



CAPITAL WORKFORCE PARTNERS
ONE UNION PLACE
HARTFORD, CT 06103

REQUEST FOR PROPOSALS (RFP)

INITIAL PERIOD OF PERFORMANCE:
JULY 1, 2019 – JUNE 30, 2020

ONE-STOP SERVICES

FUNDED UNDER
THE FEDERAL WORKFORCE INNOVATION AND OPPORTUNITY ACT
AND
STATE OF CONNECTICUT
JOBS FIRST EMPLOYMENT SERVICES

ISSUED ON
January 7, 2019

TIMELINE

RFP Released	Monday, January 7, 2019
Letter of Intent	Monday, January 28, 2019
Bidder's Conference	Tuesday, February 5, 2019
Deadline for Questions	Wednesday, February 13, 2019
Q & A Published	Wednesday, February 20, 2019
RFP Deadline	Tuesday, March 19, 2019
Evaluation of Responses	Tuesday, April 9, 2019
Committee Interviews Finalist	Wednesday, April 17, 2019
WDB Decision	Wednesday, May 29, 2019
Contract Start Date	Monday, July 1, 2019

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PART I. BACKGROUND AND GENERAL SOLICITATION INFORMATION

A. Background Information

Capital Workforce Partners (CWP) is a private, non-profit corporation. Under the mandate of federal legislation, the Workforce Innovation and Opportunity Act of 2014 (WIOA), the Governor of Connecticut, along with the Local Chief Elected Officials (CEOs) for the North Central Region, has designated CWP as the regional workforce development board and administrator for the North Central Region encompassing 37 central Connecticut (CT) municipalities. CWP administers WIOA programs in the North Central Region in compliance with WIOA Section 107 and 20 CFR Parts 679 through 681.

CWP's mission is to leverage public and private resources to produce skilled workers for a competitive regional economy. CWP strives to implement and coordinate an effective Workforce Development System that creates economic and employment partnerships among service providers, job seekers and employers in a way that enhances the economic vitality of all.

CWP is governed by a Board of Directors and Local Chief Elected Officials (CEOs) for the North Central Region, working through the Local Chief Elected Official Consortium, consisting of 37 chief elected officials in the North Central Region. A majority of the CWP Board of Directors' members represent private sector businesses.

The North Central Region includes the following 37 towns and cities:

Andover	East Granby	Granby	Plymouth	Suffield
Avon	East Hartford	Hartford	Rocky Hill	Tolland
Berlin	East Windsor	Hebron	Simsbury	Vernon
Bloomfield	Ellington	Manchester	Somers	West Hartford
Bolton	Enfield	Marlborough	South Windsor	Wethersfield
Bristol	Farmington	New Britain	Southington	Windsor
Burlington	Glastonbury	Newington	Stafford	Windsor Locks
Canton	Plainville			

B. Services Solicited

The intent of this Request for Proposal (RFP) is to solicit competitive proposals from organizations with expertise in workforce development to implement CWP's One-Stop service delivery model to closely link workforce development with business needs and achieve workforce system goals.

The specific service components are:

Function I: Career Development, Preparation and Customer Management Services

Function II: Business Services

Function III: Online Learning Facilitation, Support and Capacity Building

Services will be delivered through the region's six One-Stop centers in Hartford, New Britain, Manchester, Bristol, East Hartford and Enfield, Connecticut and a satellite located at main branch of the Hartford Public Library.

Proposers must submit a response describing their capacity to deliver all three functions within the North Central One-Stop system. These services are described in detail in Part III of the RFP. CWP seeks proposals that demonstrate innovative approaches to service delivery and embrace technology as fundamental to the One-Stop system.

Respondents to the RFP must be capable of fulfilling all components of the RFP as only one contract will be awarded. Applicants may be a non-profit or for-profit entity and may include partners (subcontractors to lead applicant) to deliver one or more service function; however, there must be a single management structure, with one project director to serve as the single point of contact with CWP, in order to ensure effective delivery of service and accountability. The applicant must identify proposed subcontractors in the proposal; CWP will not allow subcontracts with entities not named in the proposal. The lead applicant will be fully accountable for all deliverables and performance outcomes, regardless of the role of subcontracted partners.

The successful respondent will demonstrate a strong commitment to the North Central CT workforce system, the capacity to drive One-Stop system effectiveness through innovation and the use of technology, and to perform all functions described in Part III of this RFP at the direction of CWP.

C. The North Central One-Stop System: Vision, Goals, and Guiding Principles

The One-Stop system is a partnership among numerous organizations, with CWP and CTDOL the core partners delivering services onsite in the One-Stop centers. Additional mandatory partners include adult education, Job Corps, Department of Rehabilitative Services (DORS), Department of Social Services (DSS), and others including post-secondary technical education providers, employment and training providers funded by HUD and Community Services Block Grants, USDOL Native American and Migrant Seasonal Farmworker Programs. The contractor selected through this RFP will be required to coordinate services and support and maintain effective relationships with these partners under the direction of CWP and its One-Stop Operator.

Vision: The CWP vision for the North Central Connecticut region's One-Stop System is to positively impact economic development by increasing the competitiveness of the workforce.

Goal: The goal for the North Central One-Stop System is to empower customers seeking services at the American Job Centers to obtain middle skill jobs, and to achieve workforce program performance.

Guiding Principles: For the best outcomes for job seeker and employer customers the following guiding principles will be followed:

- Business Services is demand driven, with the capacity to understand business needs and match jobseekers with current openings
- Empower job seeker customers seeking services at North Central American Job Centers to get to work in middle skill jobs and achieve workforce program performance through occupational training and job placement
- Focus on intense career preparation and placement
- Provide short-term skill development opportunities to a greater proportion of AJC customers through Workforce Investment and Opportunity Act
- Maximize technology-based training options in American Job Centers
- Increase use of technology to decentralize service delivery as we establish satellites with limited staffing resources
- Continue the competitive scholarship application process for training through Individual Training Accounts (ITAs)
- Target ITAs only to programs in priority sectors with proven results
- Adopt an efficient staffing structure to improve customer service and establish performance accountability
- Utilize Youth Liaisons to better serve Opportunity Youth AJC customers
- Use performance data to inform decisions on service delivery

WIOA Goals: WIOA establishes six primary indicators of performance. Proposers should read the WIOA performance and accountability guidance published August 23, 2017 in TEGL 10-16 Change 1; the TEGL contains detailed definitions, operating parameters, and calculation methodologies for each measure.

These goals for 2019-20 have been negotiated by CWP and CTDOL:

Performance Measure	Adult Goal	Dislocated Worker Goal
Employment (Second Quarter after Exit)	71.5%	76.5%
Employment (Fourth Quarter after Exit)	69.5%	77.0%
Median Earnings (Second Quarter after Exit)	\$4,900	\$7,300
Credential Attainment Rate	70.5%	70.5%
Measurable Skill Gains	<i>Baseline</i>	<i>Baseline</i>
Effectiveness in Serving Employers	<i>Baseline</i>	<i>Baseline</i>

CWP establishes contract goals designed to ensure that these goals are met at the regional level.

Jobs First Employment Services (JFES) Goals: JFES program goals are to 1) enable TFA recipients, through employment, to become independent from cash assistance by the end of the 21-month time limit established by state law; 2) enable TFA recipients who become independent from cash assistance to remain employed and independent of TFA with the goal of placing them on a path to self-sufficiency, and 3) ensure that federally established participation rates are met through employment of TFA recipients and engagement in other allowable Jobs First Employment Service work activities deemed appropriate based on assessment of customer needs.

The JFES performance measures established by the State of Connecticut are:

Measure	Goal
Entered Employment	50%
Employed at \$687/month (TFA standard + 90)	50%
Employed at \$1,649/month (FPL)	25%
Employment retention: 2 consecutive quarters	60%
Employment retention: 3 consecutive quarters	40%

CWP Strategic Goals: In addition to the general requirements of WIOA and JFES, CWP has developed the following local strategic goals:

- Improve employment outcomes for underserved populations
- Improve access to recognized post-secondary credentials
- Collaborate regionally with partner organizations and employers to align programs and cultivate sector partnerships for in-demand industries
- Continue to build out employer-driven services (as system customers)
- Measure/report on programs and services to ensure transparency/accountability

Proposers should demonstrate the capacity to deliver services that align with CWP priorities and enhance the opportunity for the Region to meet the goals outlined in its Strategic Plan.

For information more on CWP, its mission and strategic plan, please go to www.capitalworkforce.org.

D. Planned Procurement Timeline

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Contract Start Date	Monday, July 1, 2019

E. Period of Performance

Contracts will be awarded for a one-year period, July 1, 2019 through June 30, 2020. Contracts may be renewed for up to three additional one-year periods, contingent upon funding availability and satisfactory performance. Contract renewals will be at the sole discretion of CWP.

F. Funding Levels

CWP utilizes multiple funding sources to support One-Stop operations. Funds for contractor services described in this RFP will be primarily allocated from the Jobs First Employment Services contract funded by the State of Connecticut Department of Labor and from the North Central Region's allocation of federal Workforce Innovation and Opportunity Act (WIOA) funding – WIOA Adult and Dislocated Worker. The contract will be executed for one year, with the option to renew for up to three years based upon funding availability, contractor performance, and regional need.

Current funding for One-Stop functions in Program Year 2018-19 is \$5.4 million; CWP is projecting similar funding availability for Program Year 2019-20 One-Stop functions. This projection is intended as a guideline for proposers and is subject to change based upon final 2019-20 State and Federal allocations.

Respondents to the RFP must propose their management structure based on the number of front-line staff. Organizational/corporate level management and local on-site management must be clearly delineated in an organizational chart and in the budget. At minimum, a site manager must be designated at each of the six One-Stop centers, and the proposer must provide adequate supervision to front-line staff.

G. Definitions

For purposes of this RFP, the following definitions will be used:

Career Competencies: Eight skill areas identified by CWP as necessary for employment and career advancement. The Competencies are: basic skills (math, reading, and writing), computer literacy, customer service, problem-solving and decision-making, interpersonal communications, personal qualities, job-seeking skills and financial management skills.

Career Development and Preparation Services: The provision of a customer-centered approach in the delivery of job and career counseling services, designed to prepare and coordinate workforce services for registered WIOA customers and JFES customers.

Career Station: A cluster of four PCs for use by job seekers individually or in small groups.

CTDOL: The Connecticut Department of Labor.

CTHires: The online Management Information System used to support case management and tracking of all activities for customers in the WIOA, JFES and Wagner-Peyser employment program provided by CTDOL.

ETA: The Employment & Training Administration of the USDOL; ETA provides oversight, management and regulatory and policy implementation for WIOA programs.

ETO: Efforts to Outcomes is the online case management and data collection system used by CWP to track program activities and outcomes. ETO is licensed from Social Solutions.

