

Delaware County Workforce Development Board



Request for Proposals PA CareerLink® DCCC-Operations

Proposals Due: May 9, 2022

RFP Release Date: March 21, 2022

The Delaware County Workforce Development Board is an equal opportunity employer.

Auxiliary aids and service are available upon request to persons with disabilities.

General Information

The Delaware County Workforce Development Board (DCWDB) is the entity designated by the Delaware County Council to provide staff support and act as the administrative entity and the fiscal agent for the operation of the Workforce Innovation and Opportunities Act (WIOA) Programs in the Delaware County Workforce Development Area (WDA). The DCWDB is a business, education, and community board that is empowered to lead workforce development in Delaware County.

It is the mission of the DCWDB to serve as the local entity, responsible for the strategic planning and promotion of an effective workforce development system in Delaware County that responds to regional labor market needs.

Statement of Purpose

The DCWDB is issuing this Request for Proposals (RFP) to identify an organization to manage daily operations of the PA CareerLink® Delaware County Community College.

Contract Award & Funding Available

The proposals submitted in response to this solicitation is not a legally binding document. However, the contents of the proposal of the successful bidder will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award.

Procurement Timeline:

- Public Notice March 19-22, 2022
- Release RFP on website March 21, 2022
- Bidders Info Session via MS Teams 11am March 29, 2022
- Proposals Due May 9, 2022, 5pm EST
- Expected Date for Notification of Award June 16, 2022

Submission of Proposals

Proposals will only be accepted by email and must be received no later than 5:00 p.m. EST on May 9, 2022. Proposal must be emailed to Kate McGeever mcgeeverk@co.delaware.pa.us with a subject line of "PA CareerLink® DCCC-Operations"

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

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GENERAL INFORMATION

This section provides general and background information needed to understand the regulatory and programmatic context of this RFP. This section also describes important details regarding the services and stakeholders related to this RFP, as well as characteristics of any agreements that may result from this RFP.

About Delaware County Workforce Development Board

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

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

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

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

- **Goal 5 Build Systems Connections:** The DCWDB will create formal connections to County systems that serve adults and youth, including the justice system, Children and Youth Services, foster care, etc. and continue to build connections to PA CareerLink® partners, program providers, and community-based organizations to collectively meet the needs of job seekers. Positioning the workforce system in alignment with other support systems creates a comprehensive strategy to reduce barriers to employment.
- **Goal 6 Increase Diversity, Equity, Inclusion:** The DCWDB will investigate and address structures and practices that limit diversity, equity, or inclusion in the workforce development system. Delaware County can only achieve a world class workforce when the talents and goals of all residents are ignited.

Purpose of this RFP

Delaware County Workforce Development Board (DCWDB) is issuing this Request for Proposals (RFP) to identify one organization to provide Administration for the PA CareerLink® in Delaware County Community College (DCCC) in support of the One-Stop Career System in the Delaware County Workforce Development Areas (WDA), which includes two PA CareerLink® centers, in accordance with the Workforce Innovation and Opportunity Act (WIOA).

The period of performance will include a base contract that begins on July 1, 2022 and ends on June 30, 2024, with 2-year renewal option, exercised at the discretion of DCWDB. To effectively manage and coordinate partners and services at American Job Centers, known as PA CareerLink® centers in Pennsylvania, WIOA establishes the role of the PA CareerLink® Site Administrator. This RFP seeks to secure DCCC PA CareerLink® Administration Services to coordinate and enhance PA CareerLink® service delivery within Delaware County.

The selected applicant will be responsible for functional management and general operations of DCCC PA CareerLink® and facilitating day-to-day collaboration and integration between all PA CareerLink® partners – required and non-required.

The successful applicant will employ several staff members to assist in managing the day-to-day operations of the DCCC PA CareerLink® location, including:

- general customer service and oversight of the Career Resource Center (CRC);
- participate in regular meetings and communication between core partners of the PA CareerLink® system to discuss critical issues related to operations, service delivery and performance; and
- ensure adherence to the standards of PA CareerLink® certification, as defined required by PA Workforce System Policy No. 121-052.

All interested parties are highly encouraged to review this RFP carefully to gain a clear understanding of Delaware County Workforce Development Board’s expectations regarding the role of the DCCC PA CareerLink® Administration in Delaware County and the standards and requirements that will govern any agreement resulting from this RFP. Please note the term “DCCC PA CareerLink® Administration” is used throughout this RFP to refer to the organization selected to perform the services sought by this RFP and to refer to a specific staff position required in the program model proposed by the selected organization.

Overview: WIOA, One-Stop Centers and the DCCC PA CareerLink® Administration

The Workforce Innovation and Opportunity Act (WIOA) is the primary federal law governing the funding and provision of workforce development services to jobseekers, employers and other stakeholders in the United States, primarily administered by the US Department of Labor (USDOL). WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. All qualified parties interested in applying in response to this RFP must be familiar with the goals and requirements of WIOA and all its guidelines; the selected applicant must follow and comply with all rules and regulations therein.

