



**REQUEST FOR PROPOSAL
FOR
ONE-STOP OPERATOR – WORKFORCE DEVELOPMENT SERVICES
RFP # 24-01**

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PROPOSALS DUE: May 2, 2024

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I. INTRODUCTION AND RFP PURPOSE

The Local Workforce Development Area #40 (LWDA) is issuing this Request for Proposal (RFP) to solicit qualified organizations with the expertise and capacity to oversee the operations of multiple one-stop career centers and deliver workforce development services to the Acadiana Area.

Note: The services provided to job seeker customers also serve to ensure that the needs of business customers are met by aiding them with meeting their workforce and talent needs.

It is the Contractor's responsibility to be familiar with all laws, statutes, rules, regulations, policies, and procedures that are applicable to the above-referenced services. Further, proposals shall sufficiently articulate the Contractor's plan of action to deliver the solicited services in the eight-parish area and demonstrate a successful performance track record of delivering the solicited (or comparable) services.

A. Method of Solicitation

This Request for Proposal is a competitive solicitation method being used by Local Workforce Development Area #40 to optimize the likelihood of selecting a high-performing, extremely competent provider to deliver workforce development services and operate multiple career centers in Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, and Vermilion Parishes.

Notice of this RFP will be published in major newspapers throughout the LWDA #40 operating area. Upon its release, the RFP, and all accompanying attachments, will be posted on the following websites: acadianaworkforce.org

B. Eligible Contractor

Any non-profit, for-profit, educational, or public entity/organization properly organized in accordance with applicable federal, state, or local laws is eligible to submit a proposal. To be eligible, the Contractor must be authorized to do business in Louisiana and must have been doing this business for at least three (3) years before the date the proposal is submitted. Minority and women-owned and operated businesses are encouraged to submit a proposal.

No entity may compete for funds if: (1) the entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by the action of any governmental agency; (2) the entity's previous contract(s) with Local Workforce Development Area #40 has been terminated for cause; (3) the entity has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or (4) the entity's name appears on the convicted vendor list.

The Contractor shall have direct experience with and extensive knowledge of the federal workforce system and the services and programs associated therewith. Further, the Contractor shall document an in-depth knowledge of the fiscal, administrative, and programmatic requirements of the multiple funding streams utilized by LWDA #40.

To be eligible to receive funding under this RFP, proposers must demonstrate the ability and capacity to perform the services contracted under the RFP including staff credentials, program design, applicable facilities, fiscal stability, and history of fiscal integrity. Each awarded entity shall establish and maintain a financial management system that provides for adequate control of WIOA funds and other assets, ensures the accuracy of financial data, provides for operational efficiency and internal controls to avoid conflict-of-interest situations, prevents irregular transactions or activities, and follows generally accepted accounting principles.

C. Contract Term and Amount

It is the intent of LWDA #40 to award a contract to qualified entities for the services identified herein:

1. WIOA One-Stop Operator
2. WIOA Title I Adult and Dislocated Worker Programs
3. WIOA Title I Youth Program

St. Landry Parish Government and Local Workforce Development Area #40 intend to keep the services and functions of these contracts separate and apart. There will be a separate contract for each role within the system. Resulting contracts will be negotiated with respect to cost, scope, and content in a manner that ensures the operation of this system is in the best interest of the LWDA #40, the Chief Elected Officials, Parish Presidents, and the area's citizens and employers.

Applicants who are interested may apply for all options, but will be awarded one contract:

- Option #1 – WIOA One-Stop Operator
- Option #2 – WIOA Adult/Dislocated Worker Provider
- Option #3 – WIOA Youth Service Worker Provider

LWDA #40 will have the option to deviate from the above options. Should a single applicant be awarded more than one role within the system, there will be a separate contract for each such role. The period of performance under this RFP for each contract will be awarded before October 1, 2024. Any contracts entered into as a result of this RFP may be extended for two (2) additional one-year periods, if agreeable to both parties.

The expected contract term under this solicitation will be from October 1, 2024, through June 30, 2026, provided that measurable outcomes are successfully achieved and that sufficient funds for the contract term remain available. Any contracts entered into as a result of this RFP may be extended for two (2) additional one-year periods with Area approval, if agreeable to both parties. LWDA #40 will have the option to renew the contract for two (2) additional one-year periods with Area approval as follows:

- Optional Renewal One - July 1, 2026, to June 30, 2027
- Optional Renewal Two – July 1, 2027, to June 30, 2028

Note: The option to renew is not guaranteed and the initial award of the initial contract does not imply an exercise of the option to renew.

Note: This amount is provided as a planning figure only and does not commit LWDA #40 to award a contract for this amount. The Contractor is responsible for proposing a reasonable total cost for delivering the services described in this RFP. Funding during the contract period may be adjusted due to changes in funding received and is based on the availability of funds.

Funding for this solicitation comes from the following sources:

- WIOA One Stop Operator: up to \$940,000
- WIOA Adult: up to \$1 million
- WIOA Dislocated Worker: up to \$1 million
- WIOA Youth: up to \$1 million

D. Contract Type

LWDA#40 contemplates payment under a cost-reimbursement or performance-based contract that will be based upon actual costs and performance delivery outcomes.

Applicants should be aware that any contract awarded will be paid on a cost-reimbursement basis as WIOA and other funds are available, and any qualified applicant should be able to demonstrate its ability to advance funds necessary for its operations under the contract without financial hardship, as in the State of Louisiana, it is common for funding authorization to be delayed for several months while awaiting final federal WIOA award notices.

The expected performance delivery outcomes for LWDA #40 will be linked to the federal common measures, job placements, state performance criteria, quality assurance error rate, customer engagement and follow-up, and other criteria as determined and negotiated between St. Landry Parish Government (SLPG) / LWDA #40 and the Contractor.

For the purposes of responding to this RFP, the Contractor should develop a line-item budget showing all expected costs associated with delivering the proposed services.

LWDA #40 may elect to provide a contract modification that allows for the attainment of additional funding from other funding sources.

Due to the nature of LWDA #40's funding sources, potential changes in legislation and policies, and performance achieved, the Contractor is advised that any contract awarded under this RFP may be modified to incorporate such changes, adjustments in the delivery system, or any activities provided pending the availability of funds.

II. PROCUREMENT PROCESS AND TIMELINE

Critical Date	Time (Central)	Procurement Action
March 8, 2024	n/a	Public Notice to Run in Legal Journals
March 8, 2024	n/a	RFP issued by Local Workforce Development Area #40
April 12, 2024	TBA	Bidders Conference
April 19, 2024	n/a	Answers to questions posted at www.acadianaworkforce.org
April 26, 2024	11:59 p.m.	Deadline for Letter of Intent to Propose
May 2, 2024	11:59 p.m.	Deadline for Proposal submittal
August 7, 2024	n/a	Board approval
September 3, 2024	n/a	Target date for contract execution
October 1, 2024	n/a	Provision of services begins

All times shown are Central Time. LWDA #40 reserves the right to adjust the schedule when it is in the best interest of LWDA #40 or to extend any published deadline in this RFP upon notification to those who have submitted a Letter of Intent to Propose by the date and time specified.

The Letter of Intent to Propose must clearly identify the Contractor, any subcontractor(s), and the activities/services that each subcontractor will deliver. This letter of intent does not commit a Contractor to submit a proposal; however, a Letter of Intent to Propose must be submitted by the date and time specified above for the Contractor's proposal to be accepted.

The Letter of Intent to Propose and the proposal must be received at the LWDA #40 Administrative office by the dates and times shown above. The prospective Contractor is solely responsible for ensuring that any electronic documents sent to LWDA #40 arrive on time.

A. Questions and Request for Clarification

Potential bidders and others who may be interested will have the opportunity to ask questions about the RFP and proposal requirements. All questions/requests for clarification must be submitted and received in writing via email by April 15, 2024, no later than 4:30 p.m. (Central) to:

Brenda Foulcard, LWDA #40 Workforce Director

proposal@wib40.org

Verbal questions/requests for clarification shall not be accepted. Further, LWDA #40 reserves the right to reject any or all requests for clarification, in whole or in part.

All written questions/requests for clarification accepted by LWDA #40 will be posted to the website by April 19, 2024, at www.acadianaworkforce.org. To avoid actual or perceived conflict or undue influence over the process, all Contractor (including the current Contractor if a proposal is submitted) are prohibited from contacting the Chief Elected Official (CEO) of St. Landry Parish, any LWDA #40 Area member, committee members or staff (other than the contact listed above) regarding this RFP. Contact with anyone for purposes of influencing the outcome of the procurement will result in disqualification of the prospective Contractor from this competitive procurement process.

III. BACKGROUND INFORMATION

Structure and Service Delivery System

Local Workforce Development Area #40 (LWDA #40) is one of fifteen workforce areas designated in the state of Louisiana. LWDA #40 covers eight parishes - Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, and Vermilion.

LWDA #40 is governed by an eight-parish consortium of parish presidents in conjunction with a board of directors who are organized as a Local Workforce Development Board under the federal Workforce Innovation and Opportunity Act (WIOA). LWDA #40's workforce development system, was co-branded on June 21, 2019, under "Acadiana Workforce Solutions" (AWS) centers to improve branding. Acadiana Workforce Solutions Centers provide a full range of services and opportunities to job seekers and employers, which are delivered through the operation of one (1) Comprehensive One-Stop Center (St. Landry Parish), eight (8) affiliate sites, one(1) access point satellite offices throughout the local area. Under WIOA, LWDA #40's Acadiana Workforce Solutions Centers offer employment referrals, work-based learning opportunities, career counseling, job search assistance, recruitment, and incentive services to employers, access to training programs, and other employment-related services.

Today, LWDA #40 oversees the planning, oversight, policy guidance, and service delivery design in ten American Job Centers across the eight parishes. LWDA #40 administers more than \$4 million in WIOA Title I federal funds. In PY2022, the America Job Centers served approximately 6,500 job seekers and 306 employers.

The region consists of over 6,000 square miles with a population of 654,074, and workforce development services are provided in all eight parishes. Since the onset of the COVID-19 pandemic, digital, and virtual technology has been integrated into job centers to address the need for remote access and prevent interruption or service barriers.

