



Request for Proposals

For the period of July 1, 2024-June 30, 2028

Training Services for WIOA Adults, Dislocated Workers, and Out-of-School Youth

RFP SUMMARY: DCWDB seeks one or two contractors to work with eligible participants to develop career pathway plans that include occupational skills training. Contractors will offer services in the PA CareerLink® Delaware County sites. Contractors will support participants through training and into full-time, unsubsidized, training-related employment for 12-month follow-up period.	
RFP ISSUE DATE	March 18, 2024
PROPOSAL DUE DATE	May 6, 2024 by 5pm
PRE-PROPOSAL CONFERENCE	March 20, 2024 at 1pm via MS Teams
DEADLINE FOR QUESTIONS	April 28, 2024
PROPOSAL SUBMISSION PROCESS	All proposals must be submitted via email to mcgeeverk@co.delaware.pa.us . Mailed, faxed, or hand-delivered proposals will not be accepted.
RFP WEBSITE	https://www.delcoworks.org/request-for-proposal/
RFP OFFICIAL CONTACT	Kate McGeever, Executive Director, mcgeeverk@co.delaware.pa.us

Table of Contents

- The Opportunity.....4**
 - Summary..... 4
 - Background..... 5
 - Award Terms 8
- Scope of Work.....9**
 - Staffing 9
 - Support PA CareerLink® Job Seeker Services..... 9
 - Enroll WIOA Eligible Training Participants 10
 - Assess Participants..... 10
 - Career and Occupational Training Advising 11
 - Supportive Services 11
 - Financial Education 11
 - Enrollment in Training..... 11
 - Follow-up services..... 11
 - Support of Business Services 11
 - Professional Development and System Coordination 12
- Performance Metrics and Contract Management13**
 - Performance Metrics 13
 - Contract Performance Monitoring 15
- Submission Instructions.....18**
 - Proposal Content 18
 - Submission Instructions 21
- How We Choose.....23**
 - Minimum Qualifications 23
 - Evaluation Criteria 23
 - Selection Process, Award, and Protest Procedures 24
- Terms and Conditions.....25**
- Attachment A: Proposal Cover Sheet27**

The Opportunity

Summary

The Delaware County Workforce Development Board (DCWDB) invests funds from the Workforce Innovation and Opportunity Act (WIOA) in occupational skill training for low-income adults, dislocated workers, and out-of-school youth. The goal is to increase the long-term success of these individuals by supporting their completion of training in high priority occupations.

DCWDB seeks contractors with skilled Career Advisors and Case Managers to guide WIOA-eligible adults and young adults in the two Delaware County PA CareerLink® sites. Selected contractors will work with eligible participants to develop career pathway plans that include occupational skills training. Contractors will support participants through training and into unsubsidized, training-related employment for 12-month follow-up period.

Through this Request for Proposal process, DCWDB intends to fund two contracts: one for the PA CareerLink® Chester City and a second for PA CareerLink® Media. The cost of training tuition will not be included in this contract but will be paid by DCWDB directly to the approved training provider.

Background

About Delaware County Workforce Development Board

Delaware County Workforce Development Board (DCWDB) is the Workforce Development Board (WDB) for Delaware County. We connect funding, expertise, and opportunities to develop a thriving workforce in Delaware County. DCWDB seeks to deliver workforce development solutions to meet the current and future needs of businesses and job seekers.

The strategic vision of the DCWDB is to create a system that harnesses federal, state, local, and philanthropic resources to invest in employer-demanded skill development to ensure Delaware County has a world-class workforce. The DCWDB connects to regional partners and research-based best practices to add value to the alignment between employers' needs and the workforce development system.

The DCWDB provides coordination and oversight of Workforce Innovation and Opportunity Act (WIOA) funds in Delaware County as defined under Federal and State regulations.

During the Local Plan period of 2021 to 2024, the Delaware County Workforce Development Board will achieve the following goals:

- **Goal 1 Raise Awareness:** The DCWDB will raise awareness of the workforce development system among community members, potential partners, job seekers, and employers. Raising awareness of the workforce development system is critical to engage a wide array of stakeholders and to create an alignment between employers' needs and the workforce development system.
- **Goal 2 Grow Out-of-School Youth Programming:** The DCWDB will grow Out-of-School Youth programming to better engage vulnerable youth and provide a variety of meaningful learning and work opportunities. Developing more Out-of-School Youth programming to maintain a world-class workforce into the future will drive the achievement of this goal.
- **Goal 3 Increase Employer Engagement:** The DCWDB will increase employer engagement and collaboration with economic development and the Chamber of Commerce. Bringing together the networks and resources of the Commerce Center, the Chamber of Commerce, and direct employer engagement allows employers to drive the workforce development system.
- **Goal 4 Increase Work-based Learning:** The DCWDB will increase career pathways and work-based learning opportunities for adults and youth, including pre-apprenticeships, apprenticeships, integrated education and training, on-the-job training, and co-enrollment in providers. Creating work-based on-ramps for workers with or without barriers to employment creates a vibrant workforce development system.
- **Goal 5 Build Systems Connections:** The DCWDB will create formal connections to County systems that serve adults and youth, including the justice system, Child and Youth Services, Foster Care, etc. and continue to build connections to PA CareerLink® partners, program providers, and community-based providers to collectively meet the needs of job seekers. Positioning the workforce system in

PY 24 RFP A/DW/Y Training Services

alignment with other support systems creates a comprehensive strategy to reduce barriers to work.