The cornerstone of WIOA is a one-stop service delivery system that meets the needs of dual customers: the job seeker and the employer. One-stop centers, also known as American Job Centers, include a collection of agencies responsible for providing seamless service delivery to jobseekers and employers. In the Commonwealth of Pennsylvania, the one-stop system is referred to and branded under the name “PA CareerLink®.” Under WIOA, the PA CareerLink® system is measured by its effectiveness, accessibility, and continuous improvement as evidenced by the ability to achieve negotiated performance levels, integrate available services, and meet the workforce development and employment needs of local employers and job seekers.

DCWDB has two American Job Centers—PA CareerLink® DCCC and PA CareerLink® Delaware County Community College—offering the full range of PA CareerLink® services. Through this RFP, DCWDB intends to select an organization to provide functional management and general operation of PA CareerLink® DCCC to ensure accessible, seamless, customer-driven services to jobseekers, employers, and other stakeholders.

DCWDB expects the one-stop centers to be welcoming places that offer exceptional customer service and valuable workforce opportunities to a broad range of businesses and job seekers in Delaware County. The centers provide help and guidance to individuals of all skill levels and work experience, utilizing services for a variety of reasons related to their job search. Some users engage solely in self-directed activities with the help of technological tools and

informational resources while others may participate in more comprehensive, individualized career and training services. No matter their needs, all individuals are welcome to come to PA CareerLink® for support and guidance.

Each PA CareerLink® center in Delaware County maintains a Career Resource Room (CRC) equipped with computers, informational resources, phones and printers available to the public for job searching purposes, staffed by a Customer Service Representative and CRC Attendant. These staff members are available to assist customers with their basic job search and provide customers with additional information about all services offered at the PA CareerLink®.

The successful applicant will maintain the leases and/or pays facility costs at the PA CareerLink® DCCC.

PA CareerLink® System Partners

The spectrum of basic and individualized services offered to job seekers and businesses at PA CareerLink® centers in Delaware County is delivered by core partners of the one-stop system defined by WIOA, in close coordination, including the following:

- Title I - Workforce Development Activities (Adult and Dislocated Worker Services): The Adult and Dislocated Worker Programs are defined by Title I of WIOA, which also establishes the framework for providing career and training-related services to many job seekers and employers at the nation's nearly 2,500 American Job Centers. As the local workforce development board and fiscal agent for the Adult and Dislocated Worker Programs, DCWDB contracts with service providers to directly provide these services in Delaware County.
- Title II - Adult Education and Literacy Act programs: Title II programs provide job seekers access to adult basic education resources. The Pennsylvania Department of Education (PDE) oversees Title II services, which are delivered locally by Delaware County Literacy Council. They provide tutoring, GED preparation, English as a second language (ESL), and other educational resources to jobseekers.
- Title III - Wagner-Peyser Act: Title III programs provide vital employment services widely available through PA CareerLink®. The Pennsylvania Department of Labor & Industry (L&I) oversees Title III services, which are delivered locally by L&I staff, primarily from the Bureau of Workforce Partnership and Operation (BWPO). BWPO staff provide a variety of workforce development services, including but not limited to Labor Exchange, Trade Adjustment Act, Reemployment Services and Eligibility Assessments (RESEA), business services, Veteran's assistance, and Rapid Response services.
- Title IV - Rehabilitation Act: Title IV programs provide career, employment, and supportive services to jobseekers with disabilities. The Pennsylvania Department of Labor & Industry (L&I) oversees Title IV services, which are delivered locally by L&I staff from the Office of Vocational

Rehabilitation (OVR). OVR has specialized resources and expertise to help serve jobseekers with a variety of disabilities.

These core partners will work together in a cohesive environment to ensure streamlined services for all customers. A primary role of the DCCC PA CareerLink® Administration is to ensure cohesion and collaboration amongst the core partners. In addition to the core partners, PA CareerLink® centers are host to numerous other partner agencies who enrich the centers with valuable career, educational and related resources.

Population and Partners to be Served

The one-stop service delivery system is designed to provide all job seekers and businesses with access to a broad range of information, services and career opportunities. As such, a diverse range of stakeholders utilize the PA CareerLink® DCCC to pursue positive educational and employment outcomes. Jobseekers come to PA CareerLink® with differing levels of experience, skills, abilities, and barriers to employment seeking career opportunities in various occupations.

The selected applicant will have demonstrated experience in planning and/or delivering workforce development services to a similarly diverse population on a comparable scale. The selected applicant will demonstrate competence in trauma-informed services and will share DCWDB’s commitment to diversity, equity, and inclusion in the workforce development system.

