SC WORKS | BRINGING EMPLOYERS AND JOB SEEKERS TOGETHER

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OneStop Operator Services

Request For Proposals

Charleston, South Carolina
Date: February 22, 2019

Due Date: March 22, 2019
Time: 3:00 P.M. EST

Receipt Location:
BCD Council of Governments
Attn: Jason McGarry
1362 McMillan Ave, Suite 100
North Charleston, SC 29405

REQUEST FOR PROPOSALS
ONESTOP OPERATOR
RFP # WIOA2019-04

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SECTION 1: OVERVIEW

This Request for Proposal (RFP) is issued to procure services for a OneStop Operator as part of the local service delivery of the Workforce Innovation and Opportunity Act (WIOA) system. The OneStop Operator will also be required to ensure delivery of services to other related programs received by the BCD Council of Governments (BCDCOG).

This RFP makes references to the WIOA Grant Recipient and/or WIOA Fiscal Agent. For this RFP, those references are the same entity. The **WIOA Fiscal Agent** is the entity designated by the Local Chief Elected Official(s) and in this workforce area is the Berkeley Charleston Dorchester Council of Governments (BCDCOG). This RFP also makes references to **WIOA Staff** and the **WIOA Board**. For this workforce area, this is **Trident Workforce Development** and the **Trident Workforce Development Board (TWDB)**.

The workforce area is defined by the boundaries of the following unit(s) of government:

- Berkeley County, SC
- Charleston County, SC
- Dorchester County, SC

The timeline shown below is an estimated schedule of the RFP process:

Proposal Issue Date	February 22, 2019
Deadline for Submission of Technical Questions	March 12, 2019 (3:00 PM)
Deadline for Receipt of Completed Proposals	March 22, 2019 (3:00 PM)
Contract Begins	July 1, 2019

Note: The deadline shown above March 22, 2019 (3:00 PM) is extremely important. The completed proposal must have been physically received on or prior to that deadline. If you plan to have your proposal delivered other than by personal delivery, please remember that even though the proposal may be postmarked prior to the deadline, if it is not received by the deadline time and date, it absolutely cannot be considered.

The proposal should be delivered to:

Berkeley-Charleston-Dorchester Council of Governments
Attn: Jason McGarry, Procurement/Contracts Administrator
1362 McMillan Avenue, Suite 100
North Charleston, SC 29405

SECTION 2: INTRODUCTION

WIOA Guiding Principles

The Workforce Innovation and Opportunity Act (WIOA) is based on several guiding principles to be adopted by state and local workforce development systems:

- Increase access to education, training, and employment, particularly for people with barriers to employment.
- Create comprehensive, high-quality workforce development system by aligning workforce investment, education, and economic development.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts.
- Promote improvement in the structure of and delivery of services.
- Increase the prosperity of workers and employers.
- Improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the nation.

An Overview of the SC Works System

The SC Works Center (also known as a One-Stop) system brings together a wide variety of Federal, State, and local program partners, integrates the provision of their services and provides a full-range of help to job seekers and employers, all under one roof. Services are driven by business and focus on customer choice. There are two types of SC Works Centers:

comprehensive and satellite. Comprehensive SC Works Centers provide access to all the services described above either on-site or through referral. Satellite SC Works Centers have some, but not all of the services available. Other locations (comprehensive, satellites, or access points sites) may be determined and/or approved by the Board. The selected proposer will be notified of any changes. The selected proposer may also lead initiatives on new access points in the community.

Title I-B WIOA Adult & Dislocated Worker Services

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

Services

Career and training services are provided through the SC Works Centers.

Career Services are described as:

- Eligibility Determination for funding and services.
- Outreach, intake (includes Unemployment Insurance (UI) Worker Profiling), and orientation to the information and other services available through the one-stop delivery system.
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.
- Job search and placement assistance and, in appropriate cases, career counseling.
- Information on in-demand industry sectors and occupations, and nontraditional employment.
- Appropriate recruitment and other business services on behalf of employers.
- Referrals to and coordination of activities with partner programs and services.
- Workforce and labor market employment statistics information, which includes job vacancy listings; job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements, and opportunities for advancement within those career pathways.
- Performance information and program cost information on eligible providers of training.
- Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures.
- Information, in formats that are usable by and understandable to one-stop center customers, relating to the availability of supportive services or assistance, provided by partners.
- Referrals to supportive services or other needed assistance.
- Information and assistance regarding filing claims for unemployment compensation.
- Information and assistance regarding establishing eligibility for financial aid assistance for training and education programs.
- Other services needed in order for an individual to obtain or retain employment.

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives.
- Group counseling.
- Individual counseling.
- Career planning.
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
- Internships and work experiences that are linked to careers.
- Workforce preparation activities.
- Financial literacy services.
- Out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training programs.
- Follow-up services, including counseling regarding the workplace, for participants in Workforce Innovation and Opportunity Activities authorized under this subtitle that are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

Training Services are described as:

- Occupational skills training, including training for nontraditional employment.
- On-the-job training.
- Incumbent worker training (as authorized by the local Board and the SWDB).
- Programs that combine workplace training with related instruction, which may include cooperative education programs.
- Training programs operated by the private sector.
- Skill upgrading and retraining.
- Entrepreneurial training.
- Transitional jobs.
- Job readiness training provided in combination with services outlined in 1 through 8 of this section.
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

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

Additional Services

Supportive

Services such as transportation, childcare, dependent-care, housing and needs-related payments

are provided under certain circumstances to allow an individual to participate in the program.

Rapid Response
Services at the employment site for employers and workers who are expected to lose their jobs as a result of company closings and mass layoffs. Individuals whose layoff was created or affected by international trade may access information and services under the Trade Act programs.

Performance Measures
WIOA funding is in part based on achieving performance measures regarding employment and training. The contract recipient will be responsible for the follow-up and performance measures data for WIOA measures and should be prepared to track the data internally in order to ensure that performance measures will be met. WIOA performance measures are as follows:

- Employment - To increase employment, as measured by entry into unsubsidized employment (2nd quarter after exit).
- Employment Retention - To increase retention in unsubsidized employment six months after entry into employment (4th quarter after exit).
- Median Earnings - To increase earnings received in unsubsidized employment (median of 2nd quarter wages after exit).
- Credential Rate – To increase credentials or diplomas obtained during or immediately after program exit. Defined as: Percentage of participants who obtain a recognized post-secondary credential or diploma during participation or within 1 year after program exit.
- In-Program Skills Gain – To increase the skills obtained through education leading to a credential or employment during the program year. Defined as: Percentage of participants in education leading to credential or employment during program year, achieving measurable gains. Measured in real-time.
- Employer Services – To indicate effectiveness in serving employers.

The Trident Workforce Development Board requires that the selected proposer maintain a minimum overall "Satisfactory" customer service satisfaction rating from job seekers and employers.

Definition of Terms – For definitions for any terms under this RFP, reference Section 1(b)3 of the Workforce and Innovation Opportunity Act of 2014. Further clarification can be requested as part of the Technical RFP Questions answered at the Proposer's Conference.

SECTION 3: SCOPE OF WORK

The Scope of Services required for the SC Works Systems Operator will include, but are not limited to:

SC Works Operator Role

The scope of operations involves the delivery of the full array of Workforce Innovation and Opportunity Act (WIOA) services, including WIOA mandated and non-mandated partner organizations, to all interested job seekers and employers in the comprehensive SC Works

Center, affiliated SC Works satellite sites, and Access Points.

Under this RFP:

- The SC Works Operator shall insure that employers have appropriate access to facilities and receive the highest level of service when engaged with the SC Works Centers.
- The Operator shall insure access to the labor market data, information and analysis, job search access, placement, recruitment, and other labor exchange services authorized by Wagner-Peyser. Wagner-Peyser services are mandated to co-locate within the SC Works Centers.
- The Operator shall provide information and access to programs and activities carried out by SC Works partners as described in the Memorandum of Understanding between the local WDB and the local elected officials.
- The Operator shall insure that SC Works partners, on an ongoing basis, deliver quality and timely career services in the SC Works Centers.
- The Operator shall insure customer access to information regarding training services offered in the Trident region.
- The Operator shall insure that all Center locations (including Satellites, Access Points, and SC Works On-the-Go Services sites), services, and outreach materials are accurate, ADA and EO compliant.
- The Operator shall serve as the face of the SC Works Centers (and the collaboration of all partners) in the community, attending and presenting information to organizations and businesses about SC Works and its offerings.
- The Operator shall serve as an "event manager" for workforce development activities planned in the Trident community, assessing the events for appropriate partner representation, and coordinating coverage of those community events with identified partners.