- Goal 6 Increase Diversity, Equity, Inclusion: The DCWDB will investigate and address structures and practices that limit diversity, equity, or inclusion in the workforce development system. Delaware County can only achieve a world-class workforce when the talents and goals of all residents are ignited.

Stevens Amendment

DCWDB complies with the Stevens Amendment, The Stevens Amendment is an appropriations provision that requires grantees of the Department of Labor (DOL), Health and Human Services (HHS), and Education to disclose for a grant program the percent of the costs financed with federal funds. The below funding levels are for Program Year 2023 – 2024, covering July 1, 2023 through June 30, 2024, as of July 1, 2023.

[Public Law 101-166, Section 511](#)

- Workforce Innovation and Opportunity Act (WIOA) programs are federally supported 100% by the U.S. Department of Labor as part of an award totaling \$4,365,589 with \$0 (0%) state, local and/or non-governmental funds.
- Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) programs are federally supported 100% by the U.S. Department of Human Services as part of an award totaling \$4,943,697 with \$0 (0%) state, local, and/or non-governmental funds.
- Discretionary grants are federally supported by the U.S. Department of Labor as part of an award totaling \$487,911, with \$0 (0%) being state, local and/or non-governmental funds.

Employer Practices

DCWDB recognizes that good jobs are essential to a healthy economy, successful businesses, strong communities and thriving families. This extends to our business partners as well as providers within the workforce development field. Providers with strong workplace practices are better equipped to attract and retain the diverse talent necessary to accomplish program goals. As such, DCWDB encourages that all staff members employed through any agreements resulting from this RFP earn a livable wage per MIT living wage calculator, with a minimum salary of \$36,462 per year or \$17.53 per hour at the time of this RFP. Additionally, bidders should demonstrate a commitment to implementing job practices that increase economic stability, economic mobility, and equity, respect and voice for all individuals employed by the organization. Such job practices include those identified within the U.S. Department of Commerce Job Quality Toolkit that are organized around eight drivers; 1) Recruitment & Hiring, 2) Benefits, 3) Diversity, Equity, Inclusion, & Accessibility, 4) Empowerment & Representation, 5) Job Security & Working Conditions, 6) Organizational Culture, 7) Pay, and 8) Skills & Career Advancement. Additional consideration will be given to providers that can clearly articulate current and on-going strategies to establish an inclusive work culture and increase job quality for all employees with a particular focus on frontline positions. By responding to this RFP, bidders are also agreeing to the potential of collaborating with DCWDB on job quality initiatives that aim to increase the availability of good jobs within our local economy.

Living Wage Calculation for Delaware County, Pennsylvania

The living wage shown is the hourly rate that an **individual** in a household must earn to support his or herself and their family. The assumption is the sole provider is working full-time (2080 hours per year). The tool provides information for individuals, and households with one or two working adults and zero to three children. In the case of households with two working adults, all values are **per working adult, single or in a family** unless otherwise noted.

The state minimum wage is the same for all individuals, regardless of how many dependents they may have. Data are updated annually, in the first quarter of the new year. State minimum wages are determined based on the posted value of the minimum wage as of January one of the coming year (National Conference of State Legislatures, 2019). The poverty rate reflects a person's gross annual income. We have converted it to an hourly wage for the sake of comparison.

For further detail, please reference the [technical documentation here](#).

	1 ADULT				2 ADULTS (1 WORKING)				2 ADULTS (BOTH WORKING)		
	0 Children	1 Child	2 Children	3 Children	0 Children	1 Child	2 Children	3 Children	0 Children	1 Child	2 Children
Living Wage	\$17.53	\$36.64	\$47.44	\$61.95	\$27.83	\$34.42	\$39.21	\$43.39	\$13.92	\$20.32	\$25.83
Poverty Wage	\$6.53	\$8.80	\$11.07	\$13.34	\$8.80	\$11.07	\$13.34	\$15.61	\$4.40	\$5.54	\$6.67
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25	\$7.25

Award Terms

Availability of Funds

Funding levels will be unavailable at the issuance of this RFP. Funding is contingent upon the availability of funds and State and Federal authorization in Delaware County. Funding is not guaranteed until the fiscal agent receives the WIOA funds. The DCWDB reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this procurement if adequate funding is not received from the U.S. Department of Labor via the Pennsylvania Department of Labor & Industry or other funding sources or due to legislative changes.

Performance Period

Effective for PY 24 this RFP will be issued for a four (4) year cycle. For PY 24 (7/1/24-6/30/25) contracts will be awarded for a one-year period. Under this solicitation, DCWDB reserves the right to renew contractors for three additional years- PY 25 (7/1/25-6/30/26), PY26 (7/1/26-6/30/27), and PY27 (7/1/27-6/30/28) based upon receipt of WIOA allocation, achievement of performance indicators, cost-effectiveness, fiscal integrity, and compliance with monitoring requirements for WIOA regulations.