Program Dates

The selected applicant will begin delivering the full range of services as described in this RFP on July 1, 2022. The Agreement resulting from this RFP will include one 24-month contract period, as shown in the table below, with the second contract periods renewable at the discretion of DCWDB, based on performance of the selected applicant and funds available. DCWDB reserves the option to modify contracts on a year-to-year basis.

Contract period 1 (base)	July 1, 2022- June 30, 2024	Base contract award
Contract period 2 (optional)	July 1, 2024- June 30, 2026	Renewable by DCWDB

Anticipated Award

As a result of this RFP, DCWDB expects to award one cost reimbursement contract to provide the services sought by this RFP, delivered from the PA CareerLink® DCCC in Delaware County.

The actual amount of award will be based on proposed budgets, availability of funds, and standards for use of public funds (all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories). DCWDB is

unable to define with certainty the funding allocation that will be made available for any agreement resulting from this RFP. DCWDB reserves the right to vary or change the terms of any contract executed as a result of this RFP, including funding levels, the scope of work, performance standards, and shortening or extending the contract period, as it deems necessary and in the best interests of DCWDB. The proposal most advantageous to DCWDB in terms of quality and cost will be recommended for funding.

Program Cost Reimbursement

Payment related to any agreement resulting from this RFP will be made on a cost reimbursement basis. This means your organization must have the financial capacity to pay all program costs up front. DCWDB will require an invoice, proof of expenses, and required documentation to process a reimbursement. DCWDB will only reimburse the provider for actual expenses incurred during the effective dates of the contract. The reimbursement timeline will be finalized during the contract negotiation. Allowable costs will be determined by all applicable federal, state and local regulations, including but not limited to the Uniform Guidance and WIOA regulations. See Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards at 2 CFR 200.

Who can apply?

Eligible applicants include non-profit and for-profit organizations, private sector entities, educational institutions, community-based organizations and other entities operating in accordance with federal, state and local law, and in business for at least three years. Applicants must be an incorporated organization. Eligible applicants must be in good standing with the federal government, registered in the System for Award Management, not debarred, and have proof of insurance and a DUNS number. Organizations currently barred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by a Federal, State, City or County department/agency, quasi-governmental agency, or Delaware County Workforce Development Board (DCWDB) are ineligible to apply. See PA Workforce System Policy No. 121-047 for further guidance regarding eligible applicants. See Appendix B for more information on administrative requirements for selected applicants. The selected applicant must have demonstrated experience and expertise in the provision of services as described in this RFP (or closely similar to).

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

highest level of integrity and business ethics. Applicants must be able to implement a system of self-monitoring, including the review of key data related to performance, quality assurance, financial integrity and accuracy and one-stop center operations. Applicants are responsible for being knowledgeable of all laws, regulations, rules, and policies of the funding sources identified in this RFP. If DCWDB determines, at its sole discretion, that the selected applicant is not responsible, that it does not possess the administrative, fiscal, and/or technical resources and capabilities necessary to successfully perform under the terms and conditions of an agreement, it shall terminate the agreement immediately.

STATEMENT OF WORK

The selected applicant will serve as the PA CareerLink® DCCC Administration as required by the Workforce Innovation and Opportunity Act (referred to hereafter as WIOA) and its implementing federal and state regulations, ensuring PA CareerLink® provides accessible, seamless, customer-driven services to jobseekers, employers and other stakeholders in a professional, timely and efficient manner. Major components of the work involve:

- Managing the day-to-day operations of PA CareerLink® centers, including general customer service and oversight of the Career Resource Center (CRC)
- Facilitating efforts to improve client outcomes and customer satisfaction by enhancing, coordinating and integrating service delivery within PA CareerLink®
- Developing innovative strategies and technologies to assist DCWDB in improving the public workforce development system in Delaware County
- Ensuring adherence to the standards of PA CareerLink® certification, as defined required by PA Workforce System Policy No. 121-059
- Support the work of the existing One-Stop Operator in engaging and expanding the network of partners participating in PA CareerLink®, including developing and implementing shared vision, goals and performance indicators

The services described in this RFP will be delivered at PA CareerLink® DCCC at. The successful applicant will have site control and/or pays facility costs.

The selected applicant will actively participate with DCWDB in shaping and informing the local workforce development system. As such, the selected applicant will maintain current knowledge and expertise in:

- Federal, state, and local policies, including WIOA and its implementing guidance;
- Evidence-based workforce development practices and viable career pathways;
- Local workforce development programs, social service agencies and related resources; and
- Local labor market information, including workforce and employer dynamics.