For more information about the role of the Operator, please reference US Department of Labor's Training and Employment Guidance Letter 16-16, "One-Stop Operations Guidance for the American Job Center Network."

- Carry-out the provisions outlined in TEGL: 16-16
- All recruitment material/advertisements must include the Contractor's telephone number and the following statement:
- "Trident Workforce Development Board provides equal opportunity programs. Services are available upon request to individuals with disabilities. TTY: 711
- Must include in the logo and name a "Proud Partner of the American Job Center Network" and include the appropriate logo.

- The contractor is expected to follow WIOA law and final regulations, all TEGLS, State Instructions letters and local policies. All participants in this program must be residents of Berkeley, Charleston or Dorchester Counties and meet WIOA eligibility and entry

guidelines established by the federal WIOA law and regulations, the South Carolina Department of Employment & Workforce and TWDB.

- Whenever or When a single entity performs multiple functions, a written plan and agreement from the single entity must be presented to the board that includes: clear internal controls, identifying responsibilities of both the Operator and WIOA Program Service Provider, clarifying how the organization will carry-out its responsibilities while demonstrating compliance with WIOA, corresponding regulations and relevant OMB circulars, specifically 2 CFR part 200 (Uniform Guidance).
- With guidance from the BCDCOG Staff, The Operator will be responsible for ensuring the MOU to include the Infrastructure Funding Agreement (IFA) is developed and executed with required partners and other partners in the SC Works centers. See State Instruction Letter 16-19, change 2 for further guidance.
- The Operator will be responsible for ensuring that all invoices related to the MOU/IFA are executed on a quarterly basis.

Trident WDB Strategic Plan

The SC Works Operator supports the Trident WDB in achieving strategic plan goals and action items set forth by the Trident WDB.

One Stop Certification

The SC Works Operator shall achieve the major work components and standards necessary to acquire and maintain One Stop Certification Standards. These standards are:

- One Stop Management Standards.
- Systems Standards for Employer Services.
- System Standards for Job Seeker Services.

Under this component, the Operator is responsible for coordinating with the Trident WDB to ensure system-wide standards are achieved, and utilize continuous quality improvement assessment tools to document positive change and to systemize standards and their usage across the system. (For more information about the One Stop Certification Standards, see State Instruction Letter 16-09. https://www.scworks.org/docs2.asp).

Oversight of the SC Works System

The Operator will coordinate, facilitate, promote, design, and expedite services for the Trident WDB's designated SC Works Centers. The Operator will work in close partnership with the Trident WDB staff and partners to provide guidance and leadership to the SC Works system to achieve the following outcomes:

- Represent the SC Works Centers (and the collaboration of all partners) in the community, attending and presenting information to organizations and businesses about SC Works and its offerings.

- Manage workforce development activities planned in the Trident community, assessing the events for appropriate partner representation, and coordinating coverage of those community events with identified partners.
- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
- Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
- Participate in rigorous evaluations that support continuous improvement of SC Works Centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

SC Works Center services are currently provided in each county. Agencies representing the partners may vary from county to county. The SC Works Charleston Center serves as the comprehensive SC Works Center in the Trident Region. SC Works Trident St. Paul's Parish is a satellite center and services must be offered at a minimum of one full work day once a week.

Geographic Area	Location
Berkeley	SC Works Berkeley 305 Heatley Street, Moncks Corner, SC 29461
Charleston	SC Works Charleston 1930 Hanahan Road North Charleston, SC 29406
Dorchester	SC Works Dorchester 1325-A Boone Hill Road, Summerville, SC 29483
St. Paul's Parish Satellite Center	5962 Hwy. 165 Ravenel, SC 29470

Priority for Services for Veterans

Veterans and Adult Priority

Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs, which include WIOA programs. However, as described in TEGL 10-09, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA priority for Adult funds described above, priority must be provided in the order

described below. A veteran must meet each program's eligibility criteria to receive services under the respective employment and training program. For income-based eligibility determinations and for determining priority of service, military pay or allowances paid while on active duty or paid by the Department of Veterans Affairs (VA) for vocational rehabilitation, disability payments, or related VA-funded programs are not to be considered as income, in accordance with 38 U.S.C. 4213 and 20 CFR 683.230.

Priority must be provided in the following order:

- First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services with WIOA Adult formula funds for individualized career services and training services.
- Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
- Third, to veterans and eligible spouses who are not included in WIOA's priority groups.
- Fourth, priority populations established by the Governor and/or Local WDB.
- Last, to non-covered persons outside the groups given priority under WIOA.

Note

The contractor is required to post a notice of priority for services for veterans in an obvious location in the SC Works Center. Signs MUST be posted and remain posted in all SC Works Trident Centers notifying the public of Veteran's Priority of Services.

Partner Coordination

The SC Works Operator selected through this procurement will coordinate an integrated system of SC Works services offered by the required and additional SC Works Partners. The selected Operator will incorporate into the system of partners, workforce development agencies, economic development offices, businesses, and community agencies that will seek to meet the needs of both employers and job seekers in the Trident region.

Required Partners (denotes core partners) as authorized by WIOA include:

- WIOA Adult Program
- WIOA Dislocated Worker Program
- WIOA Youth Program
- Wagner-Peyser Employment Services
- Adult Education
- Vocational Rehabilitation
- Career and Technical Education (Perkins Act)
- Community service Block Grant
- Indian and Native American Programs
- HUD Employment and Training Programs
- Job Corps

- Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program.
- National Farmworker Jobs Program
- Senior Community Service Employment Program
- TANF (unless otherwise waived by Governor)
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- Youth Build

Additional SC Works Partners are organizations who voluntarily involve their services in the SC Works System.

Potential Partners listed in the Act include:

- Social Security Employment and training programs, e.g. Ticket to Work.
- Supplemental Nutrition Assistance Program (SNAP).
- Vocational Rehabilitation Client Assistance Program.
- National and Community Service Act programs.
- Other federal, state, or local employment, education, or training programs, including those provided by libraries.
- Additional potential Partners may be included in the Memorandum of Understanding.

Quarterly partner meetings will be held to encourage communication among partners, to leverage resources, to discuss effectiveness of the SC Works Centers, and to create strategies to more effectively serve the customer. The Operator will manage the dispute resolution process on behalf of all partner programs in the SC Works Centers, ensuring all partners are treated equitably, and not showing favoritism.

Partner Requirements

The SC Works Operator will assist the Trident WDB in setting the Center budget and negotiating Individual Funding Agreements (IFAs) with partners. The SC Works Operator will collaborate with WDB staff to finalize the MOU for the local elected officials and the cost allocation plan with partners each year.

Partners are expected to make a commitment to support the following:

- A strong entrepreneurial approach designed to serve the customer, simplifying governmental systems.
- Sharing in the cost of Center operations.
- Bringing funded or in-kind resources if appropriate.
- Providing staff to be supervised (functionally) by the managing entity, or providing a state-of-the-art electronic linkage in lieu of a staff presence.
- Participating in outreach and recruitment efforts for mutual customers.
- Actively participating in the governance of the Center; and
- Supporting the Center's mission, goals and business plan

The SC Works Operator, working collaboratively with the SC Works Partners and Trident WDB, will drive the formation of an integrated, innovative SC Works System.

SC Works Center Management

The Operator will provide functional management and oversight of the partnership of agencies that comprise the SC Works Center system. The Operator is responsible for implementing and managing the SC Works system under policies and guidelines established by the Trident WDB, the State Workforce Development Board, the offices of SCDEW, and the Federal government. For more information on Functional Supervision, see State Instruction Letter 11-11. https://www.scworks.org/docs2.asp

The Operator:

- Ensures timely communication of partner and employer information to all SC Works Center staff.
- Facilitates integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the SC Works system.
- Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.
- Organizes and integrates SC Works system services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts.
- Functional alignment includes having SC Works Center staff that perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams).
- Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope, and requirements of each program.

Integrated SC Works Centers also ensure that:

- Center staff are trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirements of each of the partner programs.
- Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. This allows staff from differing programs to understand other partner programs services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.
- Center staff is routinely trained so they are keenly aware as to how their particular work function supports and contributes to the overall vision of the Trident WDB, as well as within the SC Works Center network. This enhances their ability to ensure that a direct linkage to partner programs is seamlessly integrated within the center.