A. Local Workforce Development Board #40

LWDB #40 has been certified by Louisiana's Governor as a Local Workforce Development Board and is one of 15 local workforce development boards in the State of Louisiana. LWDB #40's principal function in collaboration with the CEO is to provide oversight and policy guidance of the workforce development system.

LWDB #40 is comprised of volunteers from all eight parishes within the region who represent private-sector business, labor, economic development, education, veteran's interests, community-based organizations, and state agencies. Joint oversight is provided through an agreement between the CEO and LWDB #40.

Local Workforce Development Area #40's Mission and Vision:

The mission of Acadiana Workforce Solutions (AWS) is "to advance business-driven talent development strategies that promote economic growth, employment opportunities, and builds a quality workforce."

Our vision is "to be an efficient model and recognized leader in building tomorrow's workforce through a comprehensive and innovative systems approach." Every building block of our organization is constructed upon our values of respect, compassion, integrity, collaboration, and excellence.

The Local Workforce Development Area #40 Strategic Goals are to:

The primary goals for AWS are to develop data-driven sector employment pathways in partnership with business, labor, education, and the non-profit sector.

1. Enhance business engagement & and human capital development.
2. Support industry sector and business forums that facilitate discussion between employers, education, and training providers.
3. Develop a streamlined model to support employers.
4. Improve the effectiveness of service delivery.
5. Attract, develop, and retain top talent.
6. Develop and improve partnerships that enhance workforce development.
7. Ensure that the community understands and recognizes value and services.

B. Workforce Innovation and Opportunity Act (WIOA) of 2014

The workforce services to be provided shall be in accordance with the Workforce Innovation and Opportunity Act (WIOA), P.L. 113-128, enacted July 22, 2014. As the first legislative reform of the public workforce system in more than 15 years, WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA authorizes the Job Corps, Youth Build, and Migrant and Seasonal Farmworker programs, in addition to the core programs. WIOA is designed to strengthen and improve the nation’s public workforce system and help put Americans back to work.

WIOA is one of LWDA #40’s primary sources of funding for workforce development services. Contractors must be familiar with WIOA and the federal regulations applicable to WIOA. Both WIOA and the regulations can be accessed on the Department of Labor’s site at (www.doleta.gov).

The Louisiana Workforce Commission is the recognized Department of Labor for Louisiana.

C. Governing Authority

The Contractor hereby agrees to comply with the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser Act, and all applicable Federal, State, and local laws, regulations, policies, plans, and instructions as they pertain to the Contract which is in effect at the inception of the contract or as may be promulgated or amended during its life and will require its sub-contractor to do likewise. When determining applicability, all programs and activities funded, or otherwise financially assisted, in whole or part, under WIOA are considered to be programs and activities receiving federal financial assistance.

IV. OVERVIEW OF SERVICES SOLICITED UNDER THIS RFP

A. Contractor Responsibility and Restrictions

Each Contractor is advised that LWDA #40 will hold the Contractor fully responsible and accountable for effectively and efficiently managing and delivering the services and activities described in this RFP while providing excellent day-to-day customer service and achieving the contracted performance outcomes. The Contractor may subcontract with other entities only if prior approval of LWDB #40 and St. Landry Parish Government is granted; the Contractor is encouraged to utilize minority and women-owned and operated businesses as sub-contractors.

Any proposing entity that is an LWDA #40 approved training provider for occupational skills training will be required to specify in its proposal how any actual or perceived conflict of interest would be eliminated.

B. Services to Business Customers

Direct services to business customers are being solicited under this RFP and the Contractor shall directly provide services to business customers through its Business and Recruitment team. The designated Contractor staff must work as a team to ensure optimal job matching services are provided in all eight (8) parishes throughout LWDA #40.

C. Customer Service Levels

The following number of customers were provided services during the 21/22 program year:

Service Level / Description	21/22
Job Seeker:	
1. Registered Individuals	5,434
2. Individuals Enrolled	1,393
3. Training Services (ITAs, OJTs, & WEX)	ITA 452 OJT 29 WEX 260
Employer:	
1. Internal job orders created	13,636
2. Services Provided to Employer	13,092

Note: The historical numbers shown above are provided for planning estimates only. Actual service levels may be higher or lower depending on the local economy, the impact of marketing, changes in legislation and/or funding, etc. However, LWDA #40 hopes to increase the outreach. (the above numbers are approximate)

D. Contractor Orientation/Competency

LWDA #40 will offer the necessary training to Contractor(s) on the documents, operating procedures, and Management Information System requirements that are specific/unique to workforce development services solicited in this RFP, within certain limitations. It is a requirement that the Contractor have the professional experience, prior training, and applicable professional judgment within their staff/organization to perform/accomplish the proposed goals, objectives, and activities submitted in

accordance with workforce development services solicited in this RFP. A contractor with prior WIOA experience may be given additional consideration for documented performance and understanding of workforce development programs as previously delivered.

E. Management Capability

The contractor must clearly and completely demonstrate the organizational and management capacity necessary to ensure that the services and/or outcomes to be provided are achieved during the contract. These include but are not limited to:

- Delivering high-quality, timely, consistent, and compliant contracted services.
- Meeting or exceeding the contract objectives and performance goals.
- Working effectively with LWDA #40 staff, other service providers, and community partners.

Upon contract award, the Contractor shall designate a knowledgeable primary point of contact who shall have optimum management and operations authority and be available to LWDA #40 Administration during normal business hours (as further prescribed in the Scope of Work). During peak performance periods or emergencies, the Contractor's primary point of contact and/or his/her designee(s) may be required to be available beyond these parameters. Contact information shall be made available to LWDA #40 leadership for after-hours assistance.

F. Performance Expectations

The Contractor will be held to specific performance deliverables as prescribed by LWDA #40. The Contractor must have a clear understanding of the performance measurement tools used in Louisiana (i.e., the Federal Common Measures as well as any local performance criteria established by LWDA #40). Further, the Contractor must understand that LWDA #40 has an expectation of excelling in both quantitative and qualitative common measures and the additionally added measures locally for LWDA #40 to perform well, to ensure that LWDA #40 is not subject to corrective action by the State of Louisiana and to provide LWDA #40 with the opportunity to earn performance incentives.

The Contractor must be able to commit to ensuring the appropriate internal processes and staffing are in place to help LWDA #40 meet the contracted/expected levels of performance and lead LWDA #40 to the top quartile in the State for performance.

For informational purposes, please see the below chart outlining the performance deliverables outlined in the current Workforce Services Contract:

Adult, Dislocated Worker & Youth (15 Indicators)		
Indicator	Definition	Comments
Employment Rate Quarter 2	Number of exiters employed during the 2nd quarter after exit (For youth only - numerator includes those employed or in education or training during Q2 post) $\frac{\text{Number of exiters employed during the 2nd quarter after exit (For youth only - numerator includes those employed or in education or training during Q2 post)}}{\text{Total Number of Exiters}}$	Supplemental data allowable if not in wage records
Employment Rate Quarter 4	Number of exiters employed during the 4th quarter after exit (For youth only - numerator includes those employed or in education or training during Q4 post) $\frac{\text{Number of exiters employed during the 4th quarter after exit (For youth only - numerator includes those employed or in education or training during Q4 post)}}{\text{Total number of exiters}}$	Supplemental data allowable if not in wage records
Median Earnings Quarter 2	The midpoint of wages earned during the 2nd quarter after exit for all exiters with wages in the 2nd quarter after exit	Supplemental data allowable if not in wage records
Credential Rate	Number of exiters enrolled in postsecondary education or training that obtained credential during participation or within 1 year after exit. OR Number of exiters enrolled in secondary education program and obtained secondary school diploma or equivalent during participation or within 1 year of exit AND were also employed or enrolled in education/training leading to a credential within 1 year after exit. $\frac{\text{Number of exiters enrolled in education/training program (excluding those in OJT or customized training) Including Number of exiters enrolled in secondary school program at or above 9th grade level.}}{\text{Total Number of Exiters}}$	Adult, Dislocated or Youth in High School Program must attain degree and be employed in Ed/training within 1 year of exit.
Skills Gain	Number of in-program participants in an education or training program that leads to a postsecondary credential or employment and are achieving skill gains in one of the following: 1) Educational Achievement 2) HS Diploma or equivalent 3) Secondary/Post-Secondary transcript/report card 4) Training Milestones 5) Skills Progression $\frac{\text{Number of in-program participants during the program year that are in education or training program that leads to a postsecondary credential or employment}}{\text{Total Number of Exiters}}$	Real-time indicator - includes those enrolled in secondary school program
WIOA Employer Indicators		
Employer Retention Rate	Number of participants employed with the same employer in Q2 and Q4 Post $\frac{\text{Number participants employed in Q2}}{\text{Total Number of Exiters}}$	Establishments as defined by Bureau of Labor Statistics Quarterly Census of Wages and Earnings Unlike other performance indicators, effectiveness in serving employers will be a shared outcome across the programs and not reported or tracked by program.
Employer Penetration Rate	Number of establishments that have received or who continues to receive a service or other assistance during report period $\frac{\text{Number of establishments within state during final month or quarter of report period}}{\text{Total Number of Exiters}}$	
Repeat Business Customer Rate	Number of establishments that have received or who continues to receive a service or other assistance during report period AND who utilize a service anytime within previous 3 years $\frac{\text{Number of establishments that have received a service over the last 3 years}}{\text{Total Number of Exiters}}$	

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V. KEY PROVISIONS

The selected Contractor will be bound to the following key provisions as outlined in the contract once executed:

A. Audit Requirements

The services delivered under the Contract are considered sub-recipient services and require compliance with audit requirements for federal funds required by 2 CFR 200.430. The contractor shall have an annual independent audit after expending more than \$750,000 in federal funds during the term of the Contract. The Contractor shall have an annual independent financial and compliance audit that includes coverage of workforce services within its scope and is conducted in accordance with generally accepted auditing standards as required in 2 CFR 200.430.

The Contractor must attach a copy of the single audit report along with the RFP. If awarded, the single audit must be submitted annually no later than six (6) months after the end of a program year.