ITA: Individual Training Accounts (ITAs) or Career Scholarships: Job training available under WIOA adult and dislocated worker programs and JFES is set up as a voucher account whereby a customer who has been approved for an ITA can access funds for tuition, books, supplies and other training costs.

JFES: Jobs First Employment Services is the program administered by the CT Department of Labor to provide job preparation and employment services to TFA recipients. JFES is contracted in CT to the Regional Workforce Investment Boards.

Jobs Funnel: A community-based CWP initiative to prepare individuals for careers in construction trades. Services include pre-employment and life skills training, math skills remediation, case management, and placement into apprenticeships and jobs.

OJT: On-the-Job training is a customized program at a specific employer where that employer hires the trainee and receives reimbursement for the extraordinary cost of training an under-skilled, less productive employee, generally based upon a portion of the employee's wages.

One-Stop American Job Center: An integrated service delivery system for labor, employment, training and education programs designed to provide an array of services to job seekers and employers, with the goal to enhance the effectiveness and coordination of these services. In CT, many One-Stop Centers are integrated with CTDOL's Wagner-Peyser employment services through the One-Stop centers. American Job Center is currently the One-Stop brand in CT. This RFP will use the term One-Stop center to refer to the American Job Center locations or offices.

Online and Technology-Based Services for Job Seekers: Short-term training in the CWP core career competencies of basic skills, customer service skills, computer literacy, problem solving, critical thinking, and job-keeping skills. The duration of instruction in a competency generally ranges from 5 to 25 hours.

SMART Classroom or Online Learning Center: A learning lab within the One-Stop center equipped with a "SMART" board, instructor PC and 10 to 20 student PCs.

TAA: The Trade Adjustment Assistance Act is a USDOL training program for workers who become unemployed when their jobs are outsourced to other countries.

TANF: Temporary Assistance for Needy Families authorized through the Personal Work and Responsibility Act.

TEGL: Technical Employment Guidance Letter, policy document issued by the Employment and Training Administration of USDOL.

TFA: Temporary Family Assistance, the State of Connecticut's public cash assistance for needy families with children. In Connecticut, this is the successor to AFDC (welfare).

USDOL: The United States Department of Labor.

Wagner-Peyser Act of 1933: The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Act was amended in 1998 to make the Employment Service part of the One-Stop services delivery system.

WDB: Workforce Development Board; CWP is the WDB for North Central CT covering 37 towns.

WIOA: The Workforce Innovation and Opportunity Act, the federal workforce system legislation to be implemented July 1, 2015.

Youth: For purposes of WIOA eligibility, an Opportunity youth (AKA Out of School Youth) is an individual between the ages of 16 and 24. In School Youth are between the ages of 14 and 19 and enrolled in secondary or post-secondary school, including college.

PART II. GENERAL CONDITIONS & TERMS

A. General Conditions

The release of this RFP does not constitute an acceptance of any offer, nor does its release in any way obligate CWP to execute a contract with any proposer. CWP reserves the right to accept any offers, in whole or in part, on the basis of the general conditions set forth in this RFP, and to evaluate all accepted proposals on the criteria in this RFP.

CWP issues this RFP with the explicit understanding that minor and major changes may be made, up to and including the option to rescind this RFP in its entirety, if such is in the best interest of CWP.

Before preparing proposals, proposers should note that:

- CWP will not be liable for any cost incurred in the preparation of proposals or negotiation of contracts, including the costs of printing, copying, travel or staff compensation
- All proposals in their entirety will become the property of CWP upon submission
- The award of a contract for any proposed service is contingent upon:
 - Adequate financial resources or the ability to obtain them
 - The ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals
 - A satisfactory record of past performance
 - A satisfactory record of integrity, business ethics and fiscal accountability
 - The necessary organization, experience, accounting and operational controls
 - The technical skills to perform the work
 - Favorable evaluation of the proposal in relation to other proposals
 - Approval of the proposal by CWP
 - Successful negotiation of any changes to the proposal required by CWP

It is important that proposers have substantive knowledge and understanding of WIOA, JFES and TANF program requirements and the related state and federal rules and regulations; accordingly, CWP will make WIOA, JFES and TANF related documents available to proposers during the course of this solicitation.

CWP reserves the right to negotiate the final terms of all contracts with successful bidders. Items that may be negotiated include, but are not limited to, type and scope of services, costs and prices, schedule of services, target groups, geographic goals and service levels.

Likewise, CWP also reserves the right to accept any proposal as submitted for contract award without substantive negotiation of offered terms, services, or costs. Therefore, proposers are advised to propose their most favorable terms initially.

CWP is responsible for final review and evaluation of proposals and selection of service providers and reserves the right not to fund any or all proposals. Proposals must be complete and must follow the format outlined in this RFP.

By submission of the proposal, the proposer certifies that in connection with this proposal:

- The costs in the proposal have been arrived at independently without consultation, communication or agreement, for the purpose of restricting competition as to any matter relating to such costs with any other proposer or with any competition
- Unless otherwise required by law, the costs which have been quoted in the proposal have not been knowingly disclosed by the proposer, and will not be disclosed by the proposer, prior to award directly or indirectly to any other proposer or to any competition
- No attempt has been made by the proposer to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition
- The proposer shall agree that no employee, member/partner, either paid or unpaid which shall also include immediate family members of the aforementioned, shall engage in any CWP activity relating to the participation in the selection, award or administration of contracts supported by WIOA funds
- Person(s) signing the proposal, certify that person(s) in the proposer's organization who is legally responsible within that organization for the decision to offer the proposal have not participated, and will not participate, in any action contrary to Section II, A.8. as stated above

Proposals will be received and maintained consistent with applicable Connecticut open records laws. Due regard will be given to the protection of proprietary information contained in all proposals received. However, bidders should be aware that all materials associated with this procurement are subject to the terms of the Freedom of Information Act, the Privacy Act and all rules, regulations and interpretations resulting there from. It will not be sufficient for bidders merely to state generally that a proposal is proprietary in nature and therefore not subject to release to third parties.

Any bidder awarded funds to provide services will be expected to operate services of professional quality, maintain proper programmatic and fiscal controls, submit timely reports as required, and comply with the requirements of the OMB Uniform Guidance set forth at 2 CFR Part 200, the WIOA statute, regulations and policies. Contractors must ensure that programs are administered with safeguards against fraud and abuse as set forth in the WIOA regulations; that no portion of the WIOA program will discriminate against, deny benefits to, deny employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, handicap, or political affiliation or belief. Moreover, programs must comply with the Americans with Disabilities Act [ADA], which requires, among other things, that all programs be fully accessible to persons with disabilities or be linked with programs of equal quality, which are accessible.

Proposers are encouraged to read this entire RFP before preparing and submitting a proposal. Proposals that do not follow the general format, do not include all the minimum requirements specified, including the required documentation and certifications in this RFP, and/or are not submitted by the due date and time will not be considered for funding.

B. Notification and Distribution

The RFP is available for distribution on January 7, 2019, at 4:00 p.m. EST on the CWP website at www.capitalworkforce.org. Additional reference material can be obtained from the following web sites: www.capitalworkforce.org; www.doleta.gov, www.ctdol.state.ct.us/WIA/WIOA.htm, www.ctdol.state.ct.us/weltowrk/weltowrk.htm, www.doleta.gov, and www.workforcegps.org.

Information relating to the RFP, including updates, amendments, minutes of the Bidder's Conference, and responses to questions submitted by email, will be posted to www.capitalworkforce.org. Interested proposers are responsible for monitoring the website for updates; CWP does not intend to send individual notification of updates directly to proposers.

C. Mandatory Letter of Intent and Bidder's Conference

Prospective proposers must submit a signed Letter of Intent by 5 p.m. EST January 28, 2019. The letter may be submitted via email to: RFP@capitalworkforce.org, via fax to 860-722-2486, postal mail, or hand delivery; all letters must be received by CWP no later than the specified deadline. Only those organizations that submit a Letter of Intent will be permitted to register for and attend the Bidder's Conference. Only organizations that submit a Letter of Intent and attend the Bidder's Conference will be determined responsive proposers and evaluated for this RFP.

CWP reserves the right to extend the deadline for Letters of Intent should the initial response be deemed insufficient. CWP may change scheduled due dates if it is to the advantage of CWP to do so.

Bidder's Conference: CWP will conduct a Bidder's Conference on Tuesday, February 5, 2019 from 9:00 a.m. to 11:00 a.m. Organizations that submit a Letter of Intent will be informed of the location of the Bidder's Conference. CWP staff will be present at that time to discuss the RFP and to answer questions. This session will be the only opportunity to interact with CWP staff to obtain such assistance. After the Bidder's Conference, CWP will accept written questions via email only to: RFP@capitalworkforce.org, through February 13, 2019; "RFP Question" must be written in the subject line. CWP will publish all questions and answers on its website, www.capitalworkforce.org, by February 20, 2019. No information will be provided to individual proposers.

D. Proposal Delivery and Specifications

All proposals (hardcopy and electronic versions) and modifications must be received no later than **Friday, March 19, 2019 at 5:00 p.m. EDT**, One Union Place, Hartford, CT, 06103.

The proposer is solely responsible for ensuring that anything sent to CWP arrives safely and on time. Any submission to CWP, including inquiries regarding the RFP, and/or proposals not received at either the specified place and/or by the specified date and time will be rejected and returned to the proposer unopened by CWP.

Proposals must be submitted in accordance with Part V: Solicitation Provisions of this RFP. Proposers are required to submit one (1) original proposal signed in blue ink, 3 paper copies and one electronic copy.

Issuance of this RFP is coordinated by:

Pamela Tonello, Chief Program Officer
Capital Workforce Partners
One Union Place
Hartford, CT 06103
860-899-3495
ptonello@capitalworkforce.org

E. Non-Appropriation and Cancellation

CWP may cancel any resulting executed agreement upon 30 days written notice and any said agreement shall be subject to Federal and/or State funding availability.

F. Eligible Proposers and Proposal Acceptance Criteria

Any organization legally able to do business in the State of CT, whether for-profit or non-profit, may apply. Proposers must submit evidence of their legal status in the form of a printout of their current business registration from the CT Secretary of State, or comparable agency from their home state, indicating the type of business (corporation, LLC, LLP, etc.).

No organization, nor its named partners or subcontractors, will be considered that:

- Has been debarred by an action of any government agency
- Has a previous contract with any governmental entity in Connecticut terminated for cause
- Has not complied with an official order of any agency of the State of Connecticut or the United States Department of Labor to repay disallowed costs incurred during their conduct of projects or services
- For any other good and just cause determined at the sole discretion of CWP

These provisions include any related entities of the Proposer.