Employer Service Coordination
In conjunction with local SCDEW, the Operator will coordinate services, and develop strategies to improve and increase services to employers based on best practices, including but not limited to:

- Providing quality services to businesses.
- Identifying and integrating business services best practices into SC Works.
- Coordinating events based on local labor market needs and job seeker assessments.
- Participating in statewide planning activities related to business services.
- Coordinating and supporting partner's business service efforts as it relates to the SC Works Center.

Services to Be Provided to Employers
Trident SC Works Centers will offer a broad range of integrated services that are provided free-of-charge to all employers to support economic and workforce development efforts.

The Operator will be responsible for coordinating the following employer services:

- Interview facilities at the Site.
- Access to labor market and related information through SC Works Online System (SCWOS).
- State and/or federally generated information on ADA.
- Information regarding workplace accommodations for persons with disabilities.
- Information and referral to business start-up, retention and expansion services.
- Information and referral to sources for developing customized training programs.
- Information on career preparation activities and career pathways.
- Information on Trade Adjustment Act (TAA) and certification.
- Information about incentives such as OJT programs, based on worker eligibility.
- State and/or federally generated information on tax credits for new hires.
- State and/or federal program information on Federal bonding.
- Access to information and services through the Center and online.
- Access to media to address the employment and training needs of businesses.
- Avenues to place job openings as well as access to SC Works.org.
- Other services as appropriate.

All SC Works sites will work with the SC Works Operator to ensure that the preceding employer services are offered through the network of Trident SC Works Centers. Each SC Works Center employee (regardless of funding) will represent the SC Works System.

Additional comprehensive and higher-level services to employers and businesses shall be provided by the Comprehensive SC Works Center. These services shall include:

- Referrals of well-qualified SC Works customers including all served populations.
- Staff-assisted employee pre-screening.
- Basic job matching of résumés and applications.
- Preliminary basic skills and other assessments.
- Industry specific job fairs.
- Positive recruitments.

- Relevant business seminars and information sessions.
- Job developer referrals and workshops.
- Other WDB approved business services.

The Comprehensive SC Works Center may offer customized and innovative Business Services, which may be offered for a fee. Services that may be offered include:

- Employee background checks.
- Applicant pre-interview services.
- Screening, drug testing.
- In-depth assessment and testing of potential candidates.
- Locate and procure sites for the interviewing process.
- Business-specific job fairs.
- Outreach and marketing services to small businesses and entrepreneurs.

The Trident WDB must approve all fee-based services. All revenue generated from fee-based services must be handled in accordance with the Workforce Innovation and Opportunity Act. The Operator may not charge for services already funded by the Workforce Innovation and Opportunity Act.

The Operator will work with the Business Service lead for the Trident region to develop a systematic, equitable approach in determining (based on need) what level of services each business will receive from the SC Works Center. This methodology must be approved by the Trident WDB prior to implementation. The Operator will work with the Business Services team in order to achieve employer satisfaction performance measures set forth by DOL.

Rapid Response Services

Rapid Response Services, as mandated by DOL, are services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the State. The Department of Employment and Workforce operates the Trade Adjustment Assistance program and coordinates the Rapid Response teams across the State of South Carolina. The Operator will be expected to participate as necessary in these outreach teams.

The Comprehensive SC Works Center shall provide the following Rapid Response Services to employees of businesses issuing WARN notices, in conjunction with the Department of Employment and Workforce and the local Economic Development offices in the Trident region. Services shall include:

- Developing a plan for averting layoff(s) with the affected business and/or in consultation with State or local economic development agencies, including private sector economic development entities.
- Reviewing affected workers' assistance needs.
- Coordinating and conducting Rapid Response workshop presentations to assist with career transition, job search tools and skills, résumé preparation, and interviewing techniques.
- Assessing re-employment prospects for workers in the local community.
- Providing information on available resources to meet the short and long-term needs of

affected workers.

- Establishing a process of referring affected employees to the SC Works System.
- Developing recruitment/job development activities including job fairs, positive recruitments, job lead development, and general recruitment notifications.
- Providing Rapid Response Information Packets with appropriate information relating to potential dislocations, available adjustment assistance, and the effectiveness of Rapid Response strategies; and when appropriate, including information on TAA program and the North American Free Trade (NAFTA) – TAA program.

Services to Be Provided to Job Seekers
It is expected that a minimum standard set forth by One-Stop Certification Standards be met regarding the ability to provide career services and activities to all job seekers.

Accessibility
The Selected Operator will meet all requirements regarding compliance with State and Federal disability laws and procedures for ensuring universally accessible physical and program environments for all customers. It is required that providers complete and adhere to the standards and expectations set forth in the national Equal Opportunity Self-Assessment Guides and checklists. The sites are monitored annually for compliance. Selected providers' staff may be required to attend training in program access for customers with disabilities and access to employment programs and services for the disabled. Successful proposers are responsible for bringing SC Works Center into compliance with ADA laws and ensuring ongoing standards are maintained in relation to accessibility.

Hours of Operation
Regular hours of operation for the SC Works Center are Monday through Friday from 8:30am to 5:00pm. Hours vary by location for Satellites and Access Points. SC Works Centers will be closed on applicable State and Federal holidays. Center hours may be adjusted at the Board's discretion. In the event that services are required during non-mandated Center hours, the selected Operator will coordinate with partners and program staff to offer services during those times.

Resource Room
The Operator will ensure career and training services are available in the SC Works Centers. All Trident SC Works Centers shall host resource rooms for use by job seekers. Therefore, each SC Works Center site must have a self-serve resource area or "resource room" that offers the following services to customers:

- Labor exchange tools
- Computer applications software
- Résumé writing software
- Career exploration software
- Job, career, and skill self-assessment tools
- Career, job, and labor market information
- Career planning information
- Job search information
- Interviewing information

- Information on writing résumés and cover letters
- Information on job retention
- Directories
- Periodicals

The resource room will house computers with Internet access, appropriate software to create letters, résumés and job applications, email capability, and computer software for customers to engage in self-learning activities. Shared printers shall accompany the computers. A phone bank area must be arranged in such a way that individuals may talk privately to employers with minimal noise and distraction. At minimum, one dedicated telephone line must be available for filing unemployment compensation claims. The room shall be equipped with fax machines and copier(s) completely accessible to the public with written instructions for use.

Limitations or restrictions placed on this equipment must meet WDB staff approval prior to implementation. Special equipment should be available for those customers who are hearing and seeing impaired. Auxiliary aids and services, including a TTY phone line, should be available upon request to individuals with disabilities. The physical layout of the room must meet ADA requirements.

The Operator is responsible for ensuring the resource center is adequately staffed. The resource staff should provide labor market and job information, to answer questions, and provide assistance in operating equipment and software in the resource room. Partner staff may cover staffing of the resource room. All staff in the resource room must have the ability to provide basic information on all partner programs participating in the SC Works (including those partners electronically linked and/or physically located outside the Center).

SC Works Orientation

The selected Operator will ensure an orientation is provided that informs individuals of the full array of services available, including all partner services conducted at the SC Works site and any other pertinent resources to ensure successful return to employment. The orientation shall include a complete overview of the processes and procedures for participating in the Trident WIOA program.

Selected contractors are responsible for ensuring that all program specific requirements are addressed in the orientation. The frequency of delivery of these orientations shall be included in a master calendar and published on a monthly basis for the public. A minimum of one (1) orientation per week must be offered. One-on-one orientations should also be available for the public, when necessary.

Workshops

The SC Works Centers will offer a wide range of informational workshops to jobseekers. Workshops shall be offered on a regular basis throughout the month. The Operator is responsible for coordinating these workshops, including at a minimum one financial workshop per month.

SC Works On-the-Go Services

In an effort to reach remote communities with high levels of poverty and to break down the walls of the SC Works System, the Operator will make such SC Works basic career services available to those communities on an "as needed" basis. The Operator is responsible for determining SC Works On-the-Go site visits, including frequencies and services to be delivered, and coordinating partner delivery of services. The use of laptops to provide services are not required, but may be used at the discretion of the selected Operator.

Access Points

Access Points are permanent, unstaffed locations set up throughout the Trident community. Each site has a staff person from the hosting agency/organization that is trained to provide assistance to job seekers in accessing the information.

Each Access Point has a Trident computer with internet access available for job seeking services. Trident has created a web portal that brings all these services together for the jobseeker in one convenient location. This web portal will track customer usage. The Operator will be responsible for establishing Access Points across the region as appropriate and maintaining current Access Points. The Operator must execute a Memorandum of Agreement with each Access Point agency/organization. The Operator will determine maintenance and replacement of equipment associated with Access Points.