B. Internal Financial Controls

- a. The Contractor shall be responsible for implementing procedures and internal financial controls governing the management and utilization of funds provided hereunder. The procedures and financial controls must be established according to Generally Accepted Accounting Principles (GAAP) procedures.
- b. Contractor shall maintain separate accounting records for all funds expended under the Contract to ensure compliance with all federal and state laws and to ensure that the funds have not been unlawfully spent. All expenditures must be allowable, allocable, necessary, and reasonable for the proper and efficient operation of the program under the appropriate funding source administered. All funds must be reported separately.
- c. Contractor shall make available all accounting records for review upon request for examination, audit, or for the making of excerpts or copies of such records to determine compliance with all applicable rules, regulations, and provisions of the Contract.

C. Refunds/Credits

Refunds or credits from training institutions or other vendors for unearned funds or costs that have been paid by LWDA #40 or by the Contractor shall be returned to LWDA #40 within ten (10) days of being received by the Contractor or shall be accounted for in the following reimbursement request with a reduction equal to the refund or credit.

D. Administrative Cost

Administrative Costs are allowed, and the Contractor must submit an Administrative Cost Plan to LWDA #40 for approval annually. Profit is not allowed in the delivery of services under the Contract.

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E. Interest & Program Income

The Contractor must obtain board approval before planning any events which may result in program income.

- a. The Contractor should not leave cash resulting from earned program income sitting idle in a bank account. Cash on hand should be limited to the amount needed for immediate disbursement.
- b. Program income earned on WIOA Title I programs, which include WIOA Adult, WIOA Youth, and WIOA Dislocated Worker funding streams can be expended as program income.

F. Stand-In Costs

Costs paid from non-federal sources may be used to stand in for disallowed costs identified in a monitoring report or audit. These costs must be reported as uncharged program costs and must have been disallowed under the grant for which the stand-in costs are offered. They are subject to verification through an audit and must be reported in accordance with standards set in 2 CFR 200.430.

G. Use of Equipment

Any equipment purchased under the Contract or provided by LWDA #40 for use in delivering the services under the Contract shall be used exclusively by the applicants and/or participants unless an equipment user agreement has been made part of the Contract. Such equipment is and shall remain the property of LWDA #40.

H. Insurance

Contractor shall deliver to LWDA #40 prior to the commencement of the Contract satisfactory evidence in the form of a Certificate of Insurance that the following insurance coverages, as appropriate, are in force and will not be canceled without thirty (30) days written notice to LWDA #40. Such a Certificate shall serve as proof that all Insurance and fidelity bonds, if applicable, are current and that all appropriate employees of the Contractor are covered. LWDA #40 may withhold payments or terminate the Contract if the Contractor fails to maintain or provide evidence of current insurance.

- a. Liability Insurance: The contractor agrees to obtain a standard liability insurance policy in the single limit amount of \$1,000,000 and will provide general liability insurance in the amount of \$100,000 per person and \$200,000 per occurrence with an endorsement naming St. Landry Parish Government and LWDA #40 as an additional insured unless Contractor is self-insured. If the Contractor is self-insured, the Contractor must be able to provide the same coverage and must submit proper documentation to LWDA #40 as evidence of such.
- b. Workers' Compensation: To the extent that the state Workers' Compensation law is applicable, the Contractor must provide Workers' Compensation coverage to all employees paid directly under the Contract. Where employees covered under the Contract are not covered under a state Workers' Compensation law, then the Contractor shall provide insurance coverage for injuries suffered by employees. Income maintenance coverage is not required.

The contractor shall ensure that all employees receiving travel reimbursement, including mileage, have current motor vehicle insurance. The contractor shall comply with this part by maintaining copies of its employees' current, personal insurance cards. LWDA #40 may, at any time, require the Contractor to produce copies of insurance cards for employees receiving mileage reimbursements.

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- c. **Bonding:** Contractor shall carry an Employee Fidelity Bond on every officer, director, agent, or employee authorized to receive or deposit funds or issue financial documents, checks, or other instruments of payment of program costs. The bond shall be in the amount of \$100,000 or the total amount of the Contract, whichever is less.

The bond shall be effective prior to any contract payment and for at least twelve (12) months after the Contract terminates and LWDA #40 shall be named as beneficiary.

- d. **Unemployment Insurance:**
Unemployment Insurance (UI) is a program designated to provide temporary financial assistance to workers who are unemployed through no fault of their own that meets the Louisiana Employment Security Law. UI Benefits are paid as a matter of past employment and legal entitlement, and not based on need.

The contractor shall assure and require that all subcontractors maintain the same type of insurance.

All property and equipment purchased by the Contractor under the Contract shall be insured against fire, theft, and destruction in an amount equal to the full replacement cost.

I. Access to Records

At any time during normal business hours and as often as LWDA #40, the LWC, USDOL, Comptroller General of the United States, or their designated representatives may deem necessary, the Contractor shall make available all appropriate personnel for interviews and all such financial, applicant, or participant books, documents, papers, and records (including computer records), or other data relating to matters covered by the Contract, for examination, audit, or the making of excerpts or copies of such records for auditing and monitoring program activities and determining compliance with all applicable rules and regulations, and the provisions of the Contract. The above-referenced records shall be made available at the Contractor's expense, at reasonable locations as determined by LWDA #40.

J. Participant Record Confidentiality

- a. Contractor must comply with the confidentiality provisions and the record retention requirements of sections 119.021, F.S., where applicable.
- b. All Contractor records classified as public records must be open and available for inspection by any person unless otherwise specified by law. It is the responsibility of the Contractor to maintain records in a location that is accessible to the public.
- c. Contractor shall not disclose any information concerning a workforce services applicant or participant to any agency or individual, other than LWDA #40, for any purpose without written consent of the participant, or his/her responsible parent or legal guardian.
- d. The contractor shall adhere to LWDA #40's Personal Identifiable Information and Personal Health Information Policy and require all staff to sign LWDA #40 acknowledgment forms.

K. Information Security

The contractor shall ensure that all staff review policies related to information systems security and the contractor shall comply with employment penalties outlined therein for its employees found to be in violation of such policies.

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L. Code of Conduct and Business Ethics

The contractor shall maintain written standards of conduct governing the performance of its employees engaged in the award and administration of contracts. No employee, officer, or agent shall participate in the selection, award, or administration of a contract supported by federal funds if a real or apparent conflict of interest would be involved. 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 that employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award. The officers, employees, and agents of the Contractor shall neither solicit nor accept gratuities, favors, or anything of monetary value from the Contractor or parties to sub-agreements. The employees of the contractor must follow the Code of Governmental Ethics issued by the State of Louisiana and must provide documentation that all employees attain certification of training on an annual basis as required.

M. Staff Hiring, Qualifications & Training

- a. Contractor shall hire and manage qualified and trained staff, in accordance with industry and/or educational standards as well as staff who demonstrate the highest propensity to operate under the envisioned integrated service delivery model.
- b. Removal and/or replacement of key personnel require the prior approval of LWDA #40 who must be notified within five (5) calendar days that a vacancy is possible. In the event key staff positions are vacated, the Contractor will have no more than 45 calendar days from the date of notification to fill such vacancies.
- c. Each funded position must have a specific, written job description that includes the minimum required qualifications and skills for the position, the overall job of the position, and the responsibility and authority of the position.
- d. The contractor shall develop and maintain training plans for all front-line positions which include specific competencies and training resources.
- e. Contractor shall implement a system to assess staff's mastery of identified competencies. The Contractor shall coordinate with LWDA #40 to develop competency exams and question sets to ensure alignment with federal, state, and local expectations.
- f. Contractor shall maintain a performance management system in which an employee in a funded position will receive a written review at least annually regarding his/her performance unless deemed otherwise appropriate for more frequent reviews.
- g. Contractor shall establish, jointly with staff, goals that are in alignment with the Performance Deliverables outlined in the Contract and federal, state, and local quality assurance requirements. The establishment of these goals will be to ensure that staff understand their role in aiding the attainment of said deliverables.
- h. Contractor shall provide qualified programmatic and technical staff with the expertise to meet the goals, objectives, and requirements of the services to be provided throughout the LWDA #40. The Contractor shall implement and maintain an effective training program that includes both management and staff development.

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- i. The contractor shall require that all employees obtain the HiRE Certification administered by the Louisiana Workforce Commission.
- j. Contractor shall provide and/or make available training on a regular basis regarding all workforce development programs and special grants/projects guidelines, policies, and best practices.
- k. Annually, the Contractor shall develop a regional training plan that addresses the training and development needs of regional staff as assessed and determined at the onset of the program year. Contractor staff will ensure that LWDA #40 staff input is sought and incorporated into the annual regional training plan. The contractor and LWDA #40 will review the plan annually to ensure adjustments are made to meet organizational needs.
- l. Contractor shall be required to list all of its organization's job vacancies in HiRE and provide placement information to LWDA #40 staff.
- m. A successful bidder would give consideration to the existing staff of any current contractor; however, it would not be mandatory.

N. Staff Salaries and Incentives

The contractor will ensure that it develops and maintains a compensation plan that provides for job progression for staff and entails a process for staff to receive merit/performance-based salary increases and/or bonuses if budgetary monies are available. The contractor may consult with LWDA #40 on an annual basis. The Contractor shall provide a total end-of-year compensation schedule to LWDA #40.

O. Health and Safety

- a. Health and safety standards, including Child Labor Laws, established under state and federal law, otherwise applicable to the working conditions of employees shall be applicable to the working and training conditions of workforce services participants. Where participants or employees covered under the Contract are engaged in activities not covered under the Occupational Health and Safety Act of 1970, they shall not be required or permitted to work, be trained, or receive services in buildings or surroundings or under working conditions which are found to be unsanitary, hazardous, or dangerous to their health or safety.
- b. The contractor will adhere to the Emergency Preparedness Plan (EPP) and ensure that staff designated in the One-Stop are sufficiently knowledgeable of their roles during emergencies or situations that may disrupt normal operations.

Further, the Contractor will ensure that all staff are knowledgeable of their roles during emergencies or disruptions. In accordance with the EPP, the Contractor shall ensure that all new employees review the EPP within 30 days of the employment start date, that the EPP be reviewed with all staff no less than annually, and that each career center performs safety drills at a minimum of once per year unless otherwise appropriate for more frequent drills.