CWP reserves the right to accept or reject any or all proposals received or portions thereof. At the discretion of CWP, all or part of this procurement may be cancelled or withdrawn, or may be declared failed and all, or portions of, the RFP reissued. CWP reserves the right to waive minor technical irregularities in offers received. During the technical review period, CWP reserves the right at its sole discretion and sole judgment to contact proposers for the purpose of offering them the opportunity to clarify any minor technical points, the determination of which is within the sole judgment and discretion of CWP.

CWP may accept projects or groups of services from different proposals if separation of projects and/or services is practical and independent pricing is available, unless the proposer qualifies their proposal by specific limitation. These services and/or projects may be combined with other services and/or projects at the discretion of CWP, unless the proposer qualifies their proposal by specific limitation.

The proposer must sign the assurances at Attachment B. The submission of a proposal in response to this RFP with signed Cover Page (Attachment A) is an affirmative act of agreement and/or assurance that the proposer and its collaborators shall comply with these requirements. If unable to comply with these requirements, please do not submit a proposal.

G. Award Process and Notification

CWP is soliciting One-Stop Services proposals based on historical financial data, with the expectation that it will receive notification of its Federal WIOA and State Jobs JFES funding allocations in April 2019. The size of the contract awarded will be dependent upon available funding.

Through this solicitation, the CWP Board of Directors will approve a proposal eligible for funding in May 2019; proposers will be notified of the decision on or after May 29, 2019.

Contract operations will begin July 1, 2019, contingent upon successful contract negotiations. If an award is made, the contract will be cost reimbursement.

Contracts may be renewed for up to three years after the initial year, contingent upon funding availability and satisfactory performance.

As stated, prospective proposers must submit a Letter of Intent by 5 p.m. EST January 28, 2019 to be considered for funding through this RFP. CWP reserves the right to extend the deadline for Letters of Intent should the initial response be deemed insufficient.

H. Appeal Procedure

The appeal process will consist of two levels: a debriefing and an appeal. The first level, a debriefing, can be requested over the phone or in writing. A debriefing must be requested within five working days of notification of non-award. In a debriefing, the discussion will be limited to a critique of the RFP response, i.e. specific information as to factors where the proposal manifested weakness and strength. Comparisons between proposals or evaluations of the other proposals will not be considered.

An appeal must be in writing and received by CWP within five working days of the debriefing. An appeal must identify an issue of fact concerning a matter of bias, discrimination, conflict of interest, or non-compliance with procedures described in the procurement document or CWP policy. Appeals not based on those conditions will be unilaterally rejected. Appeals will be rejected as without merit if they attach such issues as evaluator's professional judgment on the quality of a proposal or CWP assessments of its own needs or requirements. The President and CEO will issue a decision within five working days of receipt of written appeal. The decision will be final and conclusive.

I. General Contract Requirements

The contract awarded to the proposer selected through this procurement will include terms and conditions required to ensure compliance with WIOA and State of CT statutes and regulations. Proposers are encouraged to review CWP's current standard contract language to ensure that they understand and can accept the general and specific terms prior to award. Proposers who cannot agree to CWP's contract terms will not be awarded a contract and are advised not to submit a proposal. A copy of CWP's current standard contract is available for review at www.capitalworkforce.org. The standard contract is provided for informational purposes only; contract terms will be updated for 2019-20 to reflect changes in law, regulation, and/or CWP policy.

J. Conflict of Interest

CTDOL policy for conflict of interest for local Board membership:

No member of any Board shall cast a vote on the provision of services by that member or organization which that member directly represents, or vote on any matter, which would provide direct financial benefit to that member.

There will be no vendor representation on Board committees that make funding recommendations.

Board members who have vendor affiliations must disqualify themselves from any Board funding discussions and/or votes. This includes **direct and indirect** affiliation.

Additionally, Committee and Board members who are vendors should be excluded from the development of the RFP statement of work and the development of the evaluation and selection criteria.

CTDOL requirements adhere to 2 CFR 200.318(c)(1) general procurement standards codes of conduct:

“No employee, officer, or agent must participate in the selection, award, or administration of a contract supported by a Federal award if he or she has a **real or apparent** conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated therein, **has a financial or other interest** in or a tangible personal benefit from a firm considered for a contract.”

Proposers must consider the CWP and DOL Conflict of Interest policy and disclose any conflict of interest or the appearance thereof by completing the disclosure section of the Proposal Cover Sheet.

PART III. SPECIFICATIONS AND STATEMENT OF WORK

A. CWP Goals, Objectives, and Performance Measures

1. Program Goals

The contractor selected through this RFP will be accountable for the following performance goals:

- Achievement of target co-enrollment rate
- Achievement of 100% of WIOA employment standards
- Achievement of 100% of JFES performance measures
- Achievement of customer satisfaction rate at or above 75%

* Goals for the percentage of WIOA customers co-enrolled in non-WIOA/JFES programs will be established in the contract.

2. Continuous Improvement, Innovation and Capacity Building

CWP is committed to improving its One-Stop system on an on-going basis through staff development, the creation of new innovative techniques and strategies to serve a diverse range of job seekers, and the innovative use of technology to improve and expand services to job seekers, and businesses and to manage program delivery and design. The proposer's plans for staff development and for the use of technology are critical indicators of organizational capacity and will be considered in proposal evaluation.

3. Services

CWP's goal is to provide the following services to job seekers during Program Year 2019-20:

Function	Service	Target Population
I	JFES Case Management	JFES job seekers referred by DSS
I	Career Development & Preparation	JFES and WIOA eligible & enrolled job seekers
II	Business Services	JFES and WIOA eligible & enrolled job seekers
I	Individual Training Scholarships	JFES and WIOA eligible & enrolled job seekers
III	Online & Technology-Based Learning	WIOA & JFES enrolled job seekers

Note: Business Services will support Function I, with lead responsibility for achieving job placement outcomes.

For planning purposes, the numbers served at the One-Stop Centers from July 2017 through June 2018 (the last completed program year) are provided below:

One-Stop Center	JFES	WIOA Adult	WIOA DW	Total
Enfield	145	77	117	339
Hartford	2,385	474	278	3,137
Manchester	306	285	141	732
New Britain	1573	363	144	2,080
Total	4,409	1,199	680	6,288

Note: Data is not yet available for the Bristol and East Hartford centers, which opened during program year 2018-19.

CWP aggressively pursues funding opportunities at the state and federal level to increase workforce development initiatives in the region. CWP reserves the right to expand and enhance program services should new funding become available.

B. Service Delivery Requirements

CWP is seeking a provider to perform the functions of the North Central Region's One-Stop service delivery model through its One-Stop centers in accordance with the guiding principles described in Part I of this RFP.

Function I: Career Development, Preparation and Customer Management Services

Function II: Business Services

Function III: Online Learning Facilitation, Support and Capacity Building

These functions will be provided primarily at the six One-Stop centers in the North Central region, and one satellite location. The locations are:

Hartford: 3580 Main Street

Enfield: 170 Elm Street

Bristol: 430 North Main Street

Hartford Public Library Satellite: 500 Main Street

Manchester: 893 Main Street

New Britain: 260 Lafayette Street

East Hartford: 417 Main Street

Function I: Career Development, Preparation and Customer Management Services

The purpose of this function is to turn job seekers into qualified candidates for available jobs. The selected contractor will employ staff to deliver services designed to prepare job seekers for middle skill jobs and to meet the requirements of employers.

The successful proposer will demonstrate the capacity to develop and implement strategies to serve job seekers of all backgrounds and skill levels. CWP will prioritize services to diverse populations with barriers to employment in PY 2019-20, including persons with disabilities, ex-offenders, veterans and eligible spouses, people transitioning from homelessness, and long-term unemployed individuals.

Guiding Principles:

- Contractor should use strategies that directly link job seekers to available employment opportunities.
- Contractor should provide employment preparation directly linked to articulated employer needs.
- Contractor should provide job-readiness preparation for job seekers with skill gaps.
- Contractor should counsel and advise job seekers on opportunities in middle skill jobs in priority sectors.
- Contractor should deliver retention and career advancement services to help newly placed customers successfully navigate career pathways.

Specific responsibilities include, but are not limited to:

1. Contractor will coordinate customer flow with CTDOL in the six North Central One-Stop centers, including movement from Wagner-Peyser labor exchange and employment services to WIOA career development and preparation services, training and job placement.
2. Contractor will staff the front door and career resource center services at the Enfield @ Asnuntuck Community College, Manchester, New Britain, East Hartford @ Goodwin

College, Hartford Library and Bristol @ Tunxis Community College locations, and will provide support as needed at the Hartford One-Stop center location. Contractor will provide initial assessment, information regarding One-Stop center services and direction to services to meet the needs of job seekers.

3. Contractor will implement priority of service for veterans and eligible spouses in accordance with DOL and CWP policy, and will coordinate intake and services for veterans with CTDOL.
4. Contractor will implement priority of service for job seekers with disabilities and others with barriers in accordance with CWP policy.
5. Contractor will provide service management for all WIOA and JFES job seekers.
6. Contractor will provide intake, eligibility determination and certification, and follow-up for all WIOA customers in accordance with federal, state, and CWP policy and procedures.
7. Contractor will develop an assessment of WIOA customer strengths, weaknesses and barriers to employment designed to match the customer with the appropriate intensity and frequency of contact, coaching, counseling and support.
8. Contractor will provide coaching with a career advancement focus toward middle skill jobs in high demand and emerging industry sectors identified by CWP.
9. Contractor will provide case management and specialized services to persons with disabilities, ex-offenders, and veterans and eligible spouses.
10. Contractor will conduct skills assessments to determine customer assets and identify skills in demand by employers.
11. Contractor will facilitate skill development through individual technology-based learning on the One-Stop center Career Stations and in the SMART classrooms.
12. Contractor will work with customers to realign customer skills to match employer demands.
13. Contractor will implement strategies to work with mid-career dislocated workers.
14. Contractor will assess customers for CWP sector initiatives and other non-WIOA/JFES programs and will dually enroll appropriate customers to advance them to career pathway programs in construction, healthcare, manufacturing, and other emerging sectors.
15. Contractor will link young adult job seekers, ages 18 to 24, with CWP youth initiatives including WIOA youth programs, and will facilitate co-enrollment in the JFES and/or WIOA Adult and Youth programs in accordance with CWP directives and policies and will employ Youth Liaison staff.
16. Contractor will conduct an informational workshop on training resources and opportunities, financial aid resources, and the ITA scholarship application process.
17. Contractor will implement the ITA scholarship application process, and will manage customers enrolled in training through ITAs.
18. Contractor will screen and refer candidates for OJT and subsidized employment; Career Preparation staff will coordinate with the Business Services Unit to make appropriate matches.
19. Contractor will provide continuous engagement of job seekers in services until they enter employment.