Outreach

The selected Operator will develop an outreach plan, both for the general population and for priority populations as appropriate, that shall include development of brochures (in addition to, but not duplicative of WDB or State mandated brochures), PowerPoint presentations, community-based print and radio ads, and if appropriate, website information detailing business offerings and an overall strategy for announcing the resources of the SC Works System. All materials produced and published must be approved and shared with the WDB staff. The selected Operator will use all mandated brochures developed by the WDB or the State.

The SC Works Center will have a coordinated outreach plan with local chambers of commerce, economic development organizations, local units of government, and other relevant business organizations to achieve the goal of reaching and providing quality services to businesses. The WDB maintains a website https://www.scworkstrident.org/ to allow customer's access to SC Works and Business Services information 24 hours a day.

Printed material and other written information at the Center must be language accessible for Trident's diverse population of jobseekers. Whenever feasible, language barriers should be removed so that all visitors to the Center feel welcome and can benefit from the experience. The Operator will establish and maintain a Limited English Proficiency Plan, including services for individuals with a hearing impairment. The Operator will be required to train all staff on how to use the Limited English Proficiency plan.

Special Grants and Outside Sources of Funding

The SC Works Operator will assist in developing a cost allocation plan for the SC Works system operations, and will support the incorporation of resource development and fund diversification into the SC Works system. In partnership with the WDB, the Operator may identify and secure resources (such as grants and private funding) to support the efforts of the WDB in developing

best strategies to meet the needs of Trident residents.

Deliverables
The Contractor will be required to provide the following deliverables:

- One Stop Certification of all Centers.
- Executed Infrastructure Funding Agreements (in partnership with Trident WDB staff).
- Business Plans for each Center (or one Business Plan for the region with subsections for each Center).
- At a minimum, meets all performance measures (WIOA measures, Business Plan, WDB goals, customer satisfaction, etc.).
- Ongoing, executed Staff Development and Training plan for all SC Works Center staff
- Maintain (and expand if necessary) Access Points service locations.
- Coordinate all services in the SC Works Center services and programs.
- Ongoing participation in workforce development related community events.
- Ongoing collaboration and information sharing with the WDB staff.
- Workshop schedules on a monthly basis.
- Partner coverage for resource rooms.
- Partner Resource Manual or equivalent for staff and partners.
- Up-to-date and executed Outreach plan for the SC Works Centers.
- Expend a minimum of 90% of total contract.
- Other goals that support the Scope of Work outlined in this RFP.

Reports

Monthly and Quarterly Reports
Routine monthly and quarterly written programmatic reports shall be due by the tenth (10th) calendar day of the month following the month being reported on.
Note: Specific required reports will be negotiated at the beginning of the awarded contract. (Other reports may be required throughout the year at the request of the WDB.)

Financial Reports
Financial reports will be prepared and submitted to the BCDCOG office by the 10th day of the following month. Financial Reports include:

- Request for Payment, inclusive of WIOA reporting requirements.
- General Ledger Detail
- YTD Expenditure Reports

Record of Hours Worked or Time Sheet
Program managers will be required to maintain a record of "Hours Worked or a Time Sheet" on all staff members funded in full or in part with WIOA funds as a result of any contractual agreement resulting from this RFP. Such records shall reflect actual hours worked, annual and/or sick leave hours taken, personal days, and holiday hours taken per pay period.

The record of hours worked or time sheet shall be signed by the employee and the employee's supervisor. The record or the time sheet must also reflect the time allocated to any and all

WIOA projects, as well as any other non-WIOA projects.

Professional Development of WIOA Funded Staff
The Operator should support the continued professional development of its fully or partially WIOA funded staff through attendance at WIOA related professional development training opportunities and WIOA announced Service Provider meetings. Prior approval is required for training opportunities, travel, and incurred expenses outside of the local WIOA region.

The Trident Workforce Development Board will provide training for selected proposers with regard to eligibility, reporting requirements, SCWOS forms, participant activity codes, case notes, performance, etc. Program management will be required to abide by all requirements of the South Carolina Works Online System (SCWOS) manual and/or instructions issued by SC DEW and/or Trident WDB.

Program Administration Requirements

Fiscal Record Keeping
The proposer's administrative and fiscal capabilities will be assessed by a preliminary review of compliance requirements, which must be completed before Contracts are finalized. Trident staff may visit or request supporting documentation from the offering entity to affirm certain items of the survey. Any serious discrepancies found will be brought to the attention of the Trident Workforce Development Board prior to finalizing the contract award and could result in the cancellation of the commitment to fund. Monthly Financial Status Reports, Requests for Payment and Status of Funds Reports are due to the BCDCOG within 10 days after the end of the period.

Subcontracting
The proposer may purchase or subcontract for the services and/or activities specified in the Scope of Work and Budget of the contract only with the prior written approval of such subcontracts and subcontractors by the WDB, and in accordance with procurement requirements in the Uniform Guidance (2 CFR 200) and the SC Appalachian Council of Governments procurement policy. The proposer, in subcontracting of any of the services and/or activities hereunder expressly understands that in entering such subcontracts, the WDB is in no way liable to the subcontractor. In order to assure the WDB of strict performance of this Section, the proposer must submit to the WDB subcontract agreements for review upon request.

Reporting
All selected proposers will be required to provide monthly, bi-monthly, or quarterly progress reports of program performance and expenditures in comparison to the deliverables agreed upon in the contract. Trident has forms that may be used by the selected proposer, or the selected proposer may propose their own reporting forms.

Program Performance Requirements
The program performance is established by the TWDB at the beginning of each program year. This is the minimum performance for all personnel administering Adult and Dislocated Worker

programs. Additional performance requirements may be added at the discretion of the TWDB. Below is a chart showing the current Program Year performance.

Adult Program – Period of Performance: July 1, 2019 through June 30, 2020	
Performance Measure	**Goal**
Employment Rate (2nd quarter)	73.1%
Employment Rate (4th quarter)	70.8%
Median Earnings 2nd QTR after exit	$5,100
Credential Attainment Within 4 Quarters After Exit	51.0%

Dislocated Worker Program – Period of Performance: July 1, 2019 through June 30, 2020	
Performance Measure	**Goal**
Employment Rate (2nd quarter)	77.0%
Employment Rate (4th quarter)	75.0%
Median Earnings 2nd QTR after exit	$7,000
Credential Attainment Within 4 Quarters After Exit	54.4%

Youth Program – Period of Performance: July 1, 2019 through June 30, 2020	
Performance Measure	**Goal**
Employment Rate (2nd quarter)	75.1%
Employment Rate (4th quarter)	67.6%
Credential Attainment Within 4 Quarters After Exit	68.1%

The One Stop Operator is responsible for providing leadership, guidance and technical assistance to Workforce staff and partners in order to meet or exceed program performance goals and outcomes. The WIOA measures are not defined but will consist of Placement in Employment; Retention in Employment; Median Earnings; Credential Rate; In Program Skills Gain; Employer Services.

Monitoring

Monitoring is a primary tool for the identification of strengths and weaknesses in the operation of WIOA programs and delivery of services at the contractor level. Monitoring will be performed by WDB staff, Workforce Development Board (WDB) members, and others involved in the oversight responsibility of the WIOA program. Monitoring will begin as soon as the contract is fully executed and will be on-going. The review will cover all aspects of contractor's operation using desk-top and on-site monitoring techniques.

The proposer acknowledges the right and responsibility of the Workforce Development Board and/or its representatives, the State Administrative Entity, and the US Department of Labor (DOL) and/or its representatives under provisions of the WIOA to conduct program oversight or monitoring on an announced and/or unannounced basis where WIOA funds are expended. The proposer shall further assist in a cooperative manner the agents or representatives of the aforementioned entities when conducting on-site monitoring or audits of WIOA-funded program activities.

The Trident Workforce Development Board may impose sanctions on the contractor when continued non-compliance with this contractual agreement, other policies and procedures of the Workforce Development Board, and the Workforce Innovation and Opportunity Act of 2014 and/or its regulations exist. The Trident WDB will follow the State's Instruction Letter 12-12.

Financial Reporting Requirements

Customer File Maintenance
Storage space should be maintained in the Comprehensive Center to protect the Personal Identifying Informational and confidentiality of the Exited files and store for the appropriate time frame.