P. Pre-employment and Subsequent Screenings

The contractor shall develop and maintain written policies regarding pre-employment criminal background screening and drug screening to address the actions that may occur if a screening or check results in a finding. The Contractor agrees that it will develop and maintain these written policies in accordance with all state and federal laws, including without limitation, the Fair Credit Reporting Act, Civil Rights Act, and Title

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VII of the Civil Rights Act of 1964. The contractor also agrees that it will develop and maintain the written policies in accordance with The Equal Employment Opportunity Commission’s (“EEOC”) Enforcement Guidance Number 95.002 issued April 25, 2012, titled “Consideration of Arrest and Conviction Records in Employment Decisions under Title VII of the Civil Rights Act of 1964.”

Q. Incident Reporting

Known or suspected incidents of fraud, injury, program abuse, or criminal conduct shall be reported to LWDA #40 immediately and utilize reporting document templates.

R. Reports

All reports and reimbursement requests shall be submitted to LWDB #40’s Office by e-mail: to the Workforce Director, Operations Administrator, and Fiscal Specialist by the 15th of the following month, unless otherwise authorized or requested, including, but not limited to:

- a. Payment Request: Contractor shall submit to LWDA #40 an invoice and any back-up documentation to include but not limited to a general ledger detail and financial reports as specified in the Contract. The invoice must be submitted each month. Services and/or training paid in full or in part under any other contract or from any other source are not eligible for payment under the Contract.
- b. Financial and Programmatic Reports: The contractor shall ensure that financial and programmatic reports be provided no less than monthly for all program areas managed unless otherwise directed by LWDA #40. Reports must be quantitative and qualitative.
- c. Contract Close-Out Report: Contractor shall submit to LWDA #40 a Contract Close-Out Report within ninety (90) days after contract termination, summarizing all payment requests, actual expenses, inventory, and other items requested by LWDA #40.
- d. Program Income Report: Government or non-profit Contractor, who generates program income from activities covered under the Contract, shall submit to LWDA #40 a Program Income Report within ninety (90) days after contract termination.

S. Contractor Authority

- a. The Contractor shall not enter into contracts and/or agreements on behalf of LWDA #40 or its customers without prior written authorization from LWDA #40.
- b. The Contractor shall not act as an agent or employee of LWDA #40 beyond the Scope of Work described herein. If the Contractor takes any action outside of this designated Scope of Work, the Contractor shall be liable for all costs, fees, and damages that may be incurred by the Contractor or LWDA #40 as a result of such actions.

T. Oversight

The Contractor shall report to and be overseen by LWDA #40. The Contractor must openly and immediately communicate to LWDA #40’s leadership any challenges or problems faced in the operation and management of the career centers that will adversely affect the Contractor’s performance of the Contract or LWDA #40’s ability to meet federal or state requirements.

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VI. SCOPE OF WORK

It is the desire of LWDA #40 to migrate to a service delivery model that enhances the ability of LWDA #40 to meet the needs of both its job seeker and business customers by operating as an integrated service delivery model that reduces programmatic silos and better avails job seeker customers to the array of workforce development services offered in LWDA #40. The Business Services model will seek to operate a system that ensures that business and industry are the primary customers whose needs serve as the foundational core of operations. Although this model will be business-centered, it will allow us to better meet their needs by increasing job seeker customers' access to all services that LWDA #40 has available. The model as a whole requires all Contractor staff to work together to ensure operational success as well as to share the necessary information and data to allow for effective service delivery and continuous improvement.

LWDA #40 is firmly committed to ensuring that universal services are equitable to all the various groups of employer and job-seeker customers. LWDA #40 must have solid, effective methods for serving a wide range of diverse groups. A primary measure of success for the Contractor will be meeting and/or exceeding the performance measures set forth in the Contract. With respect to the day-to-day LWDA #40 operations and management, the Contractor will be responsible for the functional integration of all workforce development activities of LWDA #40 to ensure that they meet the needs of employers and job seekers by enhancing communication, coordination, collaboration, and engagement of customers. Successful Contractors will understand the human resource needs of business and core industries and the training and employment needs of the full range of LWDA #40 jobseekers.

The contractor should demonstrate substantial experience in assessing employer needs against labor market assets as well as workforce development and placement services. Proposals should describe Contractors:

- Capacity to expertly manage staff and operations;
- Ability to represent LWDA #40 to the community as a knowledgeable human resource professionals;
- Understanding of how to deliver high-quality, customer-oriented service daily;
- Ability to work as a part of a team to satisfy customers; and
- Ability to ensure the system delivers the service promised to customers.

To fully comply with the requirements of this RFP, the successful Contractor shall perform all of the following services for LWDA #40 throughout all locations in the eight parishes.

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The Contractor shall deliver the services described in this Scope of Work at the locations determined by LWDA #40. The current full-service locations are:

Locations	
Acadia Parish 223 W. 5 th Street Crowley, LA	St. Landry Parish 1065 Highway 749 Suite C Opelousas, LA
Acadia Parish (Eunice) 2048 Johnson Hwy. Eunice, LA	St. Martin Parish 215 Evangeline Blvd. St. Martinville, LA
Evangeline Parish 306 W. Main Sr. Ville Platte, LA	St. Mary Parish (Franklin) 600 Main St. Franklin, LA
Iberia Parish 601 Ember Dr. New Iberia, LA	St. Mary Parish (Morgan City) 900 Youngs Rd. Morgan City, LA
Lafayette, Parish 706 E. Vermilion St. Lafayette, LA	Vermilion Parish 1301 Clover St. Abbeville, LA

Levels of service needed in each location are dependent, to a certain extent, on the traffic within each office. Therefore, the Contractors need to build in the flexibility to assign staff and other resources as needed to accommodate customer flow.

Hours of Operation

The contractor shall adhere to the following hours of operation for LWDA #40 offices in all eight parishes unless otherwise approved by the CEO of LWDA #40.

Monday through Friday: 8:00 am – 4:30 pm

The contractor shall follow the State of Louisiana holiday schedule (subject to LWDA #40 revision) and close the career centers to customers on the days upon which the following holidays are observed:

HOLIDAY SCHEDULE	
New Year’s Day	January 1, 2024
Day After New Year’s	January 2, 2024
Martin Luther King Day	January 15, 2024
Mardi Gras Day	February 13, 2024
Good Friday	March 29, 2024
Independence Day	July 4, 2024
Labor Day	September 2, 2024
Election Day (Every Other Year)	November 5, 2024
Veterans Day	November 11, 2024
Thanksgiving Day	November 28, 2024
Christmas Day	December 25, 2024
New Year’s Day	January 1, 2025

*Additional holidays may be proclaimed by the Governor.

A. One-Stop Operator Scope of Work

The One-Stop Operator (OSO) will utilize strategic, operational, and exceptional customer service skills to collaborate with AWS workforce system partners to achieve LWDA #40's objectives for the system, in alignment with the local vision, mission, and goals. The OSO will also be accountable to all AWS One-Stop partners while upholding strict neutrality and impartiality. The roles and responsibilities of the OSO are described below:

- Provide functional leadership of the One-Stop Career Center required services, including all services provided by entities who have entered into One-Stop Memoranda of Understanding (in accordance with WIOA). This includes frontline staff in the areas of customer engagement, universal service access within the resource room, client navigation, customer service delivery, and contract compliance as outlined in the Memoranda of Understanding (MOU).
- Assist in the development of the MOU in accordance with WIOA 20 CFR § 678.500 and ensure the signatures of all required partners are acquired. Develop and maintain the Infrastructure Agreement for all Career Centers.
- The Contractor is expected to ensure that the One-Stop Partners adhere to MOUs, agreements, and reporting procedures. The Contractor will work with One-Stop Partners to ensure that training regarding the partner's services is provided to all staff.
- Ensure the appropriate delivery of workforce development services in accordance with all governing laws, statutes, regulations, guidance, and policies.
- Coordinate all One-Stop Career Center activities within the LWDA #40 including but not limited to:
 - Ascertain office locations and provide necessary maintenance of the facilities (e.g., utilities, janitorial, parking, building security, safety matters when related to universal access and resources, and manage office relocations and closures).
 - Maintain One Stop Center hours, including opening and closing, posting notices, and providing community flexibility of hours and services as applicable and necessary for connections and affiliate sites' work and service delivery.
 - Oversee day-to-day operations, including scheduling staffing patterns for greeting and facilitation, coordinating room reservations and community partners (e.g., job fairs, large hiring events, community meetings, tours of visitors and dignitaries), and other center-based staffing responsibilities.
 - Ensure technology is functional and current, and the equipment is maintained and appropriately secured.
 - Track partners' services and receive all online applications to navigate individuals while connecting them to the appropriate partner for jobs and/or services offered in the system.
 - Must be knowledgeable about all basic career services, i.e. Labor Market, Supportive Service, etc.
- Establish a single point of entry (electronic and physical) for job seekers.
- Responsible for the integration of a One-Stop Career Center by focusing on a fully coordinated service delivery model.
- Assure the delivery of services to individuals with limited English proficiency, disabilities, or other significant barriers.
- Promote adoption of creative and innovative methods and best practices in the delivery of the required services.

- Develop and maintain written procedures, i.e., broad operational guidelines (such as hours of operation, etc.) that will outline the responsibilities and objectives of each of the One-Stop Partners while providing excellent customer service.
- Ensure One-Stop partners follow the policies of the career center.
- Facilitate a meeting of all One-Stop partners where each partner's detailed procedures and offered services will be made known to all of the other partners no less than once per quarter. The Contractor shall provide a report to LWDA #40 after each meeting. Such meetings shall be hosted in each of the eight (8) parishes, preferably in each one-stop in the respective parish. All partners throughout the parish shall be invited.
- Increase customer satisfaction by developing flows and processes that are driven by feedback from both business and job-seeker customers.
- Ensure timely and efficient handling of incoming telephone calls (possibly by a full-time switchboard operator who is knowledgeable of the basic available services and the current availability of staff). Incoming telephone calls must be answered during the listed business hours.
- Coordinate and schedule facilities usage such as, but not limited to, classrooms, assessment, and conference rooms.
- Enforce procedural, conduct, and dress code policies of LWDA #40.
- Abide by all Federal, State, and Area procurement policies.
- Coordinate the delivery of workshops enabling One-Stop clients to become self-sufficient.
- Conduct outreach and outreach activities with partner agencies and other community-based organizations to promote WIOA services.
- The initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs.
- Maintain records of all program-related expenditures by cost categorization.
- Follow any current and future Area administrative directives, especially those directives that concern fiscal responsibilities of the day-to-day operation of the One-Stop Center, Equal Employment Opportunities, and the Americans with Disabilities Act.
- Advise and assist LWDA #40 on all items relevant to One-Stop Credentialing.
- Ensure that bilingual language tools are present in the centers to assist the needs of the non-English speaking population.
- Assist LWDA #40 in any other duties assigned.