Successful delivery of services solicited by this RFP will require close adherence to the criteria of key Training and Employment Guidance Letters (TEGL) from the US Department of Labor; PA Workforce System Policy (WSP) from the PA Department of Labor and Industry; and regional and state workforce plans and MOUs including but not limited to the following:

- TEGL 4-15: Vision for the One-Stop Delivery System;

- TEGL 10-16: Performance Accountability Guidance for WIOA;11 9 PA Workforce System Policy No. 121-05;
- TEGL 16-16: One-Stop Operations Guidance for the American Job Center Network;
- TEGL 19-16: Operating Guidance for the Workforce Innovation and Opportunity Act
- PA Workforce System Policy No. 121-04;
- PA Workforce System Policy No. 121-05;
- WIOA One-Stop Partner MOU for Delaware County;
- Multi-Year Regional Workforce Development Plan for the Southeast Planning Region;
- Multi-Year Local Workforce Development Plan for Delaware County; and,
- Pennsylvania WIOA Combined State Plan;

1. Site Operations and Functional Management

In accordance with WSP 121-0421 and WIOA, the selected applicant will perform the following duties related to site operations and functional management for PA CareerLink®

- Actively support DCWDB’s goal of increasing the diversity, equity, and inclusion among PA CareerLink® staff and ensuring equal opportunity and access to services for all job seekers and employers.
- Develop and implement policy changes, process enhancements, customer service standards and plans for continuous improvement at PA CareerLink® that reflect an integrated system, efficient use of resources and nonduplication of efforts, including implementation of a referral system that includes all workforce development partners
- Ensure effective administration of day-to-day operations at PA CareerLink® centers in support of all participating PA CareerLink® partner agencies, including offering hours of operation in the evening.
- Manages assigned personnel, evaluates work, recommends and implements approved disciplinary and/or corrective action, provides training and/or technical assistance as requested or required in conjunction with the employee's base supervisor
- Assist DCWDB and the One-Stop Operator in developing and managing the PA CareerLink® Infrastructure Funding Agreement, or Resource Sharing Agreement, as defined and required by WIOA and its implementing regulations
- Assess and ensure effective use of key performance indicators for service delivery at PA CareerLink® that measure progress and impact of shared service delivery goals
- Utilize technology to strengthen PA CareerLink® service delivery, improve operations and achieve integration among partners

- Continuously monitor and assess the needs of customers at PA CareerLink® through feedback mechanisms and make recommendations for improvement appropriately
- Identify and lead strategies for PA CareerLink® partners to align services with and meet the needs of businesses seeking to utilize PA CareerLink®

2. Staffing Plan

In performing the services procured by this RFP, the selected applicant will employ the following key positions. Brief position descriptions are provided below; however, the selected applicant may propose reasonable adjustments, as long as the number and basic structure of the below positions remain intact. The selected applicant must employ highly qualified and professional staff at all levels throughout the period of performance whose quality of work is reflective of the world-class workforce development system sought by DCWDB.

Site Administrator : The Site Administrator’s main function is to ensure the effective administration of day-to-day operations at PA CareerLink® DCCC in support of all participating PA CareerLink® partner agencies. The Site Administrator provides operational and functional guidance to all PA CareerLink® staff members, as well as technical support for implementation of PA CareerLink® policies and procedures; ensures PA CareerLink® staff have the knowledge and training to effectively participate in PA CareerLink® centers; has a foundational understanding of all PA CareerLink® partner functions and services and is able to assist and/or mentor where needed; assists the One-Stop Operator in developing and implementing goals and objectives; and oversees scheduling of common PA CareerLink® events, workshops and other activities. The Site Administrator reports directly to the One-Stop Operator.

Customer Service Representative (CSR) : The CSR is the frontline staff person welcoming and greeting individuals who seek to use the services of PA CareerLink® centers. CSRs are responsible for maintaining the front desk of the facility, helping receive and direct walk-in customers, answering phones, and assisting individuals with access to basic resources of the Career Resource Center (CRC). They are also required to maintain a working knowledge of workforce services, partner agencies, and related workforce development programs in order to help triage customers, promote services and ensure connection to appropriate services. CSRs report directly to the Site Administrator.

Career Resource Room (CRC) Attendant: The CRC Attendant helps maintain and ensure effective use of the CRC and its various resources, while assisting job seekers with computer access and utilization, providing customers with basic information and assistance, and directing customers to register and engage in required systems. They are also required to maintain a working knowledge of workforce services, partner agencies, and related workforce development programs in order to help triage customers, promote services and ensure connection to appropriate services. CRC Attendants report directly to the Site Administrator.

The CSRs and CRC Attendants are often the first points of contact customers have with PA CareerLink®. Both must work closely together as a cohesive team, act as professional ambassadors of PA CareerLink® and create a positive and welcoming environment. As vital frontline staff, CSRs and CRC Attendants must have excellent customer service skills and conflict management abilities.