Contract Award

The proposal submitted in response to this solicitation is not a legally binding document. However, the contents of the proposal of the successful bidder will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award. Staff will negotiate and execute contracts with the bidder approved for funding. These discussions will take place after final funding approval and may include such items as budget, cost, program design, service levels, location, target population, projections, and clarifications.

Program Cost Reimbursement

Payment related to any agreement resulting from this RFP will be made on a cost-reimbursement basis. This means your organization must have the financial capacity to pay all costs upfront. DCWDB will require an invoice, proof of expenses, and required documentation to process a reimbursement. DCWDB will only reimburse the provider for actual expenses incurred during the effective dates of the contract. The reimbursement timeline will be finalized during the contract negotiation. Allowable costs will be determined by all applicable federal, state, and local regulations.

Scope of Work

Contractors will increase the long-term success of WIOA-eligible adults, dislocated workers, and out of school youth by supporting their completion of training in high priority occupations. Through this contract, skilled Career Advisors and Case Managers guide WIOA-eligible adults and young adults in the two Delaware County PA CareerLink® sites. Selected contractors will work with eligible participants to develop career pathway plans that include occupational skills training. Contractors will support participants through training and into unsubsidized, training-related employment for 12-month follow-up period.

Staffing

At a minimum, contractors must provide the following roles: Career Advisor, Case Management, and Data Quality Management. Well-trained staff are expected to provide at least the following activities:

Career Advisor

- Offer pre-enrollment career advising to PA CareerLink® walk-ins as scheduled by Site Administrator
- Educate job seekers about local Labor Market Information (LMI) related to career pathways
- Provide financial literacy guidance related to wages and participants' career goals
- Manage a caseload of 50 new job seekers per year plus 50 participants in 12 months follow-up
- Create and maintain an Individual Employment Plan (IEP) for job seekers
- Assess participants' existing skills, aptitudes, and goals
- Collaborate with Case Manager to identify and remediate participants' barriers to success
- Maintain case notes following local policies in the system of record
- Guide participants through the IFR process to evaluate occupational training opportunities
- Offer resume writing assistance and interview practice for participants
- Advocate for participants in case review meetings including ITA committee review, match meetings, or DST meetings
- Ensure participants are aware of and participate in hiring events
- Provide follow-up services to participants for 12 months after exit

Case Manager

- Lead the identification and remediation of participants' barriers to success
- Identify, provide access to, and document the use of grant-funded supportive services
- Identify, provide access to, and document the use of external resources
- Manage work-readiness activities for participants including workshops, SkillsUP, and
- Maintain case notes following local policies in the system of record
- Provide follow-up services to participants for 12 months after exit

Support PA CareerLink® Job Seeker Services

Staff funded through this contract will provide in-person services to job seekers who come to the assigned PA CareerLink® site. Staff will be available during the PA CareerLink® business hours, including young adult-focused evening hours. Staff will support PA CareerLink® job seeker services through participation in career advising in pre-enrollment to WIOA programs. The goal of participation in pre-enrollment services is to provide useful guidance to job seekers and to screen potential training program participants.

Enroll WIOA Eligible Training Participants

It is the responsibility of the contractor (s) to gather all the appropriate documentation and complete the eligibility process in its entirety. The applicant file must be reviewed and certified as eligible before enrolling into the Commonwealth Workforce Development System (CWDS) before participation begins. Staff training will be provided by DCWDB. Files deemed in-eligible must be destroyed immediately. Incomplete files must be destroyed if not completed within 30 days. Providers will be required to pay for any disallowed costs for participants deemed ineligible after submission. Paper files of eligibility documentation are required to be maintained by successful applicants following the PA Labor and Industry record retention policy. Files must be accessible to the DCWDB for monitoring and oversight.

To determine general eligibility, an individual must provide proof of:

- Delaware County residency. Individuals from other areas will be referred to their home Workforce Development Area.
- Social Security Number
- Date of birth
- US Citizenship or eligibility to work in the United States
- Selective Service Registration (if applicable)
- High School Diploma or GED

Individuals who meet general eligibility requirements may further qualify for Out-of-School Youth, Adult, or Dislocated Worker funding:

- Adult funding eligibility may be determined for unemployed or part-time employed individuals with a family income at or below 70% Lower-Level Standard Income Level (LLSIL). Priority shall be given to applicants meeting the economic eligibility and one or more documented barrier to employment.
- Dislocated Worker funding eligibility may be determined for individuals who have been terminated or laid off or have received a notice of termination or layoff from employment and are eligible for or have exhausted unemployment compensation benefits.
- Out-of-School Youth funding eligibility may be determined for youth 18-24 with a family income at or below 70% Lower-Level Standard Income Level (LLSIL) and must have a barrier to employment. DCWDB priority of service policies will be followed when determining an individual's eligibility for funding if necessary.