Further, it is the One-Stop Operator's responsibility to ensure non-discrimination in that customers have an equal opportunity to access programs and services administered by LWDA #40. No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with programs on the basis of race, color, religion, sex, national origin, disability, age, political affiliation, marital status, sexual orientation or status as a workforce services, and each customer shall have such rights as are available under any applicable Federal, State, or local law prohibiting discrimination.

B. Delivery of Title I-B WIOA Adult & Dislocated Worker Programs and Services

Under this RFP, the selected provider will be required to carry out the following Title I-B WIOA Adult & Dislocated Worker Services:

All of the basic career services described in WIOA secs. 134(c)(2)(A)(i)-(xi) must be provided in the One-Stop Career Center and each affiliated office through the one-stop delivery system throughout Region 4. These services may be provided by both the Adult and Dislocated Worker program staff. The WIOA program staff funded under this RFP will be expected to collaborate with AWS OSO and a network of partners to integrate and coordinate basic career services for common customers.

Basic Career Services

WIOA Program Eligibility - Determinations of whether the individual is eligible to receive assistance from the adult or dislocated worker programs. WIOA Program staff are responsible for the enrollment of adult (*WIOA sec. 134(c)(3)(E)*) and dislocated workers (*WIOA sec. 3(15)*) participants in accordance with eligibility requirements.

- WIOA Applicants should be made aware of all WIOA services and funding for which they qualify.

NOTE: When applicants do not meet eligibility requirements for any WIOA-funded services, program staff are responsible for referring them to alternate sources of funding through partner agencies.

- **Intake and Orientation** - Orientation intended to provide information on services available through the AWS Centers. WIOA program staff must provide the WIOA portion of the
 - Orientation presentations should be coordinated with the One-Stop Operator.

NOTE: Across all titles, WIOA focuses on serving “individuals with barriers to employment”, defined in WIOA section 3(24), and seeks to ensure access to quality services for these populations. The WIOA Final Rules discuss priority and special populations for the Adult and Dislocated Worker programs at 20 CFR 680.600 through .660.

- **Labor Exchange** - Job search and placement assistance, including the provision of information on in-demand industry sectors and occupations, and on nontraditional employment. WIOA program staff will coordinate appropriate services with employment services staff.
- **Partner Co-enrollment** – The provision of referrals to and coordination of activities with other programs and services, including those within the AWS system and, when appropriate, other workforce development programs.
- **Labor Market Information** – The provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, job vacancy listings in labor market areas, information on job skills necessary to obtain the vacant jobs listed, and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- **Training Provider Performance and Cost Information** – The provision of performance information and program cost information on providers approved on LWC’s Eligible Training Provider List.

- **Supportive Services Information** - Information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including 1) Child care; 2) child support; 3) medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; 4) benefits under SNAP; 5) assistance through the earned income tax credit; and 6) assistance under a State program for TANF, and other supportive services and transportation provided through that program.
- **Unemployment Insurance (UI) Information and Assistance** - Information and assistance regarding filing claims under UI programs. WIOA program staff will coordinate appropriate services with State Merit staff.
- **Financial Aid Information** - Assistance in establishing eligibility for training providers offering financial aid assistance for training and education programs not provided under WIOA.

Individualized Career Services

If one-stop center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual. These services must be available in all one-stop centers. One-stop center staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate. These services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
- Diagnostic testing and use of other assessment tools; and
- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- Group and/or individual counseling and mentoring;
- Career planning (e.g. case management);
- Short-term pre-vocational services, including the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre- apprenticeship programs may be considered as short-term pre-vocational services;
- Internships and work experiences that are linked to careers;

Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;

- Financial literacy services;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

Training Services

There is no sequence of service requirements for “career services” and training. Training services must be directly linked to demand occupations. It is the Contractor’s responsibility to document the link between training and demand occupations. Customer choice is an underlying principle of WIOA, but the customer’s choice must be training for employment. Training services may be provided for eligible individuals who:

1. Lack marketable skills and need training to get a job.
2. Cannot get work through Basic/Career Services.
3. Meet a priority of service.
4. Are ineligible for Pell assistance or require assistance beyond Pell.
5. Have a job goal in an in-demand occupation.

Exceptions can be made for effective local programs for special populations or if there are insufficient eligible providers.

Training Services include:

1. Occupational skills training
2. On the Job Training (OJT)
3. Customized training
4. Workplace training plus instruction (Work Experience)
5. Skill upgrading/re-training
6. Entrepreneurial training
7. Job readiness training
8. Adult Education/Literacy plus job/occupational skills training

Follow-up Services

Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Management Requirements for Adult and Dislocated Worker Program

The Contractor shall be responsible for providing day-to-day supervision and management of programmatic staff in the offices located in all parishes. The Contractor is responsible for technical and programmatic guidance and instruction for Adult and Dislocated staff within the career centers.

- Assist OSO with maintaining center hours, including opening, and closing, posting notices, and providing community flexibility of hours and services as applicable and necessary for connections with affiliate sites, work, and service delivery.
- Contractor shall ensure that all staff hired as a result of the contract, including subcontractor staff and all partners, understand and conduct business on a day-to-day basis in accordance with the Standard Operating Procedures approved by LWDA #40.
- The Contractor shall be responsible for initiating a “staffing” of any joint customers with the other partners’ case managers to ensure that no services are duplicated and that to the degree possible, multiple funding streams are used for the provision of training services. The contractor shall maintain close working relationships with all mandatory partners to increase their involvement in, utilization of, and provision of resources to LWDA #40 customers.
- The Contractor shall be responsible for tracking and collecting demographic information in accordance with Section 188 of the Workforce Innovation and Opportunity Act. The method for collecting this information for LWDA #40 will be through the HiRE system at the point of each customer’s self-initiated sign-in to HiRE prior to services being rendered.

Note: All customers will be required to register with the HiRE system.

- The Contractor shall be responsible for delivering excellent customer service in the career centers daily. The contractor will coordinate with the OSO and LWDA #40 to determine the method(s) that will be used to measure customer satisfaction. LWDA #40 may adopt one or more customer satisfaction measurement tool(s) as determined appropriate.
- The Contractor shall be responsible for achieving the performance outcomes for all funding sources as negotiated with LWDA #40 and the Louisiana Workforce Commission.
- The Contractor will utilize HiRE to electronically process and track participants utilizing US Workbase/HiRE for tracking vouchers and Purchase Orders, including funding obligations. The contractor shall provide detailed system-generated reports listing obligated funds and expenditures by customer and program monthly.
- In keeping with WIOA, the Contractor shall seek innovative ways to serve customers with barriers to employment including ex-offenders, homeless individuals, veterans, persons with disabilities, etc.
- Contractor shall provide qualified programmatic and technical staff with the expertise to meet the goals, objectives, and requirements of the services to be provided throughout the LWDA #40. The Contractor shall implement and maintain an effective training program that includes both management and staff development.
- Contractor shall ensure LWDA #40's Employment first (Work first) concept is followed when applicable.
- The Contractor shall provide staff to manage the WIOA service delivery process which includes the provision of basic career services, individualized career services, and training services in accordance with the regulations and requirements of the Workforce Innovation and Opportunity Act, state requirements, and local policy.
- Contractor shall enroll a sufficient number of WIOA Adults and Dislocated Workers (as determined by LWDA #40 via benchmarks), who are unemployed at participation, with the goal(s) being successfully closed with unsubsidized employment or enrolled in training services. The number served will be a combination of carryover cases as well as new enrollments. Additionally, the Contractor will work to ensure that, for participants who receive training services and who also gain employment, case closure occurs subsequent to the participant securing unsubsidized employment in which the individual uses a substantial portion of the skills taught in training.
- To ensure LWDA #40 meets required expenditure levels for ITAs, the Contractor shall enroll the appropriate number of Adults and Dislocated Workers in training services, as needed.

Note: LWDA #40 is currently required to expend, at a minimum, 20% or any mandate from Federal, State, or Local of its WIOA Adult and Dislocated Worker expenditures on direct training costs.

- All WIOA customers must be assessed for need and suitability prior to the receipt of career and training services. This process is used to measure the customer’s likelihood to obtain employment in his/her career area of interest and at a self-sufficient wage, their ability to complete career and/or training services if enrolled, whether or not the customer has any barriers that may impede his/her ability to obtain/retain employment or complete services/training, and whether or not the customer has the resources needed to be successful. For those customers needing additional assistance with securing unsubsidized employment, the Contractor shall be responsible for providing assessment services and individual consultation with customers.
 - The Contractor shall be responsible for the collection of WIOA program eligibility documentation as well as the maintenance of case records for all customers who are enrolled in WIOA. For customers who require training to become employable, the Contractor shall be responsible for gathering documentation of financial eligibility and for compliance with the requirements for Individual Training Accounts (ITAs) as defined by LWDA #40. This WIOA eligibility must be completed in accordance with the strict standards established by the Louisiana Workforce Commission and USDOL.
 - The Contractor shall ensure that individuals are enrolled in appropriate occupational skills and work-based training services to ensure LWDA #40 meets the required expenditure rate for WIOA Adult/DW funds.
 - The Contractor shall provide staff who will manage the cases of customers enrolled in WIOA through the process concluding with the customer’s securing unsubsidized employment. The Contractor shall be responsible for enrolling and determining the priority of service for individuals prior to providing training services with WIOA funds. Registration involves certifying and documenting the WIOA eligibility and priority of service of the individuals to be served.
 - The Contractor shall provide staff to conduct follow-up services with WIOA customers that are compliant with WIOA regulations and local policy.
- **Coordination of Employment Services Team:**
- The Contractor selected from this RFP shall establish an effective process for managing a supply-demand system in which the Contractor identifies the supply (job-seeking customers) to meet the needs of local demand (employers). This process will include specific requirements tied to recruitment events, assisting employers with hard-to-fill positions, and ensuring the Employment Services Team is aware of the talents and skills needed in the local area.
- The Contractor shall establish and implement a process for determining the qualification of job-seeking candidates prior to the issuance of job referrals. The goal is to significantly reduce the number of unqualified job seekers referred to employers.