General
The proposer agrees to abide by Local Workforce Development Area regulations to ensure that funds are made available for services/training that are required to meet the needs of the participant.

All forms, documents, and information of the proposer pertaining to this agreement or mentioned herein will be made available to the Administrative Entity upon request and are subject to review at any time. The proposer shall maintain records that are sufficient to permit the preparation of reports required by the WIOA and to permit the tracking of funds to a level of expenditure adequate to ensure that funds have not been spent unlawfully (Sec. 185 of the WIOA).

All instruction letters and policies, unless otherwise instructed, will still apply under WIOA.

The Contractor shall reimburse any and all costs determined to be disallowed in connection with the operation of the WIOA grant to the Berkeley Charleston Dorchester Council of Governments (BCDCOG) from non-WIOA fund sources.

The contractor shall have all partly or fully WIOA-funded staff persons participate in and support professional development efforts initiated or approved by the BCDCOG, to include regularly announced service provider meetings and appropriate conferences and workshops.

The contractor shall establish an in-house policy and procedure for recouping non-expendable training equipment (items designed to last more than one year when a WIOA customer leaves training early).

The Contractor acknowledges the right and responsibility of the Workforce Development Board and/or its representatives, the South Carolina Department of Employment & Workforce and/or its representatives, and the US Department of Labor (DOL) and/or its representatives under provisions of the WIOA to conduct program oversight or monitoring on an announced and/or unannounced basis where WIOA funds are expended for WIOA program activities. The contractor shall further assist in a cooperative manner the agents or representatives of the aforementioned entities when conducting on-site monitoring or audits of WIOA-funded program activities.

Any changes or modifications to this contractual agreement shall be detailed in writing and executed by both parties. The BCDCOG may initiate changes or modifications in letter format at any time. Changes or modifications required because of changes in the Workforce Innovation and Opportunity Act or new decisions of the BCDCOG may be made at any time during the period of the contractual agreement.

As part of the hiring process, the contractor is required to inform potential hires that their acceptance of a position under this agreement neither makes them federal employees nor does it make them employees of BCDCOG. The BCDCOG approves funding for specific positions, but does not make personnel decisions for its contractors. However, it is further understood that employees whose positions are funded under the terms of this agreement have the right to use the BCDCOG's grievance procedures to challenge a personnel decision that directly affects their employment with the contractor. Unless an employee is unable to access his/her employer's grievance process for some reason, such as its unavailability to temporary employees, affected employees must demonstrate that they have utilized the grievance process established by the contractor prior to filing a grievance with the COG's. The COG's role in all grievances presented at the WDB level is to determine whether or not the contractor complied with its personnel policies and procedures as it relates to the specific action the employee is grieving.

The Operator will ensure that all contractors adhere to the records retention requirements as indicated in the Terms and Conditions of this agreement. The BCDCOG may retrieve the records from the contractors to ensure that auditable records are available and readily accessible.

It is understood that all major work elements associated with this agreement are outlined in the work statement, terms and conditions, and instruction letters issued by the BCDCOG. However, because employment and training programs are constantly evolving at the federal, state, and local levels and, in the spirit of teamwork and cooperation, contractors will often be required to perform functions that are not included in these documents. In the event that should occur, full instructions will be provided in the form of an amendment or other specific instructions detailing the change(s)/additional work required.

Staffing

Sufficient qualified staffing will be available to ensure the successful performance and effective management of the SC Works Trident Centers. Staff will be familiar with the requirements of WIOA and related Federal Regulations, the terms of this contract, and WDA instructions. Poor staff performance in managing the SC Works centers may result in the Contractor facing sanctions in accordance with the Trident Area's Sanctions Policy. The BCDCOG should be informed of new hires and staff changes. An updated organizational chart is required when there is change in the management staff levels.

TWDB Policies/Instructions

All WIOA Contractor's must adhere to the policies, procedures and instructions as set forth by the TWDB and WIOA. All applicable policies, forms, and instructions will be provided to the Contractor.

Continuous Improvement

Purpose/Meaning of Continuous Improvement

Continuous Improvement means that that there is always room for improvement. No matter how closely excellence is approached, we can always do better. This means that we must constantly look for ways to improve our performance. Quality Improvement Tools must be employed by the Contractor to identify improvement opportunities, identify root causes and best solutions, and monitor improvement opportunities and measure results. The Contractor is responsible for employing Continuous Improvement principles to ensure quality is built into the services and programs being provided. The Contractor must design processes, programs, and services which enable them to exceed customer expectations and provide a fair return on investment (ROI) to the Trident Workforce Investment Board. Pertinent instructions, procedural information and training will be provided to ensure Contractors become familiar with and effectively implement continuous improvement practices into all WIOA program operations.

Contractor Continuous Improvement Team (CCIT)

To ensure that Contractors are provided guidance and technical assistance regarding TEGLS, State Instruction Letters and local policies and procedures, the contractors will attend the monthly Contractors Continuous Improvement Team (CCIT) meetings. This will be a time when the BCDCOG Staff will provide technical assistance, address any potential programmatic issues, and distribute information.

In-Service Training

BCDCOG staff may provide mandatory trainings for Contractors on subjects relevant to program operation, performance, and continuous improvement principles. The In-Service Training times may be scheduled in conjunction with the monthly CCIT meeting.

Publications

The Contractor agrees that any publication (written, visual, signs for posting or sound, including press releases, but excluding newsletters, and Issue analyses) Issued by the Contractor describing programs or projects funded in whole or in part with federal funds, shall contain the following statement: “A proud partner of the American Job Center network”; An Equal Opportunity Employer/Program. Auxiliary aids and services available upon request to individuals with disabilities. A Program of the BCD Council of Governments

The Contractor also agrees that one copy of any such publication will be submitted to BCDCOG to be placed on file and distributed as appropriate to other potential Contractors or interested parties. The BCDCOG may waive the requirement for submission of any specific publication upon submission of a request providing justification from the Contractor.

Copyright

Except as otherwise provided in the terms and condition of this agreement, the Contractor paid through this agreement is free to copyright any books, publications or other copyright able materials developed in the course of or under this agreement. However, the U.S. Department of Labor (federal awarding agency), South Carolina Department of Employment & Workforce, and/or COG reserve a royalty-free, non-exclusive, and irrevocable license to reproduce, publish

or otherwise use, and to authorize others to use, for federal government, state, or county purpose; the copyright in any work developed under this agreement or through a contract under this agreement; and any rights of copyright to which a Contractor or sub-contractor purchases ownership with contract support.

The federal and state government's rights, and/or the county's rights identified above must be conveyed to the publisher and the language of the publisher's release form must ensure the preservation of these rights.

Option to Extend
Based upon funding availability, the COG may extend an agreement period of performance if it appears to be in the best interest of the COG and is agreeable with the Contractor. The total extension may be less than but may not exceed two (2) additional years and may be issued in increments. Similarly, the slot levels and/or number of participants served and/or associated costs may be adjusted at any time during the agreement period if agreeable with the Contractor and BCDCOG. Extension may be contingent upon the satisfactory performance of this contract.

South Carolina Law Clause
Upon award of a contract under provisions of this RFP, the entity to whom the award is made, must comply with the laws of South Carolina, which require such entity to be authorized and/or licensed to do business in the State. Notwithstanding the fact that applicable statutes may exempt or exclude the successful proposer from requirements that it be authorized and/or licensed to do business in the State. By submission of its signed application, the proposer agrees to subject itself and agency to the jurisdiction and process of the courts of the State of South Carolina as to all matters and disputes arising or to arise under any contract and the performance thereof, including any questions as to the liability for taxes, license or fees levied by the State.

Indirect Costs
All proposers who include indirect costs as a part of their application budget must have an indirect cost plan approved by their cognizant agency. Proposers must include a listing of all items included in the indirect cost pool.

Insurance for Participants
The South Carolina Department of Workforce (SCDEW) will provide adequate Accident Insurance Coverage for WIOA participants participating in training conducted in a typical classroom training environment, and for WIOA participants while they are participating in training conducted in a typical work experience or limited internship mode (generally, training conducted on an employer's work site).

Affirmative Action
Executive Order 11246 prohibits employment discrimination on the basis of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex or national origin.

As a condition to the award of financial assistance under the Workforce Innovation and

Opportunity Act from the Department of Labor, the contract application assures, with respect to the operation of the WIOA-funded program or activity, that it will comply fully with the nondiscrimination and equal employment opportunity provisions laid out by the Federal Government.