Assess Participants

Training program providers will be responsible for assessment testing to include basic and work readiness skills, prior work experience, barriers to employment, family situation, occupational interest and aptitudes, supportive service, and developmental needs. Assessments must include the basic reading and math skills required to succeed in occupational skills training. This information can be acquired through various testing methods, including but not limited to standardized tests, competency-based assessment tools, career strategy tools. Also, assessment instruments, especially online tools used to measure learning styles, and life skills, must conform to accepted standards and be age-appropriate. Staff should have adequate training on the administration and proper use of testing protocols. When administering assessment tests, job seekers with disabilities must be provided with reasonable accommodations, as appropriate, considering guidelines associated with assessment testing, and state laws or policy. Information collected from the assessment process becomes part of the Individual Employment Plan (IEP) for adults or Individual Service Strategy (ISS) for youth.

Career and Occupational Training Advising

Career Advisors will provide labor market information from the PA CareerLink® system such as job vacancy listings, job skills necessary to obtain jobs, local in-demand occupations, earnings, and skill requirements as part of career pathway planning. Career Advisor work with job seekers 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.

Supportive Services

Any barriers to success that have been identified during the initial assessment or program participation must be addressed through supportive services. Supportive services may include WIOA-funded support, services through referral to PA CareerLink® partners, or referrals to other organizations. WIOA-funded supportive services must be documented through request forms requiring signoff from the participant, case manager, and supervisory staff and be entered into the service record for the participant. All types of supportive services and referrals must be documented in case notes in the system of record.

Financial Education

Contractors will provide information on financial aid assistance for training and education programs, including the use of FAFSA to secure grants. Education about personal finance including wage expectation, and debt resulting from training, will be offered as part of career and occupational training advising. Basic personal finance should be offered.

Enrollment in Training

Contractors will support job seekers' use of Individual Training Account funds in compliance with DCWDB's ITA Policy. Training selection must be oriented to the obtainment of full-time, unsubsidized, permanent employment in a Delaware County High Priority Occupation. The selected training must appear on the Statewide List of Eligible Training Programs/Providers for the program year in which the training will start.

Contractors will work with the PA CareerLink® Review Committee to evaluate job seekers for ITA funds. Determination is based on employment-related activities, economic need, suitability, and assessment. Contractors will communicate with DCWDB to ensure proper and timely enrollment and payment to approved training providers.

Follow-up services

Training services contractors must offer follow-up services for not less than 12 months after the first day of employment. Follow-up includes, but is not limited to, counseling about the workplace, contacting the individual or employer to verify employment, helping secure better paying jobs, career planning, or counseling, resolving work-related problems, providing information about educational or employment opportunities, referral to other community services.

Follow-up services must include more than simply a contact for securing documentation to report a performance outcome

Support of Business Services

Training services contractors will connect job seekers to employment using the PA CareerLink®. Training
PY 24 RFP A/DW/Y Training Services

services contractors should prioritize job search activities using PA CareerLink®, encourage employers to register in PA CareerLink® and refer to Business Service Team for support. Contractors must support the Business Service Team through participation in weekly match meetings, recruitment events, and job fairs coordinated by the PA CareerLink®

Professional Development and System Coordination

Successful applicants will have a plan to ensure staff funded by this contract participate in professional development and Delaware County Workforce Development System coordination led by the One-Stop Operator or DCWDB Staff.

Performance Metrics and Contract Management

Performance Metrics

The primary performance standards and related goals for the WIOA programs are established through negotiations with the PA Department of Labor and Industry. Providers must meet or exceed these goals for each of the defined standards.

The negotiated performance levels for PY2023 in Delaware County are below:

Adult	
Employment Second Quarter after Exit	58.0%
Employment Fourth Quarter after Exit	58.0%
Median Earnings Second Quarter after Exit	\$5,261
Credential Attainment Rate	62.3%
Measurable Skill Gains	50.0%
Dislocated Workers	
Employment Second Quarter after Exit	76.9%
Employment Fourth Quarter after Exit	76.9%
Median Earnings Second Quarter after Exit	\$9,700
Credential Attainment Rate	76.8%
Measurable Skill Gains	19.7%
Youth	
Employment Second Quarter after Exit	71.2%
Employment Fourth Quarter after Exit	67.0%
Median Earnings Second Quarter after Exit	\$3,311
Credential Attainment Rate	68.0%
Measurable Skill Gains	24.6%

Second-Quarter Employment Rate is the percentage of program participants who are in unsubsidized employment during the second quarter after exit from common measures. Note: for Title I youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit.

Fourth-Quarter Employment Rate is the percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from common measures. Note that for Title I youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit.

Median Earnings are the statistical median earnings of program participants who are in unsubsidized employment during the second quarter after exit from common measures.

Credential Attainment is the percentage of participants enrolled in an education or training program (excluding those in on-the-job training and customized training) who attained an industry recognized postsecondary credential, or certificate of completion of an apprenticeship, or certificate approved by the commonwealth of Pennsylvania or a secondary school diploma within a year after exit from common measures. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a postsecondary credential approved by the commonwealth of Pennsylvania within one year after exit from common measures.

Measurable Skill Gains are the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains towards such a credential or employment. Measurable skill gains are defined as documented academic, technical, occupational or other forms of progress toward a postsecondary credential or employment.

<https://www.dli.pa.gov/Businesses/Workforce-Development/Documents/WIOA-Performance-Reporting.pdf>

Providers are also expected to meet locally identified goals.