3. PA CareerLink® Certification

The selected applicant will ensure adherence of all PA CareerLink® operations and activities to the standards of PA Workforce System Policy No. 121-05, 22 Local Workforce Delivery System – PA CareerLink® Certification and Continuous Improvement, regardless of whether DCWDB is undergoing the official certification process, as defined by WSP 121-05. WSP 121-05 establishes criteria for PA CareerLink® effectiveness, physical and programmatic accessibility in accordance with WIOA Sec. 188, if applicable, and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et. Seq.), service integration, and the continuous improvement of the local PA CareerLink® system and each center under its purview.

4. Cross-Training and Professional Development

The selected applicant must ensure staff of all participating PA CareerLink® partner agencies have access to training and guidance imparting the knowledge, skills and abilities to support an integrated service delivery system and contribute to shared performance goals, promoting effective participation in common functions and responsibilities of PA CareerLink® partners, including but not limited to the following areas:

- PA CareerLink® policies and procedures
- Career counseling and customer service best practices
- Labor market information, including characteristics of supply (labor) and demand (employers)
- Initiatives, programs and services of DCWDB and the broader workforce development system
- Viable career pathways and how PA CareerLink® can guide customers appropriately
- Availability of industry and employer-recognized training and educational programs and opportunities
- Commonwealth Workforce Development System (CWDS)
- Impact of trauma and poverty on job seekers and related interpersonal strategies
- Local resources and services to assist individuals facing barriers to employment
- Culturally competent, trauma-informed service delivery

5. Outreach and Promotion

The selected applicant must support DCWDB's efforts to raise community awareness of and access to PA CareerLink® services and resources. The selected applicant is expected to act as an ambassador for PA CareerLink®, representing and promoting PA CareerLink® on task forces, working groups and other community events related to the workforce development system. The selected applicant will consult and seek approval from DCWDB regarding any matters related to official representation of the PA CareerLink® system.

The selected applicant is expected work closely with the DCWDB communications team on outreach efforts utilizing social media and/or the PA CareerLink® Delaware County website. The selected applicant and DCWDB communications team will work in tandem to ensure on-brand and relevant messaging.

6. Data Analytics and Reporting

The selected applicant must regularly track and monitor data related to PA CareerLink® DCCC services and general customer participation, including data derived from client information systems and other applications, using observations and evaluation to ensure continuous improvement, inform coordinated service delivery and enhance partner collaboration in PA CareerLink®. The selected applicant will be responsible for identifying strengths and shortcomings of processes used to collect and analyze quantitative and qualitative data regarding PA CareerLink® clients and partners, recommending and implementing efforts to improve data collection and analysis. Such efforts must be supported by strong internal systems and applications. The selected applicant will provide DCWDB with timely reports and supporting documentation that clearly demonstrate status of contract requirements, as well as job seeker satisfaction, employer satisfaction, partner satisfaction, foot traffic numbers and corresponding information about visitors to PA CareerLink® DCCC.

7. Commonwealth Workforce Development System (CWDS)

The selected applicant will be required to utilize the Commonwealth Workforce Development System (CWDS) as the information system of record and must ensure that all data is entered accurately and in a timely manner, adhering to all applicable data rules, regulations, and entry time requirements. Staff must be competent in utilizing CWDS. The selected applicant will adhere to the PA CareerLink® Systems Manual for guidance on proper documentation for PA CareerLink® participation. In addition, the selected applicant will maintain internal protocols for uniformed data entry. The selected applicant will participate in quality and compliance activities, as well as regular meetings and review of performance reports, and other written reports when requested.

8. Records and Documentation

The selected applicant must retain, secure, and ensure the accuracy of all program files and records in compliance WIOA requirements, related federal and state regulations, and DCWDB's

record retention requirements. Files must be retained for SEVEN (7) years after DCWDB reports final expenditures to the funding source. The selected applicant must allow DCWDB and representatives of other regulatory authorities access to all records, program materials, staff, and participants related to provision of services described in this RFP.

The selected applicant is responsible for maintaining and securing participant files at all times, as well as ensuring privacy and protection of all personal information collected from participants per applicable laws, regulations and DCWDB policies. Confidentiality of participant information must be maintained, and all files must be properly stored in a secured space with limited staff access. Each staff member who has contact with participants or participant information must receive training on confidentiality requirements. The selected applicant acknowledges that the use or disclosure of participant information for purposes other than the effective delivery of the services described in this RFP is strictly prohibited. Staff of the selected applicant may have access to this information only on a “need to know” basis. The selected applicant must inform employees that inappropriate use of such information may result in disciplinary action, including discharge, or criminal prosecution if the employee knowingly uses the information for fraudulent purposes.