Regulations and Requirements

The selected proposer must comply with the following federal regulations and requirements:

- 29 CFR Part 17, dated 7/1/91 (Executive Order 12372) and any amendments thereto.
- 35 Federal Regulations 32874 et seq. (1973) or any replacements and subsequent revisions or amendments thereof.
- 2 CFR 200 Uniform Administrative Requirements, cost principles, and audit requirements for federal awards, including 2 CFR Appendix II to part 200 Contract Provisions for Non-Federal Entity Contracts under Federal Awards.
- 48 CFR Part 31 (applies to commercial organizations).
- 29 CFR Part 95 refer to 2 CFR 200.
- 29 CFR Part 97 refer to 2 CFR 200.
- Section 504 of the Rehabilitation Act of 1973, as amended.
- Section 508 of the Rehabilitation Act of 1973, as amended.
- Age Discrimination Act of 1975, as amended.
- Title IX of the Education Amendments of 1972, as amended.
- "Jobs for Veterans Act," (38 U.S.C. §4215) and 20 CFR Part 1010 (Priority of Service for Covered Persons, Final Rule).
- Section 188 of the Workforce Innovation and Opportunity Act of 2014 (29 CFR Part 38).
- Title II Subpart A of the Americans with Disabilities Act of 1990, as amended.
- Title VI of the Civil Rights Act of 1964, as amended; Title VII, Civil Rights Act of 1964, as amended, Section 2000e-16, employment by Federal Government.
- Equal Pay Act of 1963, as amended.
- 29 CFR Part 38: Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act of 2014 (WIOA).
- Executive Order 13160 Nondiscrimination on the Basis of Race, Sex, Color, National Origin, Disability, Religion, Age, Sexual Orientation, and Status as a Parent in Federally Conducted Education and Training Programs.
- Executive Order 13145 to Prohibit Discrimination in Federal Employment Based on Genetic Information.
- Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency.
- Executive Order 11478 Equal Employment Opportunity in the Federal Government.

Proposal Application & Submission Instructions

Funding Considerations:

- Funding levels identified in this RFP are preliminary estimates and are used for planning purposes only. Total final contract amounts are subject to local allocations for PY19.

- Trident awards contracts based on allocations approved by the State at the beginning of each program year, and has historically had additional funds available in mid-October. The Selected Proposer will be given an opportunity each fall to request additional funds to serve customers.
- The selected proposer will be expected to expend no less than 90% of their total budget each program year with the understanding that the 100% expenditure of the agreement is the goal.
- No large purchases may be made between July 1 and September 30 each program year.
- Caps for salary, fringe, insurance, fees, profit, and indirect costs may be negotiated and finalized during the contract negotiations process.

Eligible Applicants
RFPs will be accepted from entities that can demonstrate the administrative and management capability to successfully provide the services identified in this RFP.

To be eligible to receive funds made available to operate a One Stop Center, a proposer must meet the following:

- Be a public, private, or nonprofit entity that has successfully provided workforce development services for the past two years ("Successfully" is defined for the purpose of this RFP as being able to demonstrate that the entity has maintained fiscal integrity, AND has operated a One Stop System/Center for more than two years OR can demonstrate successful performance in operating similar employment and training focused centers for more than two years.) or;
- Be a consortium of entities which includes, at a minimum, three or more of the one stop partners of demonstrated effectiveness, located in the local area or;
- Acceptable partners may include – an institution of higher education; an employment service State agency established under the Wagner-Peyser Act; a community-based organization, nonprofit organization, or intermediary; a private for-profit entity, a government agency; and another interested organization or entity which may include a local chamber of commerce or other business organization, or a labor organization. Traditional elementary and secondary schools are not eligible partners.

The Operator understands and agrees as part of submission of their bid to meeting the following conditions:

- Discloses any potential conflicts of interest arising from the relationship of the Operator with particular partners or service providers;
- Does not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services;
- Complies with Federal regulations, and procurement policies, relating to the calculation and use of profits;
- Has the ability to fulfill Contract requirements, including the indemnification and insurance requirements;
- Has the ability to maintain adequate files and records and meet reporting requirements;

- Has the administrative and fiscal capacity to provide and manage the proposed services and to ensure an adequate audit trail; and
- Meets other presentation and participation requirements listed in this RFP.

10. Formal Agreement

The selected proposer will be required to enter into a formal agreement with the BCDCOG and subsequently, Trident WDB. In submitting a response to this RFP, the Proposer will be deemed to have agreed to each term and condition mentioned in this RFP unless the proposal identifies an objection and Trident WDB agrees, in writing, to change the language objected to. All objections to any provisions of the final contract should be listed as an attachment called "Exceptions to RFP." The BCDCOG and/or Trident WDB are under no obligation to agree to any such proposed change(s).

11. Final Authority

The final authority to award contracts as a result of this RFP rests solely with the BCDCOG as directed by the Trident WDB.

E. Award Consideration and Award Period

The primary consideration of this RFP is to seek proposals that offer innovative approaches to operating a One Stop System that result in jobseekers gaining skills, credentials, employment, retention, and higher wages; and employers finding the skilled workers that they need.

The anticipated contract period is July 1, 2019 through June 30, 2020; this term may vary depending on extensions granted by the Trident WDB.

SECTION 4: SELECTION CRITERIA

Evaluation Item	Range	Maximum Points
Qualifications of the Proposed Service Provider. If staffing has been determined, provide the qualifications including Knowledge, Skills, and Abilities of the person who will perform the duties of the Youth Program Provider.	0 – 10	10
Qualification for Staff Management. Explain any qualifications you have regarding supervision, hiring, performance evaluations of employees.	0 – 20	20
Compliance/Quality Assurance Experience. Detail all experience relating to monitoring, auditing, reviewing of federal, state, or local laws and regulations.	0 – 20	20
Capacity to Serve as the Primary Community/Partner Liaison. Outline the connection to the communities within the workforce region. Show the ability to	0 – 20	20

serve in this capacity.		
Use of DBE. Disadvantaged Business Enterprise	0-5	5
Budgets. Provide line item costs and methods used to determine them.	0 – 25	25
Totals		100

SECTION 5: REQUESTED SUBMITTAL FORMAT

I. Program Proposal Synopsis

A. Executive Summary- A brief summary highlighting such details as the Proposer's **vision** of SC Works Center Operations. A snapshot of Target Customers and Outcomes for the SC Works Centers should be provided via a table or chart within this section. A detailed explanation should be given later in the proposal narrative.

B. Main Purpose - Similar to a **mission** statement and should also be a brief statement of what the Proposer intends to accomplish as the Operator if awarded a contract.

C. Target Customer(s) – If specific target customer groups or categories are to be served by this proposal, identify the target group and categories and the practical as well as the strategic reasons that they were targeted for services.

D. Goals/Objectives/Performance Outcomes - Describe your recruitment process for the target group/categories to be served (such as, but not limited to: employers and job seekers). At a minimum, this should include the ranges of the numbers to be served based on target customer groups listed above, and projected levels of performance for each target group/category. Each goal should be quantifiable and should be based on reports and LMI available in the region. Sources should be cited on how this "goal" was set.

II. Experience, Capacity & Past Performance

A. Experience

1. Description of the Proposer- Briefly describe your organization's mission, history, and accomplishments. What are the legal organizational name, the legal status, and the main purpose of the organization? How is the organization currently funded? Include the names, titles and resumes of senior organization management. Include an organizational chart showing lines of authority for the organization down to the proposed on-site management in the Trident service area. Include a financial statement and the last audit report. If not available, provide a written explanation as to why. Also include the following:

- Size of the proposing organization (total number of employees)
- Number of years in operation
- National, sub-national, regional, or state geographic distribution of the Proposer's current professional service delivery sites.
- How offering services in response to the RFP will fit into the Proposer's organization's

business plan.

- Qualifications of key staff to be assigned on-site to this program (including their resumes)
- Internal structure including management and supervisory staff positions to be used to operate this program in the Trident service area.
- Provide a recent external monitoring report: USDOL Common Measures, State Monitoring of Financial Management, and Program Performance. If a corrected action plan was required, provide the response to the monitor's request.
- Proposed on-site Staff development plan (including how plan was developed and its
- sustainability)
- Electronic infrastructure and information sharing capabilities that can be used for customer service delivery. Address how you will track customers and financial records.

2. Describe your organization's financial and administrative experience and capabilities. Include in that description experience in managing and accounting for multiple federal, state and local funding sources in accordance with Generally Accepted Accounting Principles (GAAP); conducting self-monitoring for contract performance and compliance; and developing and implementing a continuous improvement model.