DCWDB Secondary Indicators of Performance

- Enrollment of WIOA eligible Adults/Dislocated Workers/Youth
- Completion of training
- Employment related to training

Contract Performance Monitoring

The provider must regularly track and monitor data related to participation and outcomes, then use observations and evaluation to ensure continuous program improvement. The provider is required to provide DCWDB with timely reports and supporting documentation that clearly demonstrate program enrollment, participation, activity compliance, progress, outputs and outcomes. DCWDB will work with the provider to understand reporting requirements and program exiting procedures, and reporting outcomes and performance. Reporting frequency and content are subject to change at the discretion of DCWDB. Possible areas of reporting include but are not limited to:

- Outreach activities
- Referrals and enrollments
- Activities occurring in the PA CareerLink®
- Activities and services clients are engaged in
- Participant and employer stories; included successes and major challenges
- Barriers to employment faced by clients
- Efforts to remediate barriers to employment, including related results
- Credentials attained, including credentialing program characteristics
- Job placements and retentions
- Client wages and benefits
- Incentives issued to clients
- Business engagement efforts
- Partner referrals
- Customer satisfaction rates

Commonwealth Workforce Development System (CWDS)

The provider will be required to utilize the Commonwealth Workforce Development System (CWDS) as the information system of record for all participant and employer communication, service provision and other program activity and must ensure that all data is entered accurately and in a timely manner, adhering to all applicable data rules, regulations, and entry time requirements. Staff must be fully competent in utilizing CWDS. DCWDB will utilize data from CWDS, as well as data collected from other sources, to determine program compliance and evaluate the performance of the provider.

The provider will follow guidelines for proper use of CWDS provided by DCWDB and maintain internal protocols for uniformed and detailed case notes to ensure clear and consistent tracking and documentation of progress throughout the program. The provider will participate in data quality, validation and compliance activities required by DCWDB, as well as regular meetings and review of performance reports, and other written reports when requested.

The provider will identify staff members whose work requires access to CWDS and submit applications for CWDS access per local protocols, subject to approval by DCWDB. Appropriate staff members to

PY 24 RFP A/DW/Y Training Services

receive CWDS access include Case Managers, Career Advisors, and other staff members who have regular contact with participants or whose work requires monitoring and oversight of participant data maintained in CWDS. CWDS account credentials and login information may not be shared between staff members or other individuals. The provider must submit notification if any staff member with CWDS access is terminated, voluntarily or involuntarily, within 24 hours of termination.

Use of a private, secondary database is prohibited.

Records and Documentation

The provider must retain, secure, and ensure the accuracy of all program files and records, whether related to clients, employers, or general operations, in compliance with related federal and state regulations, and DCWDB record retention requirements. The provider must allow DCWDB and representatives of other regulatory authority's access to all records, program materials, staff and participants related to this Agreement.

The provider is responsible for maintaining and securing participant case files at all times, as well as ensuring privacy and protection of all personal information collected from participants per applicable laws, regulations and DCWDB policies. Accurate documentation showing evidence of time spent in activities and work are critical to meeting performance. Case files are the property of DCWDB and must contain a variety of documentation including but not limited to:

- Identification and contact information
- Release of Information Form
- Assessment information and service plans
- Attendance forms, time sheets and excused absences
- Client contacts and updates
- Job search logs, time and attendance sheets
- Employment Verification Forms (EVF) and paystubs
- Verification of retention
- Other relevant forms and information

The provider will participate in regular data and document validation requests initiated by DCWDB, responding to such requests in a timely manner, according to the deadlines defined by DCWDB. To effectively respond to data and document validation requests by DCWDB, the provider must have ready access to client data and documentation, and the capacity to send client data and documentation to DCWDB electronically. When transmitting client data and documentation to DCWDB in response to such requests, the provider will utilize a secure online application, as determined by DWDB and follow all related privacy rules and regulations.

Role of DCWDB

DCWDB is responsible for all levels of program monitoring, compliance, and evaluation for all activities of the Delaware County WIOA programs. The provider is required to keep good records and collect data that will help DCWDB comply with such requirements.

DCWDB Responsibilities: DCWDB will monitor, evaluate, and provide guidance and direction to the provider in the conduct of services performed. DCWDB has the responsibility to determine whether the provider has spent funds in accordance with applicable laws and regulations, including federal audit requirements and will monitor the activities of the provider to ensure such requirements are met. DCWDB may require the provider to take corrective action if deficiencies are found.

The Provider's Responsibilities: The provider will permit DCWDB to carry out monitoring and evaluation activities, including any performance measurement system required by applicable law, regulation, and funding source guidelines, and the provider agrees to ensure, to the greatest extent possible, the cooperation of its agents, employees and board members in such monitoring and evaluation efforts. The provider shall cooperate fully with any reviews or audits of the activities by authorized representatives of DCWDB or federal or state agencies and the provider agrees to ensure to the extent possible the cooperation of its agents, employees, and board members in any such reviews and audits. The provider will make available all books and records, including payroll and attendance records of participating employees, subject to inspection by DCWDB, federal or state agencies and others for auditing, monitoring, or investigating activities. Said books and records shall be maintained in compliance with applicable federal, state, and local laws as well as DCWDB policies. If the provider receives notice of any litigation or claim, the provider shall retain records until otherwise instructed by DCWDB.