20. Contractor will serve as site custodian and provide site management of CWP-leased One-Stop centers in Hartford, Enfield, Manchester, East Hartford, Bristol and New Britain.
21. Contractor will provide technology support to employees in One-Stop centers and serve as liaison to CWP's IT provider. Responsibilities may include trouble-shooting network or PC issues, set-up, maintenance and trouble-shooting of email accounts, telephone and voicemail; and system user management and support.
22. Contractor will provide WIOA career services and referral to training in accordance with federal, state and CWP policies and procedures.
23. Contractor will provide JFES case management and subsidized employment services in accordance with state and CWP policies and procedures, including, but not limited to, the requirements detailed at Appendix A.
24. Contractor will implement strategies to ensure that the required JFES/TANF work participation rates are met.
25. Contractor will provide services in support of CWP's initiatives, including, but not limited to, former offender retention, Ticket To Work (TTW), dislocated worker services, and outreach to veterans.
26. Contractor will refer customers to partner agencies for wrap around services such as mental health, housing, substance abuse and financial literacy ensuring job seekers are job ready.
27. Contractor will be responsible for reporting progress toward contract outcomes to CWP on a monthly basis.

Function II: Business Services

Business Services Unit: In close collaboration with CWP's Manager of Business Engagement and business services team, the dedicated Business Services Unit (BSU) will respond to the workforce development needs of the North Central CT business community. BSU activities will include outreach and engagement, needs assessment, candidate screening, and job placement with the goal of long-term employee retention.

CWP will be responsible for business engagement and relationship management within its priority sectors of healthcare, manufacturing, and construction. The BSU, in coordination with CWP business services staff, will fill job orders created by CWP staff and respond to requests for recruitment support and other services. CWP reserves right to interview candidates referred to these positions in order to validate their qualifications, job readiness, and appropriateness for a position.

For opportunities outside of these sectors the BSU will be responsible for developing a clearinghouse of job-ready candidates. The BSU's primary focus will be to place these job seeker customers into full-time, unsubsidized jobs through the provision of job placement services heavily informed by employer relationships and business development efforts. The BSU will maintain business relationships and track services delivered in accordance with policies set by CWP Manager of Special Programs and Employer Engagement.

Guiding Principles

- Working with CWP's Special Programs and Employer Engagement Manager and team, the BSU should employ business development strategies that demonstrate an understanding of the most promising employment opportunities in the North Central region with an emphasis on middle skill jobs recognizing employer needs and the skills mismatch with customers.
- The BSU should embody a business-driven approach, where a comprehensive understanding of employer talent needs is the first step toward successful recruitment services.
- Where significant employer needs cannot be met, as evidenced by unfilled job orders or through direct employer feedback on job seeker referrals, BSU will develop a strategy by which job seeker training strategies, including online learning and ITAs, will become more responsive to these needs.
- The BSU should possess an in-depth understanding of employer hiring requirements and jobseeker attributes that lead to placement and retention.
- The BSU should build relationships with a range of employers outside CWP's priority sectors in order to develop employment opportunities for AJC customers with varying levels of responsibility, experience requirements, and compensation levels.
- First priority of placement will be to AJC customers; however, for job fairs, recruitment events and in cases where qualified candidates cannot be found among partners such as the community college system, DORS, Adult Ed and others to expand the pool of potential attendees and job candidates.

The BSU's primary focus will be to provide job development and to place enrolled job seeker customers into full-time, unsubsidized jobs through the provision of job placement services heavily informed by employer relationships and business development efforts under the direction of CWP's Employer Engagement Manager. The BSU will keep the Career Development and Preparation staff informed of the types of employees and skills in demand by the region's employers.

Specific responsibilities include, but are not limited to:

1. Contractor will establish a Business Services Unit (BSU) to identify job openings, with skill and training requirements, on an on-going basis. Contractor will place special emphasis on meeting the workforce needs of small businesses with 100 or fewer employees. As job openings are identified, contractor will ensure that jobs are entered into CTHires. The contractor will be required to report to CWP on job openings received and future employer needs through its ETO online data system.
2. Contractor will develop profiles on specific employers outside of CWP's targeted sectors of advanced manufacturing, healthcare and construction to identify potential workforce needs.

3. Contractor will ensure that each customer is prepared for employment by certifying employment skills and competencies and ensure that each customer has a professional resume to assist in his or her job search. In concert with Career Development and Preparation staff, the BSU will screen each customer for any job specifications and ensure that customers referred to specific jobs meet the qualifications and are prepared for employment.
4. Contractor will develop opportunities for OJT and subsidized employment with business customers; develop subsidized employment contracts with businesses; manage the recruitment, screening and matching of job seekers into these opportunities; and provide tracking and support to the businesses and trainees. Work with CWP Employer Engagement Team to refer customers to OJT opportunities which will be implemented by CWP.
5. The BSU will have lead responsibility for working with each enrolled WIOA or JFES customer to achieve job placement.
6. Contractor will ensure that participants retain their new employment through on-going support and reinforcement based on their assessed needs.
7. Contractor will be responsible for reporting progress toward contract outcomes to CWP on a monthly basis.

Function III: Online Learning Facilitation, Support and Capacity Building

The purpose of this function is to drive service delivery to create a ready pool of job seekers through facilitated, technology-based learning at Career Stations and in Online Learning Centers. A menu of services based on LMI, employer needs versus customer skills and assets will be created and implemented under the direction of and in collaboration with CWP.

Guiding Principles

- Maximize the use of technology for skill development within the One-Stop centers.
- Implement a structured assessment and career planning process for enrolled customers to determine their skill development needs.
- Provide enrolled customers with technology-based learning tools for skill development and enhancement needs of customers.
- Where One-Stop centers are co-located with colleges, offer job readiness and awareness tools; CWP will leverage digital skills training with the college.
- Provide employment preparation including:
 - Resume Creation/Critique
 - Cover Letter Creation/Critique
 - Interview Skills
 - Job Applications
- Provide short term online training through sources such as Metrix for online certifications.

- Continuously evaluate, update and expand the use of technology and online tools available to One-Stop center customers.
- Ensure that all One-Stop center staff members have the necessary skills to facilitate technology-based learning for jobseekers.

Specific responsibilities include, but are not limited to:

1. Contractor will staff SMART classrooms with online learning facilitators at six One-Stop centers.
2. Contractor will develop and implement an intake and referral process to ensure that online learning center services are provided only to enrolled WIOA and JFES customers, and that activities are tracked in CTHires.
3. Contractor will track customer enrollment into online and technology-based learning in CWP's ETO system.
4. Facilitators will assist customers to register for, navigate, and successfully complete online learning, including, but not limited to, computer literacy instruction, job search simulations, and software training programs.
5. Contractor will research online learning and technology-based tools for job search and workforce skill development on an on-going basis, and recommend implementation of new products to CWP.
6. Contractor will develop train-the-trainer capacity building initiatives for One-Stop center staff utilizing subject matter experts in the areas of online learning products, facilitation techniques, use of social media for job search, and entrepreneurship.
7. Contractor will be responsible for reporting progress toward contract outcomes to CWP on a monthly basis.

C. Staffing Considerations

Staff Qualifications

CWP is committed to developing and maintaining a highly qualified staff within the One-Stop system. Towards that outcome, CWP encourages potential contractors to align essential staffing qualifications with the requirements for national workforce development credentialing from the National Association of Workforce Development Professionals (NAWDP). Staff being considered for employment as career agents, business services consultants, facilitators, and/or supervisors and managers must meet minimum NAWDP education/experience qualifications. These qualifications are desired, but not required, for customer service specialists, program support staff and subject matter experts/trainers. Education must be from an accredited institution. At least 12 months of experience within the past 24 months should be directly related to one or more of the following workforce development activities:

- the facilitation of processes by which individuals identify, prepare for, obtain and maintain employment, careers and self-sufficiency; and by which businesses, other

employing organizations and communities develop, access and retain a workforce that enables them to maintain and improve their economic competitiveness.

- directly providing workforce, employment or counseling services to customers
- planning, evaluating and managing organizations that provide workforce development services to customers

Desirable Education and Experience for Management contractor staff:

- Graduate degree and 5 years of experience
- Bachelor's degree and 10 years of experience

Desirable Education and Experience for essential contractor staff:

- Graduate degree and 1 year of experience
- Bachelor's degree and 2 years of experience

Resumes submitted with the proposal must demonstrate that proposed staff meet or exceed the qualifications.

Basic Core Workforce Competencies for One-Stop Center Staff: CWP expects staff to demonstrate competency in the following areas:

- Business and Economic Development Intelligence
- Career Development Principles
- Collaboration and Problem Solving
- Customer Service Methodology
- Diversity in Workforce Development
- Labor Market Information and Intelligence
- Principles of Communication
- Program Implementation Principles & Strategies
- Workforce Development Structure, Policies and Programs

These competencies are included in Global Career Development Facilitator training and through on-line training offered through Dynamic Works Institute at www.dynamicinstitute.com. Information may be found through the National Career Development Association, www.ncda.org, and the National Association of Workforce Development Professionals, www.nawdp.org. All One-Stop center staff will be required to achieve Core Certification through one of these programs, or be credentialed by NAWDP.

In addition to core workforce development certification, CWP desires that the One-Stop system staff complement includes Certified Professional Resume Writers. Information about this certification is available through the Professional Association of Resume Writers and Career Coaches at www.parw.com.

Anticipated Staffing Levels

Proposers will be required to detail their planned staffing structure for management and supervision, and present an organizational chart that illustrates where this project fits into their overall organization. Proposers should submit a plan for staffing levels based on based on experience and program requirements. For planning purposes please note that the front-line staffing level for PY18-19 was:

Customer Service Specialists: 5 FTE
Career Agents: 44 FTE
Business Services Consultants: 6 FTE
Online Learning Trainers/Facilitators: 8 FTE

CWP encourages proposers to develop a streamlined management structure with a project director to serve as the single point of contact with CWP, and an efficient ratio of supervisors to front-line staff.

Proposers should set competitive salaries based on local labor market information.

Current Contractor Staffing Consideration

CWP must ensure that services to customers currently enrolled under JFES and WIOA will not be interrupted. In order to achieve the goal of minimal disruption, CWP is requiring that the successful proposer consider hiring the incumbent staff of the current contractor, taking into account the job criteria and characteristics required for each position to deliver the functions detailed in this RFP. This consideration is required by CWP in order to ensure that currently enrolled WIOA and JFES customers do not experience unnecessary interruption of services and that follow-up services are on-going to ensure that CWP meets its WIOA performance standards. CWP is requiring that any new vendor interview incumbent staff, including supervisory staff, who apply for similar positions and who meet or exceed the job criteria and requirements.

Required Contractor Staff Positions

Customer Service Specialists

The Customer Service Specialists are responsible for initial customer contact in the One-Stop centers. They will ensure that customers are greeted, logged into CTHires and directed to appropriate activities including, but not limited to, career resource centers, general and program orientations, job search workshops, or individual appointments. Expeditors will be responsible for performing a triage process to identify appropriate candidates for WIOA services, and connecting them with orientation and intake.