3. Describe past and current activities or programs administered and operated by the Proposer that demonstrates the capability of the Proposer to serve as a One Stop or American Job Center Operator, including functional supervision of partner programs in the Center(s); OR describe your experience managing, administering and operating a facility and associated services similar to a One Stop Center described under WIOA. Include specific data on outcomes achieved to demonstrate your ability to meet contractual performance standards for WIOA Services or comparable programs.

4. Describe direct or related experience providing daily and long-term strategic oversight of fiscal, facilities, personnel, and service delivery components of a multi-partner workforce project.

5. Describe your experience providing oversight of multi-organization staff teams; and experience in developing and delivering technical assistance and capacity building with workforce staff and organizations.

B. Capacity

1. Staffing Plan – Describe the number of staff (either in part or in whole), their job title, and their job duties to be funded under this proposal. Describe the range of activities to be performed by the SC Works Operator staff.

2. Administrative Capacity - What monitoring and evaluation of One Stop operations and staff are to be routinely carried out? Describe the electronic process the organization has used to capture and report information on each program deliverable's progress to the Administrative Entity and to others having a need to know.

3. Fiscal Management and Reporting Capacity - Describe the process the Proposer uses or proposes to use on site to timely capture and report fiscal information to the Trident WDB's Administrative Entity. What systems are in place to ensure fiscal accountability, timely, and appropriate expenditure of WIOA funds?

- Describe your fiscal system and how it will ensure integrity in using these funds. Provide the most recent audit and cash management reports as examples.
- Describe how the Proposer will internally track both actual and projected obligations and encumbrances for WIOA and the reporting system the Proposer proposes to use to coordinate timing for meeting financial commitments of the Proposer with the Administrative Entity's responsibility to account for WIOA funding.
- Describe the Proposer's ability and method it would use to repay disallowed costs if such disallowances are identified in the monitoring or audit of the contract?

4. Contract Support - Describe organizational support and resources that will be available during the implementation of an awarded contract.

5. *Past Performance*

Describe your past performance managing federally-funded workforce development One-Stop Systems, or comparable experience, for the last three years.

III. Program Design

A. For Proposers not currently providing services for SC Works Operator, describe your start-up plan and proposed transition period, including a timeline of events and staff training planned or anticipated.

B. Program Description – Describe the overall plan of services that will be made available for the target customer/ group categories to be served, including priority populations.

C. Describe how the following activities will be provided:

SC Works System Operator

1. Describe your organization's plan (or vision) to deliver SC Works System Operator services in the Trident region. Address the major responsibilities outlined in the Scope of Services section of this RFP. Describe in detail the Proposer's plans including diagrams to implement services and offer a timeline noting key process events you will track, if awarded a contract.

2. Describe your plans to be involved in workforce development related activities. How will you be the "face" of SC Works and make sure partners are represented? Describe how you will manage workforce development activities on behalf of the system, ensuring that workforce-focused events have appropriate levels of coverage and partner representation.

3. Describe how you plan to coordinate Employer Services in conjunction with DEW Wagner-Peyser staff and the Trident Development Board Business Service Representative. What employer services will be given priority? Will there be any fee-based services available?

4. Describe your organization's experience in managing and providing services to businesses. Include in that description experience in:

- Identifying the workforce development needs of businesses that can be met currently by the SC Works System and expanding services to meet future needs;
- Matching the hiring needs of businesses with individuals who meet their minimum qualifications, thus eliminating referrals of unqualified candidates;
- Training businesses; and
- Significantly improving the provision of services to businesses while also increasing the use of the SC Works System by businesses.

5. Describe your plans to ensure delivery of Rapid Response and Business Assistance services. A key component to Rapid Response is assisting with the re-employment of laid-off workers as rapidly as possible. The business services component should develop and conduct employer/employee outreach activities and business retention services in the jurisdiction. Include specifically what you plan to offer businesses from the required services outlined in the RFP. Discuss your organization's ability to provide workshops to employees of a company that has requested Rapid Response Services. Describe your strategies.

6. Describe how you will ensure services are in alignment with current local and regional labor market demands. What are your plans to move Trident's workforce services and programs towards sector- based training in the prioritized industries aforementioned? How will you ensure Career Pathways are incorporated into the Centers?

7. In addition to those required functions described in the RFP, what innovations would you introduce to meet the vision of the Trident WDB? Provide success stories, research, and/or other supporting documentation.

8. Describe your plans to ensure that all SC Works Centers meet performance measures. Specifically, how the WIOA program will meet performance measures and what role the Operator will have in assisting the program provider in achieving these goals.

9. Describe how your resources, professional contacts, knowledge of the labor market and special expertise will help Trident to meet and exceed performance goals for the SC Works system.

10. Describe your plan and approach to delivering Career Services and Training Services. Include the services you will provide, and a general description of how they will be provided. Include locations, access points, and a staffing plan, both as the Operator and staffing the resource rooms (partner staff may be used in the staffing plan). How will you use technology? What partnerships are key to the delivery of services, including a description of their role in your vision? Include a "Customer Flow Chart" that visually shows the flow of how a job-seeking customer will be served from the universal access phase of service through the training phase of service, specific for your SC Works site. Highlight how clients will flow through the system to receive optimal service. The flow chart should also include partner services.

11. Describe your management philosophy as it relates to functional supervision. How will you

ensure partners have input into Center decisions? How will you encourage and foster integration and functional teams? Describe any functional teams that the Operator plans to initiate, and how will you ensure that it is productive and sustainable. How will your organization evaluate the existing resources and programs to reduce duplication and foster a common intake?

12. Describe your process for initially assessing universal customers' needs and directing jobseeker customers to the appropriate services. List and describe the partnerships that you have developed or will develop to provide career and employer services required under WIOA. How will the Proposer provide information to the public on the full array of WIOA and other federal/state program services and encourage their use? How will the Proposer ensure that applicants that cannot be served by the Proposer's program are referred to appropriate services elsewhere? Include how the Proposer will ensure all referrals are tracked and outcomes documented.

13. Describe how you will serve large numbers of individuals. In your description, include service for individuals with limited English proficiency, persons with limited literacy skills, and individuals on probation or parole. In addition, include your plan for services for the more highly skilled job seeker. Provide information on how many and what proportion of staff is bilingual, and how you will ensure that bilingual/multilingual staff will be present and available to serve limited-English and non-English speaking customers. Include in your plan new innovations and strategies that have been found to increase the likelihood of success for both businesses and individuals and how you plan on using those strategies within the SC Works system. Address how will you attract and serve new customers to the system. Describe your methods for providing all job seekers with an Orientation to the SC Works System and the services offered.

14. Describe any partnerships that you perceive to be essential to the success to the project that you propose. Who is to be involved? What are the roles and responsibilities of each partner? If available, include letters of support from the partners and any Memorandum of Agreements that may already be in place. Describe how you will coordinate services and collaborate with the WIOA required partners and how you propose to recruit additional partners as needed to address the identified needs of the target population.

15. Describe your plans to accomplish the following (include timelines if applicable):

- Establish customer service expectations, surveys, and strategies for improvement;
- Evaluate and draft a Business Plan for each SC Works Center;
- Achieve and/or maintain One-Stop Certification Standards;
- Draft and execute Standard Operating Procedures;
- Draft and execute Staff Training Plans for Center staff including partners;
- Establish Resource Room Schedules;
- Establish One stop Center communication protocols;
- Provide ongoing workshops/soft skills training;
- Incorporate the State's and Trident WDB's Strategic Plans into Service Delivery;
- Investigate and implement best practices for employers and job seekers;
- Establish connections with community partners and share with Center staff;

- Establish and ensure compliance with ADA laws; and
- Establish and maintain Access Points.

16. Describe how the Proposer's on-site staff will balance their responsibilities to their employer and to being responsive to the Trident WDB, if offered a contract.

17. Describe what data, metrics, reports, etc. the Proposer plans to use to reach target performance levels.

18. Describe what data, metrics, reports, etc. the Proposer plans to provide in its progress reports to the Trident WDB staff (and as requested) in person at the Trident WDB meetings.

19. Describe how the Proposer will maintain and process current information on the WIOA program, including state and federal directives, for both program and fund management. Describe who will be responsible to both internally inform/educate staff and provide relevant information to the Trident WDB Administrative Entity staff.

20. Describe how you will ensure timely communication is given to all SC Works Center staff (and community partners as appropriate), including employer and partner information?