Submission Instructions

Proposal Content

Executive Summary (1-page maximum)

The Executive Summary should include the bidder's vision/mission statement and a summary of the proposed program.

Statement of Work (10 pages maximum)

Program Specifications (15 points)

1. Describe the proposed staffing structure. Provide job descriptions and resumes. Note: All staff resumes will be required at contracting.
2. Describe onboarding and ongoing professional development for staff funded under this proposal.
3. How will this program support the overall operations of the PA CareerLink® site?

Program Components (30 points)

1. Describe the WIOA enrollment process including the assessments and development of an Individual Employment Plan (IEP) or an Individual Service Strategy (ISS). Who will be responsible for each activity including data entry and data quality review?
2. Describe the process for identifying barriers to employment then providing access to and documenting the use of supportive services. Include WIOA-funded supportive services, services via a PA CareerLink® partner, and services from an outside organization.
3. Describe Career and Occupational Training Advising. Include use of Labor Market Information, career pathway planning, and assessing fit for training programs. Give details on financial education including use of wage data, FAFSA and school-based financial aid, and personal finance.
4. Describe how participants will achieve training-related employment. Include employment preparation like resume review, practice interviews as well as leverage the business services for job search.
5. Describe the process to support exited participants for 12 months.

Goals and Outcomes (20 points)

1. Provide PY 22 & PY 23 final performance results. If PY 23 results are not finalized provide a projection.
2. Provide planned WIOA primary performance goals. Include percentages for each performance goal. Provide planned DCWDB secondary performance goals.

WIOA Primary Indicators of Performance

Adult	PY 22	PY 23	Proposed
Employed 2nd Quarter After Exit			
Employed 4th Quarter After Exit			
Credential Attainment Rate			
Measurable Skill Gains			
Median Earnings			
Enrollment of WIOA eligible Adults			
Completion of training			
Employment related to training			
Dislocated Worker	PY 22	PY 23	Proposed
Employed 2nd Quarter After Exit			
Employed 4th Quarter After Exit			
Credential Attainment Rate			
Measurable Skill Gains			
Median Earnings			
Enrollment of WIOA eligible Dislocated Workers			
Completion of training			
Employment related to training			
Youth	PY 22	PY 23	Proposed
Employed 2nd Quarter After Exit			
Employed 4th Quarter After Exit			
Credential Attainment Rate			
Measurable Skill Gains			
Median Earnings			
Enrollment of WIOA eligible Youth			
Completion of training			
Employment related to training			

3. Describe internal continuous improvement process including participant feedback.

Agency Experience (15 points)

1. Describe your experience in providing these or similar proposed services, including the number of years of experience, program year(s) funded, number of participants served, and outcomes achieved.
2. Describe how your organization collaborates with other community providers.

Fiscal Plan (20 points)

1. Provide a brief narrative justifying the proposed budget.
2. Describe your ability to be compliant with program reporting and record-keeping and the capability to generate accurate and timely fiscal and programmatic reports to the DCWDB as required.
3. Describe procedures in place to ensure accounting records are supported by source documentation for each transaction.
4. Describe what procedures are in place to assure that allowable costs will be limited to those necessary and reasonable for and directly related to the proper and efficient operation of the program.
5. Provide job descriptions for fiscal positions funded under this proposal that include duties and responsibilities necessary to implement the fiscal activities required by DCWDB.

Submission Instructions

Submission of Proposals

Proposals will only be accepted by email and must be received no later than 5:00 p.m. EST on May 6, 2024. The proposal must be emailed to Kate McGeever mcgeeverk@co.delaware.pa.us with a subject line of "WIOA Training Services- Bidder's Name"

Proposals received after this time and date will not be considered for review. Timely receipt of the proposals is the sole responsibility of the proposer.

Bidders' Conference and Questions

A bidders' conference will be held virtually on March 20, 2024, at 1pm. Registration by email to baselicec@co.delaware.pa.us will be required. At the conference, the DCWDB staff will review the requirements of the RFP and accept questions from the attendees regarding the RFP. All interested applicants are encouraged to attend, although attendance is not required to submit a proposal. A recording of the bidders' conference and any Q&A will be posted to <https://www.delcoworks.org/request-for-proposal/>

Miscellaneous Requirements

DCWDB:

- Will not be responsible for any expenses incurred by any organization in preparing and submitting a proposal. All proposals shall provide a clear and concise delineation of the organization's capabilities to satisfy the requirements of this RFP. Emphasis will be on completeness and clarity of content.
- The submission of this RFP does not commit DCWDB to award a contract or to procure or contract for services or supplies.
- It is the expectation that applicants to this RFP become proficient in their understanding of WIOA services and subsequent regulations and be prepared to adjust programming as necessary to comply with future regulations.
- Reserves the right to negotiate separately with all sources deemed qualified, allow staff to negotiate final budgets and to cancel or amend any part of this RFP.
- Reserves the right to request clarification of proposals submitted if such does not affect the performance of the proposal, and to adjust any conflicting administrative or programmatic requirements that may occur prior to or after the contracting process based upon current or proposed legislative activity.
- May elect to contract with one or any number of providers for the services as set forth by this RFP.
- The contents of this proposal submitted by providers awarded funds and this RFP will become part of the contract for these services.