Former Offender Retention Specialists

The Former Offender Retention Specialists provide case management, counseling and support services to former offenders, including those who are employed at enrollment, with the objective of assisting them to obtain and maintain continuous employment and to minimize the duration of any gaps in employment for a period of two years.

Career Agents: WIOA

WIOA Career Agents assess job seekers for career development and preparation services. Through assessments, the Career Agents determine the most appropriate path to quickly return job seeker customers to work. Career Agents conduct WIOA screening, intake and enrollment for job seekers, and provide them with career development and preparation services, directly and through referral to other One-Stop resources, including online learning centers, the BSU, and partner workshops. Career Agents are responsible for tracking enrolled customers through all interventions, including technology-based learning in the One-Stop centers, occupational training through ITAs, and CWP sector initiatives, and ensure that they acquire skills to be competitive for employment. This team is also responsible for reengaging those customers for job placement after training completion. Some Career Agents will be assigned targeted populations such as out of school youth/young adults (up to age 24), ex-offenders, persons with disabilities, mid-career dislocated workers, and long-term unemployed individuals.

Career Agents: JFES

JFES Career Agents are responsible for facilitating JFES orientations, conducting assessments, developing employment plans with customers in accordance with JFES policies, providing ongoing case management, assisting customers with support services, ensuring customer compliance with JFES requirements including work participation rates by referral to and tracking of countable work activities, and preparing customers for job placement through the BSU. JFES Career Agents will track all activity hours in CTHires, and will implement the sanctioning process when needed to address non-compliance.

Technology Support Specialist

The Technology Support Specialist will coordinate One-Stop center technology systems and networks with the CWP Information Technology Director and Manager. Responsibilities include desk-top support and coordination with CWP technology initiatives. Proficiency in Microsoft Windows and Office software applications is required. The Technology Support Specialist may be assigned to review new software and make recommendations to CWP, and to assist with coordination of technology competency training.

Facilitators

Facilitators will provide guidance and coaching to job seekers engaged in online and technology-based learning in the One-Stop centers, as well as user management, learner tracking, and reporting. Facilitators will staff drop-in SMART classrooms in all six One-Stop centers.

Subject Matter Experts/Trainers

Subject Matter Experts/Trainers will design special classes or workshops for One-Stop center customers. They will provide train-the-trainer sessions to teach other staff to facilitate these classes, but in some cases they will act as facilitators. Subject Matter Experts/Trainers are responsible for reviewing the technology-based learning resources available in the One-Stop centers and developing capacity building initiatives to ensure that all One-Stop center staff have the capability to assist customers to use the resources. Subject Matter Experts/Trainers will identify new technology-based learning resources for consideration by CWP.

Business Services Consultants/Job Developers

Business Services Consultants are responsible for staffing the BSU. They will engage regional employers and identify job openings, then match appropriate candidates to meet their hiring needs. Additional responsibilities include implementing a process to track the qualifications of active job seekers, screening job seekers to ensure that they are job ready before matching them with employer openings, researching prospective target employers with high-volume hiring needs, and developing, cultivating and maintaining relationships with key employers. Staff will be assigned to develop subsidized employment positions for JFES customers, and will work closely with the JFES Career Agents to implement the subsidized employment program.

Professional Development

Proposer will submit a professional development plan for One-Stop staff in its proposal. The selected contractor will work with CWP to coordinate and implement the plan, including the budget for a professional development fund to be managed by CWP.

Contractor staff will be required to participate in all training activities required by CWP, including training related to implementation and use of ETO and CTHires.

D. One-Stop Center Coverage

Contractor will ensure that staffing levels are adequate at all times to ensure contract compliance, the delivery of high quality services, the attainment of program objectives and the management of funds, MIS, internal performance audits and reporting functions.

Contractor must staff all One-Stop offices on every business day, excluding State of Connecticut Holidays. Office closures due to exceptional circumstances such as power failures, inclement weather, and closures by building management must be reported to CWP.

At the Hartford site a manager must be on duty at all times. A site custodian must be designated to support the Manchester, Bristol, East Hartford, New Britain and Enfield offices. The Technology Support Specialist will provide end-user desktop support to contractor staff in all offices.

If contractor staff is absent the contractor is still responsible for the work described in the contract scope of services. CWP will monitor Contractor staff absence rates, and reserves the

right to require the contractor to provide a plan that ensures service delivery is not interrupted. In general, CWP is not liable for the use of or payment for any personal, vacation or sick time beyond the contract period.

PART IV. PROPOSAL NARRATIVE

The Narrative is the body of the proposal and should give reviewers a clear picture of the proposer's experience with and capability to deliver the services requested in this solicitation. **The narrative should be no longer than 20 pages.**

The Narrative should demonstrate the capacity of the proposer to deliver the three functions described in this solicitation: Career Development, Preparation and Customer Management, Business Services, and Online Learning Facilitation and Job Search Support, and Business Services. The Narrative consists of the proposer's responses to questions 1 – 33, in sequence, supplemented with requested attachments.

A. Overall Organizational Capacity

1. Please provide a compelling business case as to why your organization should be selected to deliver One-Stop services in the North Central CT region.
2. What is the mission of your organization? List your organization's objectives and describe how they relate to workforce development.
3. What is the primary location of your organization? Is it licensed to do business in Connecticut?
4. How large is your organization? What was your annual budget for 2017-18, and how many employees did you have? For national organizations, state the number of employees nationwide, and the number of employees in Connecticut for 2017-18. Provide a high level organizational chart for your entire organization showing its size and structure.
5. Identify proposed subcontractors, if any, by function, and describe your plan for contract management and accountability.
6. Provide a One-Stop organizational staff chart illustrating the proposed organizational / corporate level management structure, the local on-site management structure, and the front-line staffing structure.
7. Describe your vision and your plan for innovation and the use of technology in delivering services to job seekers and to businesses.
8. Describe how you use data to support decision-making in existing programs.

9. Describe how you use technology to manage existing programs and simplify processes and procedures.
10. Has customer satisfaction with your organization's services been assessed? If so, please describe the method and results.
11. Describe your overall management plan for delivering services with an innovative customer centered approach and how it incorporates systems, procedures and controls that will ensure contract compliance, delivery of high quality services, and achievement of program objectives.
12. Attach a resume for each managerial staff person who will be involved in the development, implementation or delivery of services, labeled with the proposed job title. Attach a job description specifying the qualifications for each position in the budget.
13. Detail your staff development plan. Include competencies to be developed and certifications to be attained by position, time frames and anticipated costs. *Do not include staff training costs in the proposal budget; CWP will administer a staff development fund on behalf of the One-Stop system.*
14. Provide a copy of your most recent financial audit. Complete Attachment D, Parts I and II, Organizational, Administrative, and Financial Capacity Checklists. Only one copy of the audit is required.
15. Provide Attachment D, Parts I and II with required documents, and a copy of the most recent audit for each proposed subcontractor.
16. Identify at least two business references who will complete the Reference and Performance History Report. In response to this question, list the organization name, contact person name, mailing address, telephone number and email address. You are responsible for ensuring that your references complete the report and submit it directly to CWP by the March 19, 2019 deadline.

B. Career Development, Preparation and Customer Management

17. Describe the current capacity of your organization to provide career development, preparation and customer management to 2,000 WIOA job seekers annually. List similar programs that are currently in operation, and similar programs that you have operated in the past two years. Include the numbers of job seekers served.
18. Describe the current capacity of your organization to provide case management to 5,000 JFES participants annually. List similar programs that are currently in operation,

and similar programs that you have operated in the past two years. Include the numbers of individuals served.

19. Describe your proposed method for aligning the intensity and frequency of contact, counseling and coaching with the level of job seeker needs.
20. Describe the strategies that you have implemented to meet the mandated TANF work participation rates for JFES clients, and state the results you have achieved.
21. Describe your approach to career preparation with job seekers in each segment of the target population: JFES customers, individuals with barriers to employment, low income adults, individuals with disabilities, ex-offenders, veterans, and dislocated workers including mid-career professionals, older workers and the long-term unemployed.
22. Provide examples of innovative strategies or programs that you have designed in your work with job seekers, and describe the results.
23. Describe how you will incorporate technology into career development and preparation services.

C. Business Services

24. Describe your organization's current capacity to engage the North Central CT business community in workforce development programs.
25. Describe your experience with business engagement. Include the number and types of businesses engaged, type of services provided, and number of job openings filled.
26. Describe any linkages that you have with businesses in the target sectors of Healthcare, Advanced Manufacturing and Construction.
27. Describe your organization's capacity to develop OJT, subsidized employment and internship opportunities.
28. Describe your experience and performance in job placement for adults, dislocated workers, persons with disabilities, and individuals with barriers to employment. You should be able to demonstrate specific, documented job placement performance in the past two years that will be corroborated by the references listed in response to question 14.

D. Online Learning Facilitation, Support and Capacity Building

29. Describe your organization's technical training capacity and experience.

30. Describe your method for researching and selecting technology-based and online learning products.
31. List the technology-based and online learning products that you have used with job seekers in the past two years, including the learning objectives for each one.
32. Describe how you have evaluated learner readiness for specific technology-based and online learning programs.
33. How many learners have you served in the past two years, and what results have they achieved?
34. Please describe placement results you have achieved through online and technology-based strategies.
35. Describe your approach to staff development and capacity building. How will you implement a train-the-trainer model?

PART VI. BUDGET

The budget package includes five parts, which should be assembled in the following order:

1. Narrative Justification (sample template provided may be used)
2. Budget Detail
3. Front-Line Staff Chart
4. Management Staff Chart
5. Management Staff Allocations

Line Item Budget: Complete the budget forms included in Attachment E. When preparing your budget, please be sure to include only those costs that are necessary, allowable, and reasonable, consistent with Federal Uniform Guidance at 2 CFR 200 and the State of Connecticut Office of Policy Management Cost Standards.

Limitation on General Overhead & Administrative Costs or Indirect Costs: General Overhead and Administrative or Indirect costs will be reimbursed on a monthly basis at a rate of no more than 10% of direct personnel expenditures (salary and fringe benefits) only.

Administrative costs include those costs associated with performing the following administrative functions: 1) accounting, budgeting, financial and cash management functions; 2) procurement and purchasing functions; 3) property management functions; 4) personnel management functions; 5) payroll functions; 6) coordinating the resolution of findings arising from audits, reviews, investigations and incident reports; 7) audit functions; 8) general legal services functions; and 9) developing systems and procedures, including information systems, required for those administrative functions. These costs may not be included in the direct cost line items.

Limitation on Profit: For-profit providers may earn profit in an amount of no more than 5% of direct personnel expenditures (salary and fringe benefits) only.

No Facilities or Equipment: Proposer should not include facility costs, including space rental, computers, copiers, telephone land lines or other equipment, in its budget. All services will be located at One-Stop center facilities, where equipment will be provided by CWP.

