determined eligible.
3. Career Guidance/Counseling: The provision of participant-oriented approach in the delivery of services designed to:
 - a. Prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to the necessary training and supportive services, using, where flexible, computer-based technologies; and
 - b. Provide job and career counseling during program participation and after job placement.
4. Collaboration: A temporary alliance of groups or organizations that come together to work jointly on a specific endeavor. Collaboration is strengthened by a formal written agreement which delineates the responsibilities of each group, organization or entity.
5. Collaborative: A mutually beneficial and well-defined relationship entered into by organizations to achieve common goals. The relationship includes a commitment to mutual relationships and goals, jointly developed structure and shared responsibility, mutual authority and accountability for success and sharing of resources. It is expected that the collaborative will coordinate activities/services in a manner that transcends individual agency strategies and will integrate diverse missions, language and cultural concerns to focus on the needs of all participants.
6. Community-Based Organization (CBO): An incorporated non-profit organization that is representative of a community or significant segments of a community and that has demonstrated expertise and effectiveness in the field of workforce development (WIOA Section 3(10)).
7. Eligible or Eligibility: Refers to an individual's status in relation to his/her qualification to participate in a WIOA-funded program. Examples of eligibility criteria for various programs are residency, age, economic status, serious barriers to employment, plant closures, layoffs, long-term unemployment, etc.
8. Enrollment: An eligible participant who has been referred for WIOA services and for whom enrollment documents have been completed and entered into CalJOBS.
9. Follow-Up: The collection of information on an exited participant's employment situation no less than once each quarter for one (1) year after exit from the program.
10. In-Kind Contribution: Contributions provided by a provider of services from non-WIOA sources to support a WIOA training program. In-kind contributions must be itemized in the proposal and contract budgets and are subject to audit.

11. Intake: Includes the screening and determination of a participant for eligibility and: (a) a determination of whether the program can benefit the individual, (b) an identification of the employment and training activities and services that would be appropriate for that individual, (c) a determination of the availability of an appropriate employment and training activity, (d) a decision on selection for participation, and (e) the dissemination of information on the program.
12. Linkage: Any mechanism that connects or ties services together.
13. One-Stop (AJCC) Operator: An entity such as a CBO, an educational institution or a commercial organization who has an agreement with the WDB to carry out the duties of the AJCC Operator as defined in Title 20 CFR Sections 678.620.
14. On-the-Job Training: Training in the private sector given to a participant who, after the comprehensive assessment, has been referred to and hired by the employer. It occurs while the participant is engaged in productive work that provides knowledge and/or skills essential to the full and adequate performance of the job.
15. Outcome: Documented effect or impact of a service or intervention on a family or individual. In short, outcomes are what the program efforts are designed to achieve. Proposed outcomes must be stated in terms of measurable indicators.
16. Outreach (Recruitment): Activities involving the collection, publication and dissemination of information on program services directed toward targeted populations and other individuals eligible to receive WIOA training and support services.
17. Placement: The category for participants who exited from the program and entered (through the efforts of the provider of services or through their own efforts) into regular and full-time employment.
18. Program Activities: Direct or indirect services provided by the provider of services or outside entities designed to achieve desired outcomes. Examples are comprehensive assessment, job search and career planning.
19. Provider of Services: An entity such as a CBO, an educational institution or a commercial organization which delivers services to WIOA participants or employers under contract with the WDB.
20. Qualified Staff: Individuals who have experience or education which qualifies the individual to conduct the training or deliver the services contracted for.
21. Participant: An individual who has been determined eligible to participate in, and who is receiving, services. Participation shall be deemed to commence on the first day following eligibility on which the individual began receiving subsidized employment, training or other services provided under the WIOA law.
22. Request for Proposal (RFP): A solicitation procedure/document which makes the statement "Here is what we wish to accomplish; how will you accomplish this and for how much?" In using an RFP, the awarding agency will award the contract by using proposal evaluation methods. This permits consideration of other factors in addition to price.

23. Subcontract: Any compensated services performed by an individual or entity other than staff or the provider of services, e.g., consultants, contracts for professional services, etc.
24. Support Services: Services that are necessary to enable an individual who is eligible for job search and/or training under the WIOA, but who cannot afford to pay for such services, to participate in a job search and/or training funded under the WIOA. Examples of supportive services are: Transportation, counseling, special services and materials for individuals with disabilities, job coaches, educational materials, safety equipment or other reasonable expenses required for participation in the training program and may be provided in-kind or through cash assistance.
25. Temporary Assistance for Needy Families: Replaces Aid to Families with Dependent Children as the primary federal cash-assistance program for families with children.
26. Exit: The separation of a participant who is no longer receiving services (except post-exit and follow-up services) under a program authorized by the WIOA law.
27. Transitional Job: A time-limited training activity with a private for-profit, non-profit, or public employer. A transitional job is designed to enhance occupational skills learned in a classroom setting or to learn new skills in a work environment, and to provide the opportunity for the application of these skills.