- Price information provided in the successful proposal(s) is a matter of public record under Commonwealth bidding procedures. If a proposal contains any other information that the respondent considers confidential, each sheet of such information must be so marked. Confidential information will not be revealed or discussed with competitors.
- Assumes no responsibility for proposals undeliverable by e-mail. Submissions by fax and mail are not permitted.
- Applicants will assure that in administering any program contracted because of this RFP, will comply with the standards of conduct for maintaining the integrity of the project and avoid any real or apparent conflict of interest in its administration. The respondent shall notify the County of any potential conflict of interest.
- The DCWDB reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
- Applicants shall not under penalty of law offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the DCWDB for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
- Reserves the right to deny a contract renewal based on non-compliance with the requirements set forth in the RFP, the corresponding contractor proposal and/ or non-compliance with any requirements DCWDB deems relevant.
- An official authorized to bind the responder to the provisions of this RFP must sign the proposal. The proposal remains valid for one hundred twenty (120) days after the date of submission.
- A forty-five (45) day evaluation and contract negotiation period may be needed. Therefore, start dates should be at least forty-five (45) days after the submission date and include ample implementation time

How We Choose

Minimum Qualifications

Eligible lead applicants include non-profit and for-profit providers, private sector entities, educational institutions, governmental agencies, community-based providers, and other entities operating in accordance with federal, state, and local law, and in business for at least three years. Applicants must be an incorporated organization. Eligible lead applicants must be in good standing with the federal government, registered in the System for Award Management, not debarred, and have proof of insurance and FIEN/EIN number. Providers currently barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a Federal, State, City, or County department/agency, a quasi-governmental agency, or Delaware County Workforce Development Board (DCWDB) are ineligible to apply.

Applicant Competency – All applicants must have the technical competence, knowledge and expertise, management and administrative capabilities and capacity, professional staff, financial resources and stability, and administrative and fiscal systems to carry out the work described in this RFP. Applicants must meet high standards of public service and fiduciary responsibility. DCWDB requires assurance that the selected applicant’s performance of the terms and conditions of any agreement resulting from this RFP be undertaken in accordance with the highest level of integrity and business ethics.

Evaluation Criteria

A DCWDB review team will independently evaluate each proposal. Selection will be made based on the criteria listed below. A proposal *must* receive a minimum total score of 65% to be considered for funding.

PROPOSAL SECTIONS	POINTS AWARDED PER CATEGORY
Program Specification	15
Program Components	30
Goals and Outcomes, including past performance if returning contractor	20
Agency Experience and Expertise	15
Fiscal Plan	20
Total	100

DCWDB seeks to contract with providers that not only have expertise and capacity to be responsible stewards of public workforce funds, but also models the job quality practices we hope to advance among employers. Below are descriptions of the abilities and practices required from all successful DCWDB contractors.

The administrative load of implementing a workforce development program funded by DCWDB is significant. Compliance with the policies and regulations from the US Department of Labor, the PA Department of Labor and Industry and DCWDB must be addressed within the design of providers and the administrative structure. It is required that successful bidders and subsequent contractors will have the administrative capacity to work closely with DCWDB staff to maintain program compliance throughout the program year through technical assistance training, professional development, regular check-ins, open communication and timely reporting.

Data entry and overall case management requirements are also significant and consideration for such must be planned for in staffing models and case load capacity. The fiscal administration of the program requires the ability to potentially track spending across multiple funding streams according to both participant-based funding eligibility and an established cost-allocation model. DCWDB requires documentation of all expenses to be submitted with invoices that may include, but not be limited to receipts, general ledgers, timesheets for staff and/or participants and payroll ledgers in order to document allowable costs for reimbursement. Proposals must demonstrate the administrative capacity for maintaining both fiscal and program compliance in order to be considered for this solicitation.

Selection Process, Award, and Protest Procedures

Selection Schedule (subject to change)

Public notice March 13-15, 2024

Release RFP on website March 18, 2024

Bidder's Conference March 20 at 1pm

Proposals due May 6 at 5pm

Notify contractors June 14, 2024

Start date for contract July 1, 2024

Award

The actual amount of awards will be based on proposed budgets, availability of funds, and standards for use of public funds (all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories). DCWDB is unable to define with certainty the funding allocation that will be made available for any agreement resulting from this RFP. DCWDB reserves the right to vary or change the terms of any contract executed as a result of this RFP, including funding levels, the scope of work, performance standards, and shortening or extending the contract period, as it deems necessary and in the best interests of DCWDB. The proposal most advantageous to DCWDB in terms of quality and cost will be recommended for funding.

PY 24 RFP A/DW/Y Training Services

The proposals submitted in response to this solicitation is not a legally binding document. However, the contents of the proposal of the successful bidder will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award. Staff will negotiate and execute contracts with the bidder approved for funding. These discussions will take place after final funding approval and may include such items as budget, cost, program design, service levels, location, target population, projections, and clarifications.