Use of Vendors: Any services to be provided by third-party vendors must be identified, and the narrative must describe how the vendor was selected. CWP contractors must demonstrate compliance with state and federal procurement regulations in their own purchasing of goods and services. Vendor contracts between related parties may not include profit.

Front-Line Personnel Costs: Costs for each staff position should be presented in the aggregate on the Front-Line Staff Chart included in the budget package. All front-line staff must spend 100% of their time on the CWP contract. Fringe benefits must be itemized and calculated on the Front-Line Staff Chart.

Management Personnel Costs: Salaries of organization/corporate level management positions and on-site management, supervisory and support staff should be presented on the Management Staff Chart and Management Staff Allocations Chart. Fringe benefits must be itemized and calculated on the Management Staff Chart.

Staff Travel: CWP reserves the right to approve contractor's travel expenses. All travel expenses, including air fare and accommodations, must be purchased at the lowest available cost. Conference fees are not travel costs, and should be included in the Other Direct Costs line item.

Budget Narrative: Provide a budget narrative to describe how your organization arrived at the program costs being proposed. For each cost within each line item, specify the quantity and unit cost as well as the total cost. For services purchased from a third-party vendor, identify the vendor and basis for selection, i.e., competitive bid, request for quotes, etc. The sample template may be used, but is not required.

The budget will be evaluated based on cost-effectiveness, accuracy and completeness. The method of cost calculation must be provided for each budget line item.

Line Items and Calculation

The Budget Narrative should clearly detail all costs within each line item, including the quantity and method of calculating the cost.

Staff Salaries: complete the Front-Line Staff Chart, Management Staff Chart, and Management Staff Allocations pages of budget package.

Fringe Benefits: list each fringe benefit item and calculation on the staff charts.

Staff Travel:

- Local travel: indicate number of employees x number of miles x mileage rate. In the narrative specify the positions that will travel.
- Out of state travel: indicate the positions that will travel and the purpose and destination of travel, and show the calculations for transportation, accommodations, and meals.

Instructional Resources: List the type of resources, including online programs, the number to be purchased, and cost per item.

Consumable Supplies: List the type of supplies and cost calculation per individual or per month for each item. Differentiate between supplies for staff use and customer use.

WIOA Participant Support Costs: Include costs of direct supports to participants, such as transportation, short-term child care, books, equipment, licensing or other fees related to specific training or employment.

JFES Participant Support Costs: Include costs of non-cash incentives for JFES customers, such as diapers, toiletries and small toys, costs of books, equipment, licensing or other fees related to specific training or employment. Transportation and child care for JFES customers are provided directly at the state level and should not be included in the proposal budget.

Other Direct Costs: A description and cost calculation methodology for any direct costs not included in the other line items must be provided.

General and Administrative or Indirect Costs: Up to 10% of salary and fringe benefit costs may be budgeted.

Profit: Up to 5% of salary and fringe benefit costs may be budgeted by for-profit proposers only.

Note: Costs associated with subsidized employment will be negotiated upon award of a contract.

PART VII. SUBMISSION REQUIREMENTS

A. Proposal Instructions

Proposals should be submitted on 8½ by 11-inch paper, with one-inch margins using 12-point Calibri font. One original proposal and three (3) copies must be submitted; the original must be signed in blue ink. At least one copy of the proposal should be in loose-leaf form, that is, not stapled or bound and easily accessible for photocopying. Proposers must also submit an electronic copy of the proposal as a single PDF file that contains the entire proposal, in the same order as the hard copy, and a separate Excel file containing the budget; CWP's budget format must be used.

CWP will NOT pay for any expenses incurred prior to the execution of a contract or issuance of a formal Letter of Intent. Please be advised that CWP monitors all programs at least once during a contract period. Contractors may be required to provide documentation of expenses as related to the negotiated budget. Proposals may be withdrawn by written notice. Withdrawals will be accepted at any time up to execution of a contract.

Format/Required Attachments

Proposals must be assembled in the following order. Items that are **not** a form provided with the RFP are underlined.

1. Attachment A – Cover Page. This should be the cover page of the proposal and must be filled out completely.
2. Table of Contents
3. Attachment B – Assurances.
4. Attachment C – Submission Checklist Form must be completed and signed.
5. Attachment D – Organizational Status and Capacity Checklist Part I & II

6. Copies of documents listed on Attachment D
7. High Level Organization Chart – proposer’s entire organization including CWP program
8. Program Level Organization Chart – proposed staffing structure for CWP contract including all levels of management and front-line staff
9. Resumes of key managerial staff
10. Proposal Narrative (no more than 20 pages)
11. Budget Narrative
12. Attachment E – Budget Forms (5 pages or more)
13. Attachment F – Reference and Performance History Report – to be submitted directly by the referring organization

B. Proposal Evaluation Criteria

Primary consideration in the selection of service providers takes into account whether the organization meets the basic eligibility criteria described at Part II, L. and has:

- Adequate financial resources or the ability to obtain them
- The ability to meet the program design specifications at a reasonable cost, as well as the ability to meet performance goals
- A satisfactory record of past performance
- A satisfactory record of integrity, business ethics and fiscal accountability
- The necessary organization, experience, accounting and operational controls
- The technical skills to perform the work

Evaluation on the above criteria is intended primarily to determine whether proposers meet the basic requirements for delivery of service, and selection of service providers.

Proposals from organizations that meet the standards outlined above will be rated based on the following evaluation factors:

<u>Criteria</u>	<u>Point Value</u>
1. Overall Organizational Capacity	25
2. Capacity to deliver Career Development, Preparation & Customer Management	25
3. Capacity to deliver Online Learning Facilitation	10
4. Capacity to deliver Business Services	25
<u>5. Budget – Competitive/Reasonable Cost</u>	<u>15</u>
TOTAL	100 points

The successful proposer will be selected based on:

- Proposal Score
- Quality of References
- Interview Results

Appendix A: Jobs First Employment Services (JFES) Requirements

Background

On October 1, 1996 The Connecticut Department of Social Services implemented the sweeping welfare reform changes enacted in the federal Personal Responsibility and Work Opportunity Reconciliation Act. Under a new block grant, the former AFDC entitlement program was changed to Temporary Assistance to Needy Families (TANF), which is designed to transform welfare to a workforce attachment (Work First) model emphasizing work responsibility.

Connecticut operates under a 21-month time limit for families receiving cash under Temporary Family Assistance (TFA). However, up to two six-month extensions are available for some families who meet the Department of Social Services (DSS) extension requirements. JFES activities must be designed to move the hardest-to-employ recipients rapidly and effectively into employment and toward self-sufficiency.

Under TANF, states are required to demonstrate that certain percentages of adults in all families receiving cash assistance are participating in allowable work-related activities for a minimum of 30 hours per week. TANF reauthorization enacted through the Deficit Reduction act of 2005 added verification and documentation requirements for all activity hours; only verified, documented activity hours count toward the participation rate.

Allowable Countable Work Activities under TANF currently include:

Core Work Activities – count regardless of hours or duration

- Unsubsidized Employment
- Subsidized Employment
- On-The-Job Training
- Voluntary Community Service
- Child Care provision for others engaged in Voluntary Community Service

Limited Core Work Activities

- Vocational Education / Occupational Skills Training for no more than 12 months in a recipient's lifetime (countable for no more than 30% of the caseload, in combination with minor parents completing high school)
- Job Search/Job Readiness/Job Development and Placement activities may be counted for 4 consecutive weeks and another 2 weeks within one federal fiscal year (October 1 – September 30)

Incremental Activities – count only if recipient is engaged in 20 hours of core work activities

- Adult Basic Education
- English as a Second Language
- GED preparation activities
- High School completion activities

Contractor will be prepared to meet the needs of all eligible Job First Employment Services (JFES) customers referred by the Department of Social Services, including the unemployed, the underemployed (who may need some flexibility in the services provided), and those who have limited English. Case management activities for JFES customers must ensure that this Region meets the 35-hour per week participation rate for 50% of all families, documented in the customer file and in CTHires.

JFES Program Goals

- To enable Temporary Family Assistance (TFA) recipients, through employment, to become independent from cash assistance by the end of the 21-month time limit established by state law;
- To enable TFA recipients who become independent from cash assistance to remain employed and independent of TFA with the goal of placing them on a path to self-sufficiency, and
- To ensure that federally established participation rates are met through employment of TFA recipients and engagement in other allowable Jobs First Employment Service work activities deemed appropriate based on assessment of customer needs.

JFES Service Requirements

The following criteria are established and required by the State of CT Department of Labor:

1. Services shall be provided until the JFES participant leaves TFA, becomes exempt from JFES program requirements or moves out of the North Central region regional area. Adjustments to this requirement may be made for administrative reasons. (e.g., to achieve caseload equalization).
2. Services shall be provided to JFES participants throughout the region in a uniform and consistent manner.
3. Career Agents who act as JFES Case Managers shall not be used for any purpose other than Case Management activities without prior approval by DOL (e.g. job development).
4. Professional development plans shall be developed and submitted by CWP to DOL in the Integrated Service Delivery Plan to ensure that all staff attain and demonstrate basic core workforce competencies, within the first year of employment.

Case Management Requirements:

- 1) CWP and the Contractor shall determine a reasonable caseload range per full-time equivalent Case Manager. The determination of caseload size shall incorporate the Case Manager's responsibilities.
- 2) Contact with Participants for Case Management services shall take place at an AJC location or, if a meeting at an AJC location is not possible, at a location reasonably accessible to the Participant.
- 3) Every Participant shall have a Case Manager assigned specifically to address the employment services needs of the Participant.
- 4) Case Management services shall be provided for:
 - a. Families entering the JFES program after the commencement of operations under

- the Contract upon the successful referral from DSS to AJC and until the Participant is no longer eligible for JFES program services; or
 - b. Current Participants at the commencement of operations under the Contract and until the Participant is no longer eligible for JFES program services.
- 5) Contractor shall ensure that JFES Case Managers and other JFES staff who are users of the state designated electronic business system are trained in the use of such systems in order to:
- a. Manage caseloads;
 - b. Document employment plans;
 - c. Track and report Participant progress;
 - d. Communicate with staff from other agencies;
 - e. Utilize other One-Stop business system functions and capabilities as specified by DOL; and
 - f. Adhere to all DOL issued PII requirements.
- 6) Contractor shall not sub-contract the provisions of Case Management services.
- 7) Contractor shall not exert any influence to place Participants inappropriately into other, non-case management activities also provided by the contractor.
- 8) Contractor shall require that their Case Managers and any other JFES staff enter data and status changes concerning Participants into the state designated electronic business system within two (2) business days of the Case Manager becoming aware of such changes.
- 9) Contractor shall provide adequate supervision of JFES staff to ensure adherence to the administrative requirements noted in the Contract.
- 10) Contractor shall permit JFES staff to be available for periodic meetings or training sessions with DOL and/or DSS.
- 11) Contractor shall follow all protocols, procedures and guidelines relating to JFES Case Management as issued by DOL.