21. Describe how the Operator will manage disputes that may arise among partners. How will the Proposer ensure that a firewall exists between the Operator and the program services offered in the SC Works Centers? How will the Proposer avoid favoritism?

22. Describe past innovation(s) that you have used in delivering similar types of services to similar types of populations as would be serviced through this RFP.

23. Describe any future innovation(s) that you envision implementing should you be awarded a contract under this RFP. Describe how these innovations match Trident WDB priorities for jobseekers, industry sectors, career pathways, and methods of service delivery. Describe how innovations would improve the effectiveness of workforce services delivered to jobseekers requesting assistance through the SC Works system.

24. Are there plans to subcontract with others for services or activities contained in the proposal? If so, describe the nature of those subcontracts, the subcontractor, the services and activities to be provided by the subcontractor and the planned cost.

For applicants submitting proposals as partnerships to deliver services through the SC Works Centers, describe the quality of the applicant's relationship with their subcontractors. Include how long the organizations have been working together, and explain methods of maintaining communication and coordination among the organizations. Please provide the following information:

- Describe your organization's capacity for overseeing subcontractors.
- Identify all current and potential subcontractors for this project and their administrative and service locations.
- State the roles and responsibilities of each subcontractor.

- Identify anticipated funds provided to each subcontractor.
- Attach a draft subcontract or letter of intent to enter into an agreement for each subcontracting relationship.
- Include a letter of commitment that explains the scope of work and any financial or in-kind contribution.

IV. Outreach

A. Describe how you will conduct outreach in the Trident area, promoting both employer and jobseekers services. Give a timeline and detailed explanation of what methods would be used.

B. Describe how the Proposer will ensure that target customer groups in local communities are aware of the SC Works and WIOA services. Describe how you will conduct outreach to hard-to-reach communities and to priority populations within the Trident region.

C. Describe what relationships, partnerships, and community group organizations are essential to your outreach plan.

D. Describe what innovative outreach methods will be used in the community to promote awareness of SC Works Center services.

V. Partnerships

A. Describe your organization's current level of partnership with each of the WIOA mandated partners in your local Workforce Development Area. Discuss how the partnership results in an increased quality and quantity of services available to WIOA customers.

B. Describe your organization's current level of partnership with other organizations in the Trident region and across the upstate of South Carolina that are not specifically mandated by WIOA. Discuss how the partnership results in an increased quality and quantity of services available to WIOA customers. If your organization is not located within the Trident area, describe partnerships you currently have in your local area.

C. Workforce Development is about preparing the workforce to meet Employer needs. Describe partnerships that you will prioritize during the contract period and how these will improve services, referrals, and system outcomes. Describe your relationship and strategy to effectively leverage resources with WIOA mandated partners and non-WIOA mandated partners.

D. Describe instances, projects or collaborative relationships in which your organization has led or worked closely with one or more WIOA system partners or other workforce and economic development entities on cooperative workforce development projects, programs or initiatives. Describe strengths and weaknesses of the collaboration. For all strengths and weaknesses, cite particular examples of relevant aspects of the program and how they impacted services. For weaknesses, describe what was done to remedy the problem and improve the situation.

E. Describe the partner referral system you will put in place within the SC Works Centers and throughout the SC Works System, including partnership agreements.

VI. Budget
All Proposers must also complete and include an estimated annual organization budget (clearly delineating the total funds requested) as an attachment.

Provide a budget narrative to justify your organizational budget. The budget narrative is a representation of the overall fiscal capability of an organization. It must detail each item within every category for which funding is requested. The budget description must include how the project's proposed budget supports the stated objectives and activities in the project along with how funds are allocated to minimize administrative costs and support direct services to participants. The budget narrative should follow in the same order as the line items in an attachment of your organization's annual budget.

The narrative should describe the following:

1. **Personnel Costs:** Staff salaries and associated fringe benefits are necessary for direct service delivery. Personnel expenses do not include subcontracted professional services or staffing (these costs should be allocated to the direct expenses category). While staff performing administrative functions is allowable, positions that are fiscal, managerial or administrative in nature should be allocated to the Other Expenses category. Provide salary ranges for each position included in the budget. Provide cost of living and merit based increase methodologies and frequency for receipt. Describe how health care and other employee benefits will be calculated and billed.

2. **Operational Expenses:** Program costs that are necessary to the general operating and infrastructure costs to run the program, including building rental, facilities maintenance, utilities, phones, general consumable materials and supplies, Internet, insurance, audits and other costs related to supporting and maintaining organizational infrastructure. Professional services purchased from vendors (as opposed to subcontractors) are included in this category. Costs related to technology and equipment (computers, printers, fax machines, and office furniture) needed can be included as part of your budget and will be reviewed for cost effectiveness and reasonableness. Equipment leases should also be listed here.

3. **Direct Expenses:** Expenditures directly related to the program area. Possible costs include supplies and materials specifically used for the program, travel and conferences, and contractual services/ consultant time, subsidized wages, and supportive services.

4. **Other Expenses:** These costs are defined as costs of operations related, required, and incurred for official business in coordination of those functions under WIOA. Some examples include accounting, financial, procurement and purchasing, payroll, personnel management, resolution of findings, and general legal services. These costs are capped at 10%. This may include an indirect cost rate; however, if used this rate should include audit, payroll and other costs of program support such as general costs that cannot be directly identified as a cost to any specific program, but are equitably allocated to all the programs that the organization operates and therefore should not also be listed in Infrastructure /Operating Costs Category.

SECTION 6: PROJECT SCHEDULE

Notice to Proceed for this project will be given as soon as a contract with the successful proposer has been executed and all state and federal requirements are met. The contract will be effective July 1, 2019 through June 30, 2020. The contract may be renewed for two(2) consecutive one-year terms.

SECTION 7: RESPONSE SUBMISSION

All responses shall be submitted in a sealed envelope. The outside of the package shall be marked **"WIOA2019-04– OneStop Operator"** Please mail 1 original, 4 copies, and 1 digital copy to:

Jason McGarry, Procurement/Contracts Administrator
BCD Council of Governments
1362 McMillan Ave., Suite 100
North Charleston, SC 29405

Submittals must be received no later than 3:00 PM on March 22, 2019. Any submittal received after the date and time specified above will be rejected, considered non-responsive, and will not be opened.

Questions may be submitted in writing no later than 3:00 pm on March 12, 2019 to Jason McGarry by email to jasonm@bcdcog.com, or by facsimile to: (843) 529-0305. Addenda to this RFP, including responses to any questions and modifications will be posted on the BCDCOG website www.bcdcog.com

SECTION 8: SIGNATURE REQUIREMENTS

Proposals must be signed by a duly authorized official of the responder. Consortia, joint ventures, or teams submitting proposals, although permitted and encouraged, will not be considered responsive unless it is established that all contractual responsibility rests solely with one Contractor or one legal entity, which shall not be a subsidiary or affiliate with limited resources. Each proposal should indicate the entity responsible for execution on behalf of the proposal team.

SECTION 9: ADDITIONAL INFORMATION

BCDCOG retains the right to reject all proposals and to re-solicit if deemed to be in its best interests. Selection is also dependent on the execution of a mutually acceptable contract with the successful responder.

Each proposal shall state that it is valid for a period of not less than ninety (90) days from the date of receipt.

All plans, calculations, maps, digital files, reports, correspondence, minutes of meetings, and related data generated for this project will be included in the final documents submitted to BCDCOG.

Final payment will not be made to the Consultant until the initiative is completed to the satisfaction of BCDCOG staff. Federal funds received by BCDCOG will be used as the overall funding of this project. Accordingly, the selected Consultant will be required to comply with all applicable Federal regulations and contracting provisions required by the federal funding authority, including 49 CFR Part 31 – Allowable Costs, Civil Rights, Minority Business Enterprise, and other applicable assurance provisions. Additionally, the procurement must comply with state and local requirements applicable to such procurement process and contracts. BCDCOG strongly encourages the use and involvement of Disadvantaged Business Enterprises (DBE) on this project.

ONESTOP OPERATOR
(PROPOSAL COVER SHEET)

NAME OF ORGANIZATION:
_____

ADDRESS:
_____

_____

CONTACT PERSON/TITLE:
_____

TELEPHONE: _____
FAX:_____

EMAIL:
_____

TYPE OF AGENCY:

( ) Government
( ) School District
( ) Public Non-Profit
( ) Private Non-Profit
( ) Private-for-Profit
( ) Accredited Training Institution