9. Monitoring and Evaluation

DCWDB is responsible for all levels of program monitoring, compliance, and evaluation for PA CareerLink® DCCC activities. The selected applicant’s performance will be evaluated by DCWDB within the first six months of the contract start date and at least annually thereafter. Evaluations will include but are not limited to contract provisions, surveys of PA CareerLink® partners and other evaluation criteria developed by DCWDB.

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

The selected applicant will permit DCWDB to carry out monitoring and evaluation activities, including any performance measurement system required by applicable law, regulation, and funding source guidelines, and the selected applicant agrees to ensure, to the greatest extent possible, the cooperation of its agents, employees and board members in such monitoring and evaluation efforts. This provision shall survive the expiration or termination of any agreement resulting from this RFP.

The selected applicant shall cooperate fully with any reviews or audits of the activities under any agreement resulting from this RFP by authorized representatives of DCWDB or federal or

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state agencies and the selected applicant agrees to ensure to the extent possible the cooperation of its agents, employees, and board members in any such reviews and audits. This provision shall survive the expiration or termination of any agreement resulting from this RFP.

The selected applicant understands that all books and records pertaining to any agreement resulting from this RFP, including payroll and attendance records of participating employees, are subject to inspection by DCWDB, federal or state agencies and others for auditing, monitoring, or investigating activities pursuant to any agreement resulting from this RFP. Said books and records shall be maintained for a period of SEVEN (7) years beyond the completion of any agreement resulting from this RFP. If the selected applicant receives notice of any litigation or claim involving the grant award or otherwise relating to any agreement resulting from this RFP, the selected applicant shall retain records until otherwise instructed by DCWDB.

PROPOSAL PROCESS & REQUIREMENTS

This section provides instructions for preparing and submitting a proposal in response to this RFP, including required proposal contents and format, important dates, and deadlines, and how to find out more about the RFP. Before preparing and submitting a proposal, interested and qualified applicants are highly encouraged to read all other sections of this RFP and key source documents referenced throughout, especially the Statement of Work, to gain a full understanding of the services requested and provider characteristics and competencies sought.

How to Apply

All proposals must be submitted to Delaware County Workforce Development Board (DCWDB) electronically via email to mcgeeverk@co.delaware.pa.us no later than 5:00 p.m. EST on Friday, November 19, 2021. Emails must have the subject line "DCCC PA CareerLink® Administration Proposal [Organization name]." Late proposals will not be considered. Proposals must be submitted in 12-point, Calibri font, double-spaced with 1-inch page margins. Your proposal may not be considered if page limitations and formatting requirements are not met. Your proposal must contain all the content below in the same general order illustrated. Strong proposals will demonstrate a full understanding of the requirements described throughout this RFP and establish the capacity, expertise and program design needed to meet the required standards and goals.

1. **Cover Sheet** – Use template provided. (Attachment A)

2. **Executive Summary** – Include each of the following: (**maximum 1 pages**)

- a. Overview of the organization's qualifications and alignment with the services sought by this RFP.
- b. Concise description of the proposed program.
- c. Amount of funding requested for the period of January 1, 2022 to June 30, 2023.

3. **Program Narrative** – Describe each of the following for your proposed program: (**maximum 4 pages**) Applicants should directly respond to each of the sections below; however, strong program descriptions will clearly demonstrate how the applicant will effectively meet all the standards, expectations and desired outcomes found in this RFP. Responses will also be strengthened by connecting proposed program components with evidence-based practices or well-established success in other projects. Applicants must think creatively and strategically in developing program design, exceeding basic requirements and incorporating innovative ideas and technologies. Please utilize the Statement of Work to develop a deeper understanding of the below factors and complete your program narrative accordingly.

a. **Staffing plan:** Please see Statement of Work section, 3. Staffing Plan. Describe your approach to staffing and effective performance of staff for the services defined in this RFP. For the Site

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Administrator, Customer Service Representatives (CSRs) and Career Resource Room (CRC) Attendants, describe how you will ensure staff have the knowledge, skills, and abilities to effectively meet the requirements of this RFP. Be sure to address how you will accomplish the following: ensure a high level of staff performance, competency, and quality customer service; ensure continued staffing despite turnover; maintain regular and clear communication between proposed staff and DCWDB. DCWDB encourages applicants to ensure all staff members employed through any agreements resulting from this RFP receive, at minimum, a family sustaining salary.

b. Site operations and functional management: Please outline the plans and methodology you will use to ensure effective operations at PA CareerLink® DCCC, including how you will ensure services are accessible, available, customer-focused, and well-coordinated among partner agencies. How will you administer the day-to-day operations of the one-stop centers? How will you ensure adherence to the criteria for PA CareerLink® certification established by PA Workforce System Policy No. 121-05? How will you develop a plan for integrating and streamlining the various services of PA CareerLink®? How will you identify and implement policy changes, process enhancements, customer service standards and plans for continuous improvement at PA CareerLink

c. Partner Collaboration: Please describe your plans for facilitating partner collaboration at PA CareerLink® centers, understanding the importance of integrating and coordinating the efforts and services of various partner agencies involved in PA CareerLink®.