Protest and Appeals Process

This Request for Proposal contains an allowance for written appeals for disputes involving this procurement action. Appeal dispute sources may include, but are not limited to:

- Unfair competition in the decision-making process
- Illegal/improper act or violation of law

Written appeals must be made to Kate McGeever, Executive Director, Delaware County Workforce Development Board. All disputes will be reviewed by the Executive Director and LMC with written response in twenty (20) days. If appealed, the DCWDB's decision is final

Terms and Conditions

Providers must follow all federal, state, local, and DCWDB laws and guidance. This includes, but is not limited to:

- Delaware County Workforce Development Board Policy Manual <https://eadn-wc04-6631928.nxedge.io/wp-content/uploads/2022/12/DCWDB-Policy-Manual-2022-23.pdf>
- Financial Management Guide Pennsylvania Department of Labor & Industry <https://www.dli.pa.gov/Businesses/Workforce-Development/Documents/Current-Directives/Financial-Management-Guide-2021.pdf>

Equal Opportunity and Nondiscrimination

The respondent assures that WIOA-funded services, activities and agreements will comply fully with the provisions of WIOA, Section 188, Nondiscrimination and Equal Opportunity regulations (29 CFR Part 38), Title VI of the Civil Rights Act of 1964, The Americans with Disabilities Act of 1990, The Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973 and Title IX of the Education Amendments of 1972 and practice Diversity, Equity and Inclusion

Overview of Administrative Requirements

At a minimum, all Provider organizations must meet the Standards for Financial and Program Management found at 2 CFR 200 in the OMB Uniform Guidance, as well as any regulatory requirements related to the funds. Your organization's financial management system must provide for the following:

Tracking spending on multiple individual funding streams: Identification, in its accounts, of all Federal awards received and expended and the Federal programs under which they were received. Federal program and Federal award identification must include, as applicable, the CFDA title and number, Federal award identification number and year, name of the Federal Agency, and name of the pass-PY 24 RFP A/DW/Y Training Services

through entity.

Fiscal reporting on an accrual basis: Accurate, current, and complete disclosure of the financial results of each Federal award or program in accordance with the reporting requirements set forth in 2 CFR 200.327 Financial Reporting and 200.328 Monitoring and Reporting Program Performance. If a federal awarding agency requires reporting on an accrual basis from a recipient that maintains its records on other than an accrual basis, the recipient may develop accrual data for its reports on the basis of an analysis of the documentation on hand. Similarly, a pass-through entity must not require a Provider to establish an accrual accounting system and must allow the Provider to develop accrual data for its reports based on an analysis of the documentation on hand.

Maintaining documentation supporting all spending and assets: Records that identify adequately the source and application of funds for federally funded activities. These records must contain information pertaining to Federal awards, authorizations, obligation, unobligated balances, assets, expenditures, income, and interest and be supported by source documentation.

Maintaining internal controls that ensure compliance with all funding regulations: Control over, and accountability for, all funds, property, and other assets. The non-Federal entity must adequately safeguard all assets and assure that they are used solely for authorized purposes. See § 200.303 Internal Controls.

Producing a budget to actual report: Comparison of expenditures with budget amounts for each Federal award.

Processing payments on a reimbursement basis: Written procedures to implement the requirements of § 200.305 Payment.

Budgeting and spending funds in allowable cost categories (i.e., direct, indirect, program, and admin costs) Written procedures for determining the allowability of costs in accordance with Subpart E - Cost Principles of this part and the terms and conditions of the Federal award.

Attachment A: Proposal Cover Sheet

Agency Name: _____
 Agency Address: _____
 Agency Website: _____
 Contact Person: _____
 Contact Information: Phone#: _____ E-Mail: _____
 Total Funds Requested: \$ _____
Proposed enrollment: _____
Proposed site (Chester or Media): _____

AGENCY STATUS: (Check all that apply)

<input type="checkbox"/>	Non-Profit	<input type="checkbox"/>	For-Profit
<input type="checkbox"/>	Corporation	<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Governmental	<input type="checkbox"/>	Local Education Agency
<input type="checkbox"/>	Labor Union	<input type="checkbox"/>	Business or Trade Organization
<input type="checkbox"/>	Labor Management Organization	<input type="checkbox"/>	Industry Association
<input type="checkbox"/>	Private Licensed School by Pa. Dept of Ed	<input type="checkbox"/>	Community-Based Organization

Number of Years in Operation: _____ Federal I.D. # _____

Number of years operating the program model being proposed: _____

Number of years operating the same or similar model being proposed _____

In compliance with this RFP format, and subject to the conditions thereof, the undersigned offers to furnish the services requested and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named above.

Contractor (Agency)

Date

Printed Name & Title of Authorized Signatory

Signature of Authorized Signatory

	Required Attachments with Proposal, will not count toward page limits		If awarded a grant, Required Documents with First Invoice
	Organizational Chart		Data entry policy
	Resumes/Job Descriptions of key roles		Fiscal policy
	Participant Flow Chart		Program policy
	Outcomes Chart		All staff resumes