Employment Services:

- 1) Job Search (Individual Structured Job Search) and Job Readiness Assistance:

Contractor shall provide Participants with quality Job Search Skills and Job Readiness Assistance:

- a) in order to meet the JFES program goals as set forth in Part II Section C and individualized needs of Participants;
- b) in accordance with the federally approved Connecticut TANF Work Verification Plan, as may be amended or modified; and
- c) as defined under the Deficit Reduction Act (DRA) of 2005 including, but not limited to:
 - (1) Individual Structured Job Search (ISJS) to include, at a minimum, bi-weekly (every 2 weeks) in office appointments to provide the following:
 - (a) Exploration of Participants' local employment options;
 - (b) Employer contact information;
 - (c) Assistance with completing job applications;
 - (d) Assistance with preparing for job interviews;
 - (e) Follow-up and feedback on results of employment search

- and/or job interviews;
- (f) Researching jobs and industries;
- (g) Identifying job leads;
- (h) Applying for jobs;
- (i) Follow-up on job applications and interviews;
- (j) Use of the internet and social media in conducting job searches; and
- (k) Supervised job search support group

(2) Job Readiness Assistance including but not limited to:

- (a) Motivational/esteem building exercises;
- (b) Employer expectations;
- (c) Interview skills training;
- (d) Financial literacy;
- (e) Job-readiness activities and workshops;
- (f) Referrals to vocational rehabilitation services;
- (g) Referrals to substance abuse and mental health treatment;
- (h) Employment-related assessments;
- (i) Résumé development;
- (j) Assistance with One-Stop help area and resource library; and
- (k) Career counseling

2) Vocational Education Training

Contractor shall arrange for Participant to attend Vocational Education services as described in the Connecticut TANF Work Verification Plan, as may be amended or modified, as available through scholarships or leveraged resources. Contractor shall record training enrollment and outcomes data in accordance with CWP and CTDOL procedures.

3) Education Directly Related to Employment

Contractor shall ensure that Participants that are capable of taking the Comprehensive Adult Student Assessment System (CASAS) series as identified by DOL are tested. The results of this test shall be used as an indicator as to the Participants' level of math and reading competency. In order to achieve math and/or reading proficiency, participants shall be assigned to participate in remedial education.

Contractor shall ensure that Participants for whom Adult Basic Education, General Education Development (GED) or English-as-a-Second Language (ESL) training has been identified as necessary to achieve their specific employment objective are assigned to participate in this activity. Education Directly Related to Employment activities may include:

- GED;
- ABE;
- ESL;
- ABE/GED or ESL combined with Subsidized Employment or Vocational Education;

- Intensive adult basic education; and/or
- On-site tutors

Education Directly Related to Employment opportunities will be combined with other countable activities in such a way as to meet the Participants' needs while meeting the work participation requirement as set forth in this Contract.

Contractor shall assign participants to attend vocational training and remedial education activities with providers that are listed on the WIOA Eligible Training Provider List, approved by the CT State Department of Education, the CT Office of Higher Education, the Department of Public Health, or another appropriate regulatory agency.

4) Community Service

Contractor shall coordinate and develop a Community Service Program to serve, at minimum, one percent (1%) of its JFES caseload. Community Service opportunities will be structured as described in the Connecticut TANF Work Verification Plan, as may be amended or modified. The program shall be in accordance with the JFES delivery model, as may be amended or modified by the JFES Interagency Design Group, state statutes or regulations.

Community Service opportunities shall include structured programs in which TANF recipients perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community service programs must be limited to projects that serve a useful community purpose in fields such as health, social service, environmental protection, education, urban and rural redevelopment, welfare, recreation, public facilities, public safety and childcare. Community service programs are designed to improve the employability of participants not otherwise able to obtain employment.

Community Service opportunities will be combined with other countable activities in such a way as to meet the Participants' needs while meeting the work participation requirement as set forth in this Contract.

5) Subsidized Employment

Contractor shall place a specified minimum number of JFES participants into Subsidized Employment activities.

JFES Subsidized Employment Requirements

Objectives

- Provide paid subsidized employment to individuals with limited or no work history to increase their competitiveness in the job market.
- Improve long-term employment retention by providing a real-world employment experience for participants that will increase their knowledge of the world of work and improve employment competency.

- Create a participation incentive by offering limited paid work that will have no impact on cash benefits.
- Improve TANF participation rates by combining subsidized employment with other activities such as basic skills instruction or job search activities, or to extend their months of countable participation while they prepare for work.
- Provide a Certificate of Competency Achievement and employment reference from the employer for all participants who successfully complete the subsidized employment component.

Requirements

Contractor shall provide Subsidized Employment in accordance with CWP Policy 2-60: Work Experience and Internships, and 6-50: JFES Subsidized Employment. CTL and KRA will collaborate closely to ensure adherence to all JFES requirements.

Contractor will continue to place participants into subsidized employment for as long as resources remain available. Subsidized employment vacancies should be “back-filled” to the greatest extent possible.

ATTACHMENT A
Capital Workforce Partners
2019 – 2020 One-Stop Services Request for Proposal
Due Date: March 19, 2019 5:00 pm EDT



PROPOSAL COVER SHEET

Name of Organization:

Mailing Address:

Contact Person Information

Name:

Email:

Phone:

Agency Status

☐ Public Non-Profit Corporation

☐ Private Non-Profit Corporation

☐ Private For-Profit

☐ Government

Other: (specify)

Years in Operation: .

Proposal Budget Summary	Proposed Cost	% of Total	# of FTE
Front Line Staff Costs			
On-Site Management Staff Costs			
Organizational/Corporate Management Staff Costs			
Other Direct Costs			
General & Administrative or Indirect Costs			
Profit (if proposer is a for-profit entity)			
Total			

*Disclosure of Financial or Other Relationship with the CWP Board Members or Staff: Please Identify Names and Title Below (add an additional sheet if necessary). Check here if none: ☐

Name(s) & Title(s) of individual(s) with relationship with CWP Board/Staff Member:

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

Signature of Authorized Representative

Date

Name and Title of Authorized Representative:

Telephone:

ATTACHMENT B: ASSURANCES

I recognize that I must give assurance for each item below. If I cannot, this proposal will be automatically rejected. The assurances are:

1. I am authorized by my Board of Directors, Trustees, other legally qualified officer, or as the owner of this agency or business to submit this proposal.
2. We are not currently on any Federal, State of Connecticut, or local Debarment List.
3. We have not had a contract terminated for cause by any State of Connecticut government entity.
4. We will provide records to show that we are fiscally solvent, if needed.
5. We have all of the fiscal controls and accounting procedures needed to ensure that public/private funds will be used as required by law and contract.

6. **We will meet all applicable Federal, State, and local compliance requirements.** These include, but are not limited to:
 - Records accurately reflect actual performance.
 - Maintain confidentiality of records, as required.
 - Report financial, participant, and performance data, as required.
 - Comply with Federal OMB Uniform Guidance at 2 CFR, Chapter I, Chapter II, Part 200, et al.
 - Comply with State of CT Cost Standards.
 - Comply with Federal and State non-discrimination provisions.
 - Meet requirements of Section 504 of the *Rehabilitation Act of 1973*.
 - Meet requirements of the *Americans with Disabilities Act of 1990*.
 - Meet all applicable labor law, including Child Labor Law standards.
 - Ensure organization is a Drug Free Workplace.
 - Ensure that contract funds will not be used to lobby.
 - Enforce zero tolerance for violence in the workplace.
 - Ensure that all staff with direct contact with minors under 18 undergo a criminal background check and only those individuals with a satisfactory result are employed in a program serving minors.

We will not:

- Place a participant in a position that will displace a current employee.
- Use public/private money to assist, promote, or deter union organizing.
- Use funds to employ or train persons in sectarian activities.
- Use funds for adults or youth in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship.
- Use public/private funds for activities that would interfere with or replace regular academic requirements for eligible youth that are not dropouts.

I hereby assure that all of the above are true.

Name:

Title:

Signature

Date

ATTACHMENT C

PROPOSER SUBMISSION CHECKLIST: 2019-20 ONE-STOP RFP

Proposer:

ITEM	YES	NO	N/A
1. Proposal including one original and three (3) additional copies.			
2. Completed Cover Page Form/Signature Sheet –Attachment A Proposal Budget Summary Disclosure of Financial Relationship with CWP Signature on Cover Sheet			
3. Table of Contents			
4. Completed and signed Assurance Form – Attachment B			
5. Completed Submission Checklist Attachment C			
6. Completed Organizational Status and Capacity Checklist: Attachment D parts I & II			
7. Audit			
8. Cost Allocation Plan			
9. Resumes of key staff			
10. High level and contract level organization charts			
11. Proposal Narrative			
12. Budget package for each component, including narrative justification			
13. Electronic copy of proposal			
14. Business references have been asked to complete and submit Reference and Performance History forms.			
15. Audit and Completed Attachment D for proposed subcontractors, if any.			

Note: Reference and Performance History Reports must be submitted directly to CWP by the referring organization.

Please attach an explanation of materials not submitted with the proposal.

Completed by:

Date:

Email address:

ATTACHMENT D: Part I**ORGANIZATIONAL STATUS CHECKLIST**

A copy of each of the applicable documents listed below must be submitted with the original proposal. Proposers who have submitted certain documents to CWP on or after July 1, 2017 are not required to include the document with the proposal. The date of the submission should be noted as applicable.

1. Current Organization Status

Document	Attached	Date of submission
Printout of current business registration from CT Secretary of State, or comparable agency from organization's home state, indicating type of business (corporation, LLC, LLP, etc.)		
Non-Profit Organization: Proof of 501(c) 3 status.		

2. Proof of Current Insurance (must be submitted with original proposal)

Document	Attached	Date of submission
Workers Compensation		
General Liability		
Fidelity Bonding		
Automobile		

3. Proof of Current Financial Status (must be submitted with proposal)

Document	Attached	Not Applicable
Most recent state and/or federal single audit (non-profit proposer)		
- OR -		
Most recent financial audit and summary of revenue by source for past two fiscal years (non-profit proposer)		
- OR -		
Most recent financial audit, financial review, or financial compilation (for-profit proposer)		

ATTACHMENT D: Part II**ADMINISTRATIVE AND FINANCIAL CAPABILITIES CHECKLIST**

Please respond to each statement or question with a "yes" or "no" answer.