- The Contractor shall provide staff, as operations permit, to work to leverage relationships with both local Chambers of Commerce and Economic Development organizations. The Contractor shall provide staffing for public appearances, recruiting events, and workshops as scheduled in the community.
- The Contractor shall coordinate with the Rapid Response Coordinator to promote services to area employers and workers affected by temporary or permanent business layoffs.
- The Contractor shall coordinate with Wagner Peyser staff in providing the following service:

A. Job Order Management

The primary job of all Contractor staff is getting people placed in the right jobs. The Contractor staff are required to enter and maintain the job orders themselves, effective job order management also includes matching open jobs with skilled and qualified job seekers (job matching), job referrals, and job placements. The LWC and LWDA #40 will establish regular communications with Contractor staff to transmit real-time information on employers' current needs for workers, labor market trends, and feedback from employers on services received. The cooperative flow of information between all parties is vital to the success of LWDA #40's desired integrated service delivery model.

B. Job Matching and Job Placements

The Contractor shall provide staff for job matching, job referrals, job placements, and job development services. The designated Contractor staff must work as a unified team to ensure optimal job matching services are provided. The goal of this unified effort is to ensure that each employer and job seeker is satisfied with the employment outcome. Effective job matching also requires staff to be skilled and knowledgeable about strategies and tools for establishing job seeker aptitude, skills, experience, interest, and job retention, including the Louisiana STAR job system.

The Contractor is responsible for providing job placement assistance to all job-seeker customers who are enrolled in and receiving workforce services from Contractor staff. For customers who receive training services, the Contractor is required to coordinate with the training provider's placement staff, providing the customer with job leads as well as job development.

Additional Expectations:

In addition to co-location at the AWS Comprehensive Center, the sub-recipient awarded a contract through this RFP is expected to be an active partner of AWS's One-Stop System. Specific expectations will be negotiated during contract development but will likely include:

- a. Adhere to One-Stop Center policies and procedures and support daily operations.
- b. Attend agreed-upon partnership meetings and workgroup meetings.
- c. Participate in Continuous Quality Improvement efforts.
- d. Sign the required MOU and Infrastructure Sharing Agreement and participate in associated cost sharing.
- e. Successfully contribute to overall performance measures using a common data collection system for tracking and reporting.
- f. Use AWS's common Referral System to make and accept community referrals.
- g. Share best practices, innovative service delivery strategies, and resources with AWS partners.
- h. When applicable, the contractor will participate in One-Stop general orientations to provide an overview of WIOA Title I Youth services and eligibility requirements and may conduct additional information sessions.
- i. Use the regional brand name AWS, in lieu of organizational workforce development language and names in marketing and delivery of services and programs and credit AWS and LWDA#40 for funding on marketing and other collateral materials.

C. Delivery of WIOA Title I-B Youth Services Programs and Services

WIOA Title I outlines a vision for an integrated, comprehensive service delivery system that provides high-quality services for young adults including career exploration and guidance, continued support for educational attainment, opportunities for skills training, and culminating with a good job along a career pathway or enrollment in post-secondary education. The fourteen (14) WIOA Title I Youth Program Elements.

To support the attainment of a secondary diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants, the following elements must be made available:

1. Youth Program Elements

- a. Tutoring, Study Skills Training Instructions, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent;
- b. Alternative Secondary School Service or Dropout Recovery Services, as appropriate;
- c. Paid and Unpaid Work Experience that is a component of academic and occupational education, which may include:
 - Summer employment opportunities and other employment opportunities available throughout the school year;
 - Pre-apprenticeship programs;
 - Internships and job shadowing; and
 - On-the-job training opportunities;
- d. Occupational Skills Training;
- e. Education Offered Concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupation cluster;
- f. Leadership Development Opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
- g. Supportive Services;
- h. Adult Mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
- i. Follow-up Services for not less than 12 months after the completion of participation, as appropriate;
- j. Comprehensive Guidance and Counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
- k. Financial Literacy Education;
- l. Entrepreneurial skills training;

- m. Services that provide labor market and employment information in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- n. Activities that help youth prepare for transition to post-secondary education and training.

To be considered eligible for WIOA Title I In-School or Out-of-School program services, young adults must meet WIOA Title I eligibility requirements as defined in WIOA regulations, and state, and local policy.

2. Youth Program Design

Contractors' program design must include the following framework services.

- b. Outreach and Recruitment
 - Contractor shall use necessary strategies to recruit WIOA-eligible and suitable youth to provide appropriate services.
 - Contractor shall work with LWDA #40 to determine the areas of most need and coordinate services accordingly.
 - Contractor shall coordinate recruitment and outreach efforts with LWDA #40 for the creation of marketing materials to include flyers and program fact sheets.
 - Contractor shall coordinate recruitment and outreach efforts with the local schools, the Department of Juvenile Justice, the Department of Children and Family Services, agencies working with youth with disabilities, foster care agencies, and other community agencies and groups providing services to the target population.
- c. Intake, Eligibility Determination, and Registration
 - The Contractor shall provide services to eligible and suitable In-School and Out-of-School Youth, either directly or through collaborative partnerships that will result in achieving one or more positive outcomes as required by WIOA.
 - Contractor shall collect, verify, and maintain all necessary eligibility source documents.
 - Contractor shall ensure all young adults meet eligibility criteria and be determined eligible prior to enrollment and receipt of WIOA Title I funded services.
- d. Objective Assessment and Referrals
 - Contractor shall conduct an objective assessment of the academic level, skills levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, strengths, supportive service needs, and development needs.
 - The contractor must accurately evaluate each young adult to develop an appropriate service strategy to meet their individual needs.
 - Contractor shall guarantee eligible young adults who do not enroll in the WIOA program be provided information regarding other applicable and appropriate services available through other local programs that may provide services to them.
 - In addition, the contractor ensures eligible young adults are given referrals for

further assessments if determined appropriate.

e. Individual Service Strategy (ISS)/Employment Plan

- Contractor must utilize the results of the objective assessment to develop the ISS with the participant.

The ISS is an age-appropriate, individualized, documented plan with short- and long-term goals that include the following:

- Career pathways
- Education and Employment goals
- Involvement in the youth program elements
- Supportive Services and Incentives, as applicable
- The Contractor must ensure that staff identify the timeframe in which the participant will be expected to complete all activities related to each goal specified in the ISS.
- Contractor must confirm that ISSs' are regularly updated with the youth-adult.
- Verify the ISS clearly connects services to be provided and identifies outcomes achieved between enrollment and exit of the participant.
- Contractor must check to validate the ISS directly links to one or more WIOA Title I performance outcomes.

f. Customer Engagement and Case Management

LWDA #40 recognizes case management as a key component of the service delivery model and critical to the ultimate success of the customer. Case management extends from recruitment/enrollment through follow-up services. Also, consistent customer engagement and effective case management are essential to the provision of quality workforce services to job seeker customers. It also maximizes the ability to conduct follow-up with customers both before and after they have obtained employment and increases the likelihood of customers sharing positive outcomes (job placement, credential attainment, etc.) with Contractor staff.

As part of the integrated service delivery model, LWDA #40 expects that customers who are enrolled in more than one program receive integrated case management services. Integrated case management means an individual who receives benefits/services under two or more programs, such as WP and WIOA, would deal with only one case manager from the beginning of the service delivery process through the provision of services. Integrated case management is also a processing activity that ensures that the customer is progressing through the service strategy agreed to and that ongoing contact with the customer is maintained throughout the time of participation, upon employment, and following program completion.

- Contractor shall ensure that all individuals enrolled in WIOA are actively engaged by and with their case manager. Youth, contact/engagement is encouraged no less than twice per month; however, a period of no contact by staff must not exceed 30 days. Staff shall utilize service codes and case notes in HiRE to document customer engagement.
- The contractor must ensure that a consultative case management model is operated in the career centers.
- Contractors are encouraged to incorporate trauma-informed approaches. Behavioral health awareness, implicit bias training, and racially equitable practices

into their case management models.

f. Work Experience

The contractor selected through this RFP must demonstrate a capacity to provide or collaborate with partners in providing, work-based learning programs such as:

- Paid or Unpaid work experience,
- Summer and Year-Round Employment,
- Apprenticeship,
- Internship,
- Job Shadowing, and;
- On-the-job training (OJT) serves as the next step in career development.

This must include working closely with the One-Stop Operator, LWC, and Service Provider Business Services Teams as well as; LWDA's partners to develop strategies to engage employers.

g. Follow-up Services

The contractor is required to provide at least 12 months of follow-up services to young adults who have completed program services as well as to those who may have dropped out of the program but need additional services. Bidders are encouraged to consider the needs and barriers of the high-priority young adult populations in planning the appropriate levels and types of follow-up services.

h. Caseloads

- The contractor shall enroll a sufficient number of WIOA Youth (as determined by LWBD #40), with the goal of being enrolled in education or training activities or successfully closed with unsubsidized employment.
- The number served will be a combination of carryover cases as well as new enrollments.
- The contractor will work to ensure case closures occur after the participant secures unsubsidized employment in which the individual uses a substantial portion of the skills taught in the training.

i. Community Partnerships

- Contractor shall work with LWDA #40 to maintain current goodwill relationships with community partners who serve the youth population in parishes of Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary and Vermilion.
- Collaborate and coordinate with community partners on issues affecting and involving service delivery to eligible and suitable youth.
- The contractor shall work to establish new relationships with youth service providers as deemed necessary and forward progress reports to the OSO and LWDA #40 monthly.
- Contractor shall participate in career fairs and other events at local schools and community agencies that are consistent with LWDA #40's vision and do not interfere with the daily operations.

j. Services Location

WIOA Title I Young Adult services must be accessible to all qualifying young adults in Region 4, unless otherwise determined by LWDA #40; including those with geographic, transportation, or technology barriers. LWDA #40 encourages proposals that specify outreach and engagement strategies for young adults with these barriers.