d. Cross-Training and Staff Development: Please describe your plans to ensure staff of PA CareerLink® receive the training and professional development opportunities needed to be effective members of the PA CareerLink® system. How will you identify appropriate topics? What kind of cross-training and professional development activities would be helpful? At what frequency? How will appropriate staff development and providers of staff development be identified?

e. Outreach and promotion: Please describe the strategies you will use to raise awareness and utilization of PA CareerLink® by jobseekers, employers, community partners, and other important stakeholders. Be sure to focus your response on unified efforts to promote PA CareerLink® as an integrated system.

f. Data Analytics and Reporting: Please describe how you will collect, analyze, and utilize data to inform decision-making for effective PA CareerLink® operations, including but not limited to data regarding customer activity, partner services, and community trends and opportunities.

g. Performance and Evaluation: Please describe how you will define and measure success, monitor your performance and regularly communicate status of required standards and goals, including related key performance indicators, to DCWDB and other stakeholders. How will you continuously monitor PA CareerLink® operations and use findings to inform and improve your

model? In addition to the indicators of performance described in this RFP, what other indicators would you utilize to ensure your success? Be sure to also address how you will gather input from PA CareerLink® partners and ensure such feedback informs your performance.

h. Timeline: Recognizing that any agreement resulting from this RFP would effectively begin on July 1, 2022, provide a timeline illustrating the major goals, activities, and tasks that you would take to implement your proposed model.?

i. Please describe any other services, programs, or resources you will provide to PA CareerLink® DCCC, if applicable, and any funds or resources you plan to leverage in support of your proposed program, if applicable.

5. Budget – Provide a budget for the period of July 1, 2022 to June 30, 2023 including all program and administrative costs, using the required budget template provided (see DCWDB webpage for this RFP). There are multiple tabs on this budget template. Please fill out all tabs of the budget template. All costs must be allowable according to applicable federal, state and local regulations, including but not limited to the Uniform Guidance and regulations of the funding source, and allocable to the proposed program. Effective budgets will enable the proposed program to meet the intent and requirements of the contract, while being realistic, reasonable and prudent, avoiding unnecessary or unusual expenditures. Refer to the appropriate regulations per the funding source in conjunction with the uniform guidance to identify disallowed costs associated with any agreement resulting from this RFP. See Appendix B for further guidance regarding the budget and budget narrative. When constructing your budget, please include space, office or operational costs at PA CareerLink® DCCC.

6. Budget narrative (maximum 1 page) – Provide a narrative to accompany the budget that describes the purpose of each cost, explains how all costs were estimated and justifies the need for all costs in meeting contract requirements. In your narrative, be sure to clearly communicate the calculation for staff, general operations, technology, administrative, indirect and any other costs necessary to perform the services described in this RFP. A strong budget narrative will minimize or eliminate the need for clarifications from evaluators reading the proposal.

Review and Selection Process

All proposals received by the submission deadline will be initially reviewed by DCWDB for responsiveness and compliance with the specifications and requirements contained in this RFP. Proposals passing the initial review will be scored by evaluators according to the criteria below, with attention to clarity, completeness and quality. High scoring proposals will clearly demonstrate an ability and likelihood to effectively perform the Statement of Work and meet the standards and intended outcomes of this RFP. Select applicants may be requested to participate in presentations or discussions with proposal evaluators and other DCWDB staff; although DCWDB reserves the right to select proposals for award without such presentations or

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discussions. Award recommendations of the evaluators will be presented to the Board of Directors for final decision. Selection of a proposal for contract Page award will be subject to successful contract negotiations. Scoring for the required sections of the proposal will be assigned as follows:

Proposal Review Scoring Rubric

- Cover Sheet Required, but not scored
- Executive Summary Required, but not scored
- Organization Overview 20 points
- Program Narrative 60 points
- Budget & Budget Narrative 20 points
- Total points available 100 points

The selected applicant will be invited to negotiate a contract for services based on the project described in the proposal, the requirements of this RFP and stipulations of the funding source.

Review Timeline (all dates are subject to change):

Review Timeline (all dates are subject to change):

- Public Notice March 19-21, 2022
- Release RFP on website March 21, 2022
- Bidders Info Session via MS Teams 11am March 29, 2022
- Proposals Due May 9, 2022, 5pm EST
- Expected Date for Notification of Award June 16, 2022

Questions

All interested parties are highly encouraged to submit questions to obtain the clearest understanding of DCWDB expectations regarding the services sought by this RFP. To register for the Bidders information session on March 29, 2022 at 11am, email mcgeeverk@co.delaware.pa.us

Disclaimers

- This Request for Proposals (RFP) does not commit Delaware County Workforce Development Board to award a contract.
- Delaware County Workforce Development Board may select a firm based on its initial proposal received, without discussion of the proposal. Accordingly, each proposal should be submitted on the most favorable terms, from a price and technical standpoint, that the bidder can submit to Delaware County Workforce Development Board. Delaware County Workforce Development Board may, however, have discussions with those firms it deems in its discretion to fall within a competitive range.