Administrative Requirements	Yes	No
1. Resumes for identified staff are attached, and job descriptions specifying minimum qualifications have been provided for positions not yet filled.		
2. Proposer agrees that all staff and participants involved with the proposed program or will be covered by its insurance and bonding policies.		
3. The books of account are auditable.		
4. Administrative and internal accounting controls are adequate to safeguard program assets.		
5. The accounting system adequately accounts for program funds.		
6. Proposer has a written accounting procedures manual and the procedures in the accounting manual are being followed.		
7. Proposer has written human resources policies and procedures, including non-discrimination, and zero tolerance for drugs and violence in the workplace.		
8. The organization has sufficient internal controls and procedures for the following:		
a) cash receipts		
b) checks reconciliation		
c) cash disbursements		
d) bank reconciliation		
e) payroll and time allocation		
f) purchasing		
9. Proposer has a written cost allocation plan approved by its governing body. A copy of the approved plan is attached.		
10. Proposer has attached its audit or financial reports as specified at Part I, #3 of this Checklist.		

For any "NO" responses, attach an explanation, including the number from the checklist.

I hereby certify that I have completed this Administrative and Financial Capabilities Checklist accurately and to the best of my knowledge. I, the financial officer or C.E.O. of the proposing organization, accept responsibility for providing financial services adequate to ensure the establishment and maintenance of an accounting system with internal controls adequate to safeguard CWP program funds. I further understand that if CWP awards a contract to this organization, that these administrative and financial procedures and controls will be monitored to ensure compliance with all State and Federal requirements.

Typed Name, Title:

Signature _____

Date

One-Stop RFP 2019-2020
Budget Detail Form

Proposer Name:

Budget Period: July 1, 2019 - June 30, 2020

LINE ITEM	Amount charged to CWP Contract
Front Line Personnel	
Staff Salaries: from front-line staff chart	
Fringe Benefits: from front-line staff chart	
Total Front Line Personnel Costs	\$0
Management Personnel	
Staff Salaries: from management staff chart	
Fringe Benefits: from management staff chart	
Total Management Personnel Costs	\$0
Grand Total Personnel Costs (front-line + management)	\$0
Staff Travel - provide detail and cost calculation in budget narrative	
Local Mileage/Parking	
Other Travel	
Total Staff Travel	\$0
Instructional Resources	
Provide itemized list and cost calculation in budget narrative	
Consumable Supplies	
Provide itemized list and cost calculation in budget narrative	
WIOA Participant Support	
Provide detail and cost calculation in budget narrative	
JFES Participant Support	
Provide detail and cost calculation in budget narrative	
Other Direct Costs	
List each cost not included in other lines; provide details and cost calculations in budget narrative.	
Total Other Direct Costs	\$0.00
General Overhead/Administration or Indirect	
Calculation: maximum 10% of Personnel Costs	
Profit	
Calculation: maximum 5% of Personnel Costs	
TOTAL	\$0.00

BUDGET NARRATIVE

See budget forms for personnel, facilities, and participant wage/fringe costs

THIS IS A SAMPLE - PLEASE DELETE CONTENT
AND REPLACE WITH YOUR OWN

STAFF TRAVEL**A. Local Travel**

Lists positions that will be reimbursed for local travel	# of Employees	# Miles / Month	# of Months	Reimbursement Rate	Parking Costs / Month	Total Cost
Sample - program director	1	40	12.0	\$0.535	\$1.00	\$269
Sample - career agent	2	40	12.0	\$0.535	\$1.00	\$526
Sample - BSU	2	10	12.0	\$0.535	\$1.00	\$140
Sample - education liaison	1	12	6.0	\$0.535	\$1.00	\$45
				\$0.535	\$1.00	\$0
				\$0.535	\$1.00	\$0
Total Local Travel						\$980

B. Conference Travel

List Conference Details (Name/Location/Dates)	# Attending	Plane/Train Fare	Accommodations	Ground Transportation	Parking	Mileage	Mileage Rate	Per Diem	Total Cost
Sample - Data analysis for regular people/Boston/Sept 2019	3	\$0.00	\$300.00	\$5.00	\$100.00	220.00	\$0.535	\$225.00	\$1,576
Sample - NAWDP Annual Conference/May 2020	1	\$300.00	\$900.00	\$20.00	\$0.00	-	0	\$150.00	\$1,520
									\$0
Total Conference Travel	4	\$300.00	\$1,200.00	\$25.00	\$100.00	220.00	0.535	\$375.00	\$3,096
Total Staff Travel									\$4,076

Participant Support: WIOA

List type of support	# of participants	# of supports per participant	Cost per support	Total Cost
Sample - Monthly bus pass	100	2	\$63.00	\$12,600.00
Sample - Uniforms for clinical/healthcare trainees	20	1	\$100.00	\$2,000.00
Sample - Safety glasses for construction trainees	40	1	\$20.00	\$800.00
Sample - Safety gloves for construction trainees	40	2	\$10.00	\$800.00
Sample - Gas cards for participants with cars	10	3	\$50.00	\$1,500.00
Total Participant Supports: WIOA				\$17,700.00

Participant Support: JFES

List type of support	# of participants	# of supports per participant	Cost per support	Total Cost
Sample - Uniforms for clinical/healthcare trainees	20	1	\$100.00	\$2,000.00
Sample - Safety glasses for construction trainees	40	1	\$20.00	\$800.00
Sample - Safety gloves for construction trainees	40	2	\$10.00	\$800.00
				\$0.00
Total Participant Supports: JFES				\$3,600.00

Instructional resources

Description	Cost per Item	# of Users	# of Items per User	Total Costs
Sample - Excel Workbooks	\$5	100	1	\$500.00
Sample - resume software - unlimited user subscription	\$1,000	1	1	\$1,000.00
Sample - Widget Awareness Monthly subscription	\$25	6	1	\$150.00
				\$0.00
				\$0.00
Total Consumables				\$1,650.00

Consumables

Description	Cost per Item	# of Users	# of Items per User	Total Costs
Sample - Office Supplies, \$10/month per employee	\$120	80	1	\$9,600.00
Sample - planners for ITA recipients	\$15	200	1	\$3,000.00
Sample - resume paper, 1 ream per case manager	\$20	2	1	\$40.00
Sample - postage - \$1/month per customer	\$1	8000	0.54	\$2,160.00
Sample - CASAS tests	\$6	40	2	\$480.00
			Total Consumables	\$14,800.00

Miscellaneous Other Direct Costs

	# of Items	Cost per Item	Total Cost
Liability Insurance - 10% of agency total premium	0.1	\$1,000.00	\$100.00
Membership fees - NAWDP	20	\$75.00	\$1,500.00
Staff recruiting	5	\$500.00	\$2,500.00
Subscription - the Work Number	1	\$500.00	\$500.00
Background checks - new hires	2	\$250.00	\$500.00
Outreach - PSAs, local print ads	5	\$100.00	\$500.00
		Subtotal Other	\$5,600.00
		Grand total Miscellaneous	\$11,200.00

List all front-line positions detailed in the staffing section of the RFP, with proposed pay rates and fringe benefits. CWP expects front-line staff to spend 100% of their time on the One-Stop contract.

Full time weekly hours: _____

Attach additional pages if needed

List each fringe benefit separately. Multiply the fringe rate by the amount of salary subject to the rate. Where a fringe benefit cost is not based on the total salary amount, note the explanation in the comment

50

List all proposed management, supervisory and support staff positions, with proposed pay rates and fringe benefits.
For each position, indicate whether it will be based in a North Central One-Stop center by entering yes or no in the On-Site column.
List any position that will not spend 100% of time on the North Central One-Stop contract on the Management Staff Allocations Chart.

Full time weekly hours: _____

Attach additional pages if needed

List each fringe benefit separately. Multiply the fringe rate by the amount of salary subject to the rate. Where a fringe benefit cost is not based on the total salary amount, note the explanation in the comment column.

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One-Stop RFP 2019-20: Management Staff Allocations

Proposer Name: _____

A	B	C	D	E	F	G
Position	Incumbent Name	Annual Salary	% charged to this contract	% charged to other CWP contracts	% charged to other sources	Amount charged to this contract
						0
						0
						0
						0
						0
						0
						0
						0
						0
						0
						0
						0

How to use this form:

Column A: List each position that will not be 100% charged to this contract; do not list positions charged 100% to this contract

Column B: List all incumbent staff members names

Column C: List staff members annual salaries

Column D: Provide the percentage of time each staff position is charged to this contract

Column E: Provide the percentage of time each staff position is charged to other CWP contracts

Column F: Provide the percentage of time each staff position is charged to non-CWP sources

NOTE: Columns D, E, & F must add to 100% of time for each staff position

Column G: Provide the amount of each allocated staff salary being charged to this contract (Column C x Column D)

Attach additional pages if needed



Attachment F: One-Stop Services Request for Proposal
Reference and Performance History Report

Instructions: A copy of this report form should be provided to each reference by the proposer. The report should be completed only for the most recent contract period since July 1, 2017, and submitted no later than April 2, 2019.

The organization providing the reference should complete, sign and submit the report. The signed report may be scanned and sent to RFP@capitalworkforce.org. The report may be submitted by mail to:

Alice Frechette
Capital Workforce Partners
One Union Place
Hartford, CT 06103

Proposer Name:

Name and address of organization providing reference:

Name of individual completing report:

Email address:

Telephone number:

Contract Information: If proposer has had multiple contracts during the most recent contract period, reference may complete a single combined report or separate reports for each contract.

Contract/Program name(s):

Contract number(s):

Contract amount:

Contract period:

Please indicate services provided by the contractor.

☐ Career Preparation ☐ Job Placement ☐ Business Services

☐ Online/Technology-based Learning

Job-seeker Services

Please indicate service levels and outcomes for each target population

Target Population	# served	# placed
Dislocated Workers		
Low Income Adults		
JFES/TANF/Welfare Recipients		
Ex-Offenders		
Individuals with Disabilities		
Veterans		
Long-term Unemployed		

Business Services

How many businesses were served?

How many job orders were taken?

How many businesses received targeted recruitment services, and screening and matching of candidates?	What was the fill rate for this service?
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Facilitation of Online/Technology-based Learning

How many students were provided with facilitated online or technology-based learning under this contract?

Please list all technology-based and online learning products facilitated by this contractor.

Has the contractor identified new technologies or technology advances to support job-seeker or business services? Please describe.

Please rate and comment on the contractor's performance in each area, using the ratings listed below.

Rating	Description
Excellent	The contractor's performance clearly exceeds contractual requirements.
Satisfactory	No problems exist or only minor problems for which solutions are in hand.
Marginal	Problems exist for which the identified solution may be adequate, but the problem appears to be within the contractor's ability to solve.
Unsatisfactory	Serious problems exist which may be outside the contractor's ability to solve. The contractor is in danger of not being able to satisfy contractual requirements and timely recovery is not likely.
N/A	Not applicable or unable to provide information

Service	Excellent	Satisfactory	Marginal	Unsatisfactory
Career Development & Preparation				
Job Placement				
Business Services				
Online/Technology-based learning facilitation				

Would you contract with this organization again?

General Comments:

Name of individual completing report:

Signature and date: _____