The contractor selected from this RFP must have the technological capacity for executing responsibilities and providing services virtually if AWS Comprehensive Center closures are required due to future pandemic or other reasons. Services may also be provided virtually, at AWS's partner affiliate sites and connection sites, and at any other location that improves access for young adults who are furthest from opportunity.

The contractor may develop new innovative ideas on where to locate offices and flexibility on hours of services, with LWDA #40 approval, as a means of reaching young adults and the hard-to-serve population.

3. Coordination of Employment Service Team

The Contractor selected from this RFP shall establish an effective process for managing a supply-demand system in which the Contractor identifies the supply (job-seeking customers) to meet the needs of local demand (employers). This process will include specific requirements tied to recruitment events, assisting employers with hard-to-fill positions, and ensuring the Employment Service Team is aware of the talents and skills of the local supply so that Employment Service Team outreach efforts may be targeted with this information in mind.

The Contractor shall establish and implement a process for determining the qualification of job-seeking candidates prior to the issuance of job referrals. The goal is to significantly reduce the number of unqualified job seekers referred to employers.

The Contractor shall assist in efforts to improve outreach to local employers. The Contractor shall provide staff, as operations permit, to work to leverage relationships with both local Chambers of Commerce and Economic Development organizations. The Contractor shall provide staffing for public appearances, recruiting events, and skills upgrade training as scheduled in the community.

Job Matching and Job Placements- The Contractor shall make available staff for job matching, job referrals, job placements, and job development services. The designated Contractor staff must work as a unified team to ensure optimal job-matching services are provided. The goal of this unified effort is to ensure that each employer and job seeker is satisfied with the employment outcome. Effective job matching also requires staff to be skilled and knowledgeable about strategies and tools for establishing job seeker aptitude, skills, experience, interest, and job retention, including the Louisiana STAR job system.

The Contractor is responsible for providing job placement assistance to all job-seeker customers who are enrolled in and receiving workforce services from Contractor staff. For customers who receive training services, the Contractor may be required to coordinate with the training provider's placement staff, providing the customer with job leads as well as job development.

Additional Expectations:

In addition to co-location at the AWS Comprehensive Center, the sub-recipient awarded a contract through this RFP is expected to be an active partner of AWS's One-Stop System. Specific expectations will be negotiated during contract development but will likely include:

- a. Adhere to One-Stop Center policies and procedures and support daily operations.
- b. Attend agreed-upon partnership meetings and workgroup meetings.
- c. Participate in Continuous Quality Improvements efforts.
- d. Sign the required MOU and Infrastructure Sharing Agreement and participate in associated cost sharing.
- e. Successfully contribute to overall performance measures using a common data collection system for tracking and reporting.
- f. Use AWS's common Referral System to make and accept community referrals.
- g. Share best practices, innovative service delivery strategies, and resources with AWS partners.
- h. When applicable, the contractor will participate in One-Stop general orientations to provide an overview of WIOA Title I Youth services and eligibility requirements and may conduct additional information sessions.
- i. Use the statewide/regional brand name AWS, in lieu of organizational workforce development language and names in marketing and delivery of services and programs and credit AWS and LWDA#40 for funding on marketing and other collateral materials.

VII. Financial Reporting Expectations

The Contractor shall provide financial staff that has experience in managing and accounting for multiple funding sources. The Contractor shall have internal controls in place to ensure the entire system is consistent and responsible. The Contractor understands and affirms that there can be no supplanting or co-mingling of funds received through the Contract. All funds will be traceable to the appropriate workforce grant and will be necessary and allowable. The Contractor understands and affirms that any revenues above costs that are generated through the use of funds must be reported and returned to LWDA #40.

On a monthly basis, the Contractor shall provide detailed financial reports on all expenses for the prior month. The format of such reports will be developed by LWDA #40 and provided to the Contractor. Monthly reports must be submitted electronically on or before the 15th of every month.

The Contractor shall follow procurement guidelines issued by Federal, State, and LWDA #40 authorities.

VIII. RESPONSE SUBMITTAL

A. Responsive Proposals

To be considered responsive, proposals must meet the following minimum criteria:

One (1) original proposal and an electronic version must be received by the Local Workforce Development Area #40 Administrative office by **no later than the due date and time shown in the Procurement Timetable of this RFP**. The timely delivery of a proposal is entirely the responsibility of the Contractor. Proposals postmarked on or before the proposal due date but delivered after the due date or time will be considered non-responsive. Proposals hand-delivered after the due date or time will be considered non-responsive. Proposals that do not have all required attachments and do not follow the guidelines will be considered non-responsive.

1. Must be printed single-sided, double-spaced on 8.5" x 11" paper with 1" margins on each side using a 12-point font.
2. Each page (except the cover sheet) must be sequentially numbered at the bottom of each page.
3. The original proposals must be manually signed in blue ink by an official authorized to represent and bind the proposing agency and should be marked "original".
4. Proposals must be presented in the same order as outlined in the "Proposal Outline and Format" section below and contain all requested information.
5. Giving incomplete or erroneous information or withholding important information could result in disqualification or, subsequently, contract termination.
6. Contractor must demonstrate a general understanding of the service delivery system; the services solicited by this RFP and the ability to effectively and efficiently manage and deliver those

requested services.

- 7.** The Proposal Narrative shall not exceed 15 pages.

LWDA #40 will not return proposals, binders, or exhibits to **t h e** Contractor. All proposals become the property of LWDA #40 and will be a matter of public record.

B. Proposal Outline and Format

All proposals must be assembled according to the following outline:

1. Cover Page – use Attachment A

2. Organizational Background – use Attachment B

3. Proposal Abstract/Executive Summary

- a. Describe your organization to include its mission, vision, and values.
- b. Demonstrate an understanding of the workforce development system in Louisiana.
- c. Outline key organizational achievements within the past three (3) years.
- d. Briefly describe why your organization is seeking an award of this RFP and any unique or innovative aspects that may set your organization and/or your response apart from others.

C. Proposal Narrative (not to exceed 15 pages)

Clear, thorough, concise answers are preferred rather than an overly verbose narrative that does not provide a specific response. Get to the point as quickly and completely as possible. Do not repeat statements or ideas within the text of the proposal. Referring the reviewer to another section of the proposal for other information is preferred rather than repeating the information.

1. Organizational Experience / Capabilities

Describe the proposed organization's experience in providing the services proposed and the organization's capabilities to deliver the proposed services by thoroughly responding to the following.

- a. Describe your organization's experience in managing and delivering each of the workforce development programs and services outlined in this RFP. Be sure your response clearly articulates which services were managed and delivered. (Sections D-J)
- b. Detail your organization's experience outlined above by providing specific data on performance outcomes achieved to demonstrate the organization's ability to meet contractual performance standards. Note: The information should be provided in table format and include the goals set (either through a contract, plan, or policy) and provide verifiable performance achievement data against those set goals. Examples of the types of goals being requested include, but are not limited to: federal, state, or local performance measures; training completion rate; job placement rate; average wage at placement; job retention rate; cost per placement; participation rate(s); job seeker satisfaction rate, etc. Provide this information for each of the programs mentioned in "1" above for each contract held in Louisiana and in other states during the past three (3) years. Provide a contact person, phone number, and email address for each such contract. Note: the expectation is that the contractor furnishes performance information for all programs for every state where the Contractor has provided services (included in **Attachment C**).

- c. Describe your organization’s experience with operating a programmatically integrated services delivery model that has the needs of business and industry at the core of your operations.
- d. Describe your organization’s financial and administrative experience and capabilities. Included in that description of experience in managing and accounting for multiple federal, state, and local funding sources in accordance with GAAP.
- e. Describe your organization’s experience conducting self-monitoring for contract performance and compliance.
- f. Describe your organization's experience with developing and implementing a continuous improvement model.

2. Staffing

As further explained in the Provisions subsection of this RFP, the contractor shall hire and manage qualified and trained staff who have the required skill set and technical expertise to ensure the goals, objectives, and requirements of this RFP are met. The experience, abilities, and motivation of the staff play a critical role in the ultimate success of the service delivery.

- A. Staff – Describe how staff will be selected and assigned to this Contract and provide copies of their resumes (in **Attachment D**). For positions where the staff is not known, a job description may be submitted in place of the resume. In preparing your response, consider the attributes required by the individuals who will have the most responsibility for shaping your product, connecting it to the customer, and achieving performance. Focus on personal attributes, skills, knowledge, and commitment. We are most interested in:
 - 1) The names and job titles of the staff that will be in LWDA #40 and assigned to work on this project or, if not known, key staff job titles and how much staff will be selected;
 - 2) Why these specific individuals or, if not known, job titles are critical to the project success;
 - 3) If a team approach to management is planned, how do the strengths of these individuals are complementary and not duplicative; and
 - 4) The further assistance and expertise that will be made available by your organization to support these individuals.
 - a. What will be done to ensure consistency of operation while anticipating some turnover among staff members?
 - b. What will be done to instill a professional culture, and a sense of accountability, and to align individual efforts toward common goals and objectives?
- B. Staff Development - Staff development is vital to the success of all LWDA #40 services. Qualified staff exhibit enthusiasm, capability, and commitment to customers, as well as demonstrated commitment to their professional development. The contractor must submit a comprehensive staff development training plan to:
 - 1) Describe the Contractor’s staff development plans. Specifically, include plans for delivering information technology training, case management, program policy, customer service, and management/supervisory training. Specify for each type of training the duration and the frequency.

- 2) Describe plans for an ongoing training program that focuses on ensuring that staff acquire the basic competencies of their positions and are kept abreast of all new information and processes promptly. Specify, for each type of training, the duration, and the frequency.
- 3) Describe how new hires are on-boarded to include targeted training relative to their positions.
- 4) Describe plans for compliance with the Louisiana Workforce Commission's requirements for One-Stop Credentialing including the Contractor's plan for staff to meet the initial certification requirements.

Further, it is vital that the Contractor has the administrative management capabilities required to attract and maintain appropriate staff. The contractor must have in place, or agree to establish Personnel, Grievance, Travel, and Equal Opportunity/Nondiscrimination Policies; Job Descriptions; Performance Management or Individual Development Plan; and maintain at minimum a 70% staffing fulfillment within a 30-day window. The contractor will provide copies of established policies and plans listed above as attachments to this proposal (**as part of Attachment E**).