- Delaware County Workforce Development Board reserves the right to request additional information from any applicant, request oral presentations from applicants, or conduct site visits from any applicant before a contract award.
- Delaware County Workforce Development Board reserves the right to fund portions of a proposal, or to reject any and all proposals in whole or in part. Rejection of a portion of a proposal does not necessarily negate the entire proposal.
- Delaware County Workforce Development Board may, at its discretion, adjust the level of funding provided to successful bidders under this RFP and/or consider the funding of proposals not initially funded under this RFP at a later date.
- No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies.
- All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to Delaware County Workforce Development Board and be subject to disclosure under the Freedom of Information Act, Right to Know Law, or other applicable legislation.
- The contract award will not be final until Delaware County Workforce Development Board and the successful bidder have executed a mutually satisfactory contractual agreement. Delaware County Workforce Development Board reserves the right to make an award without further discussion of the proposal submitted. No activity may begin prior to final Delaware County Workforce Development Board approval of the award and execution of a contractual agreement between the successful bidder and Delaware County Workforce Development Board.
- The submission of the proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.
- Applicants are advised that most documents in the possession of Delaware County Workforce Development Board are considered public records and subject to disclosure. Delaware County Workforce Development Board reserves the right to issue additional RFPs if and when it is in Delaware County Workforce Development Board's best interest to do so and, may elect to negotiate and issue multi-year contracts to successful bidders under this or subsequent RFPs.
- All programs and activities are designated as equal opportunity employers/programs.
- The DCWDB is not liable for any cost associated with responding to this RFP and will not authorize such costs as part of the contract with the selected organization.
- The DCWDB reserves the right to accept or reject any or all proposals received and to cancel or reissue this RFP in part or its entirety.

- The DCWDB reserves the right to award a contract for any items/services solicited via this RFP in any quantity the DCWDB determines is in its best interest.
- The DCWDB reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary.
- The DCWDB reserves the right to negotiate the final terms of any and all contracts or agreements with proposers selected and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the workforce area.
- The DCWDB reserves the right to contact any individual, agency, employer, or grantees listed in the proposal; to contact others who may have experience and/or knowledge of the proposer's relevant performance and/or qualifications; and to request additional information from any and all proposers.
- The DCWDB reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
- The DCWDB reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this procurement if adequate funding is not received from the U.S. Department of Labor via the Pennsylvania Department of Labor & Industry or other funding sources or due to legislative changes.
- Proposers shall not under penalty of law offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the DCWDB for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
- No employee, officer, or agent of the DCWDB shall participate in the selection, award, or administration of a contract supported by WIOA funds if a conflict of interest, or potential conflict, would be involved.
- Proposers shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a proposer's bid to be rejected. This does not preclude partnerships or subcontracts.
- All proposals submitted must be an original work product of the proposers. The copying, paraphrasing, or otherwise using substantial portions of the work product from other entities and submitted hereunder as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected.

- The contents of a successful proposal may become a contractual obligation if selected for award of a contract. Failure of the proposer to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to the successful proposer as a basis for release of proposed services at the stated price/cost. Any damages accruing to the DCWDB as a result of a proposer's failure to contract may be recovered from the proposer.
- A contract with the selected proposer may be withheld at the DCWDB's sole discretion if issues of contract, questions of Federal or State regulatory non-compliance, or questioned/disallowed costs exist until such issues are satisfactorily resolved. The DCWDB may withdraw award of a contract if the resolution is not satisfactory to the Board.
- The respondent assures that WIOA funded services, activities and agreements will comply fully with the provisions of WIOA, Section 188, Nondiscrimination and Equal Opportunity regulations (29 CFR Part 38), Title VI of the Civil Rights Act of 1964, The Americans with Disabilities Act of 1990, The Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973 and Title IX of the Education Amendments of 1972 and practice Diversity, Equity, and Inclusion.

Attachment A

PROPOSAL COVER SHEET

Agency Name: _____

Agency Address: _____

Program Contact Person: _____

Contact Information: Phone#: _____ E-Mail: _____

Total Funds Requested: \$ _____

AGENCY STATUS: (Check all that apply)

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

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

Number of years operating the program model being proposed: _____

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

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

Contractor (Agency)

Date

Printed Name & Title of Authorized Signatory

Signature of Authorized Signatory