3. Transition Plan

An "investment" will be required of any successful Contractor; that investment is uncompensated time and effort in training new staff, transitioning from the current Contractor to a newly selected organization for services to begin with no interruptions on October 1, 2024. The uncompensated period is from September 1, 2024, to October 1, 2024. Describe how the Contractor will deal with this investment to conduct an orderly transition from the current One-Stop provider and deliverer of services to ensure that there is no disruption in services or negative impact on the customers. Detail the action steps, strategies, and timelines with specific dates for transitioning the services requested under this RFP. This should be presented in table format.

4. Performance Outcomes

Describe how performance outcomes will be achieved. Explain your organization's approach to meeting performance standards and how you intend to document, track, validate, and report performance outcomes. Provide an assurance that you are committed to achieving the performance indicators including an assurance that your organization will provide a performance and production matrix consistent with LWDA #40's directive prior to execution of the Contract. Identify any enhanced levels of performance your organization is committed to producing for each of the measures referenced. Clearly describe why your organization believes the achievement of these enhanced levels is possible. (i.e. counseling will be provided to 100 clients).

D. Budget Narrative

A detailed line-item budget must be submitted on the attached Budget forms (**Attachments F & G**). Costs included in the proposed budget cannot already be paid by another source; they must be actual costs incurred in delivering the proposed services, and these funds cannot supplant funds already received by the Contractor.

- a. Provide a budget narrative that justifies each proposed expense included on the budget forms in terms of necessity, allow ability, and reasonableness. Show the method of computation.
- b. Identify any in-kind resources/support for the service delivery system beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding.
- c. State what contingency plans are in place to repay LWDA #40 in the event that there are any disallowed costs as a result of an audit or monitoring review.
- d. Describe how the Contractor will financially support the costs of doing business until an invoice can be submitted and paid by LWDA #40. Note, that no advance payment will be made.
- e. If funded, what percentage of the proposing agency's total budget will this contract represent?
- f. What system will be in place for the tracking of ITA, support services, ancillary services, incentives, obligations, and expenditures? How will this system be managed?

In preparing the budget, the Contractor should take into consideration that SLPG will directly pay for facility costs (rent, utilities, phones), equipment (copiers, desks, chairs, tables), information technology (data lines, network development, and maintenance, hardware, software, technical support), customer training (tuition, books, uniforms, OJT employer reimbursements, customized training costs, work experience costs), support services for customers (child care, transportation, car repair), and the majority of marketing costs (name recognition media buys, resource room supplies and information pieces, signage, assistance with other brochure development). Therefore, the Contractor should not include costs for such expenses in the budget submitted with the proposal.

All proposals will be evaluated based on cost-effectiveness in relation to high-quality service delivery. To accomplish this, LWDA #40 staff shall conduct an analysis of proposed costs during the proposal review process. The contractor is therefore encouraged to submit its best offer for providing the services requested in this RFP and to thoroughly describe and justify the proposed costs. This analysis shall be conducted to ensure that the proposed costs are necessary, fair, and reasonable; to determine if the proposed costs are allowable and allocable; to determine if there is no duplication of costs with other programs; to ensure that the costs are directly associated with carrying out only the proposed services; and to ensure that the proposed costs will benefit the workforce development delivery system.

E. Strategy

The organization must outline the following strategies for how they intend to deliver the workforce development services outlined in the Scope of Work. Please respond to the questions for the funding source you are applying for.

1. One-Stop Operator

Describe your organization's approach to the following standards of one-stop operator services.

- Describe in detail what integrated service delivery means to you/your organization. How will you interact with workforce development partners to ensure customers have a seamless and supportive experience? Identify and implement collaborative strategies with any mandated partners that demonstrate a seamless referral system and coordinated service delivery (to ensure services are not duplicated by partnering organizations).
- Describe your operational experience in delivering public services in a center environment.
- Describe strategies and ideas you will help develop, promote, and initiate to improve access to services.
- Briefly summarize your knowledge, experience, and professional network in the Acadiana service area. What is your proposed plan to leverage these networks to improve AWS's services and outcomes?
- Describe your experience and demonstrated success in facilitating partnerships, both generally and in the specific areas listed below.
 - Keeping partners actively engaged
 - Holding partners accountable to commitments and shared agreements
 - Proactive mediation and conflict mitigation or resolution
 - Improving customer experience
 - Expanding services to new groups (e.g., geographic, virtual services, reducing barriers)
 - Providing and/or coordinating training and presentations
 - Collaboratively developing customer procedures and processes
- Provide excellent customer service to job seeker customers as well as measure customer satisfaction.
- Describe how you will orient customers to the array of services available to them.
- Describe how you will develop, maintain, and present curriculums that emphasize core values and instill meaningful work ethics, employability skills, job readiness/job search skills, and interview techniques, and your ability to modify/adjust those services as needed, based upon feedback from area employers.

2. Adult and Dislocated Worker Career Services

Career Services

Describe your organization's approach to the following standards of career services and how you will achieve and maintain each of the following.

- **Customer Experience-**Describe your organization's approach to customer service. What defines a quality customer experience? What, in your perspective, is the point of providing quality customer service? Who is accountable for the quality of service provided to customers? How do you ensure quality of service? How is that different for job seekers and businesses?
- **Access and Locations-** Describe how you will adapt your services to provide remote and virtual access. Do you plan on adding specialized career center service locations that are designed to serve as an access and/or outreach site for a specialized group of the population?
- **Outreach and Recruitment-**Describe your outreach strategy. How will you build or enhance partnerships within each region to reach eligible job seekers and overcome potential challenges in enrollment, especially for the hardest-to-serve and dislocated workers?
- **Eligibility and Enrollment-** Describe how you will create an eligibility certification process that is easy for prospective participants to navigate and creates a safe space for individuals to disclose sensitive information and self-identify barriers and needs. How will this process ensure compliance and proper documentation by the Intake and Eligibility Specialists? Include any experience implementing the human-centered design process.
- **Orientation, Goals, and Assessments-** Describe your process for identifying which track would fit each job seeker's goals, needs, and interests based on assessments provided in basic services.
- **Referrals, Co-enrollments, and Dual Enrollments-** Describe your experience and past success engaging in productive partnerships with other organizations to facilitate referrals, co-enrollments, or dual enrollments to other programs. How will you leverage this experience to a) collaborate with other WIOA-Subrecipients when a co- or dual-enrollment is needed to provide other services, and b) provide referrals to job seekers who do not qualify for your WIOA program?
- **Career Navigation, Participant Engagement, and Retention-** Describe your participant engagement and retention plan. Use specific examples related to specific populations, core program activities, and follow-up services. Describe and provide an example of your customer flow from outreach through follow-up services.
- **Individualized career services-** Describe how you will implement the following services in your career services model.
 - Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
 - Diagnostic testing and use of other assessment tools; and
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
 - Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information

- about, eligible training providers;
 - Group and/or individual counseling and mentoring;
 - Career planning (e.g. case management);
 - Short-term pre-vocational services, including the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre- apprenticeship programs may be considered as short-term pre-vocational services;
 - Internships and work experiences that are linked to careers;
 - Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
 - Financial literacy services;
 - Out-of-area job search assistance and relocation assistance; and
 - English language acquisition and integrated education and training programs.
-
- Core Program Activities- Explain your ability to provide all elements of the two core components, training, and employment services.
 - Training- How will you engage job seekers to research and attend training programs that meet their interests and skill sets? What tools and assessments do you plan to implement?
 - Supportive Services- Describe how your organization will connect job seekers with community resources that help meet ongoing basic needs (i.e., food, housing, transportation, safety), both during the program and in follow-up. Describe established or planned partnerships and resources to leverage funding to meet the in-kind match requirement to provide supportive services.
 - Follow-Up Services- Explain your plan to provide follow-up services to foster continued engagement and provide support, including leadership and professional development, mentoring, career development and job progress, and community resources.
 - 2-Generation (Gen) Approach- Describe how you plan to implement a 2-Gen or 3-Gen family-centered program design that provides coordinated services to children and parents to include the following:
 - Economic
 - Educational
 - Safety & Health and
 - Other Outcomes
 - Performance- Describe your ability to successfully meet standard WIOA state-mandated and local area measures.
 - Efficiency and Measurable Continuous Improvement- Demonstrate how data will be used to drive continuous improvements.

Business Services

Describe your organization's approach to the following standards of business experience and how you will achieve and maintain each of the following.

- Describe how you will meet federal business services performance measurements (See page 13)
- How would you approach serving a business with a large demand for emerging occupations, or other quality opportunities without a “naturally interested” pool of candidates? Further, identify and recruit job seekers who may be viable candidates for job postings but who are not engaged with the workforce system.
- Provide your strategy to partner with employers to provide work-based learning. How will you ensure these activities include relevant job skills and meaningful work that leads to quality jobs?
 - Job Search Assistance
 - Transitional/Work Experience Jobs
 - On-the-job training programs
 - Apprenticeship promotion
 - Assistance for apprenticeships
 - Recruiting employers to the career centers
 - Direct Placements

3. Youth Career Services

Career Services

Describe your organization's approach to the following standards of career services and how you will achieve and maintain each of the following.

- Customer Experience-Describe your organization's approach to customer service. What defines a quality customer experience? What, in your perspective, is the point of providing quality customer service? Who is accountable for the quality of service provided to customers? How do you ensure quality of service? How is that different for job seekers and businesses?
- Outreach and Recruitment-Describe your outreach strategy. How will you build or enhance partnerships within each region to reach eligible job seekers and overcome potential challenges in enrollment, especially for the hardest-to-serve and out-of-school youth? Describe how you will adapt your services to provide remote and virtual access. Do you plan on adding specialized career center service locations that are designed to serve as an access and/or outreach site for a specialized group of the population?
- Eligibility and Enrollment- Describe how you will create an eligibility certification process that is easy for prospective participants to navigate and prospective participants to navigate and creates a safe space for individuals to disclose sensitive information and self-identify barriers and needs. How will this process ensure compliance and proper documentation by the Intake and Eligibility Specialists? Include any experience implementing the human-centered design process.
- Orientation, Goals, and Assessments- Describe your process for identifying which track would fit each job seeker's goals, needs, and interests based on assessments provided in basic services.
- Referrals, Co-enrollments, and Dual Enrollments- Describe your experience and past success engaging in productive partnerships with other organizations to facilitate referrals, co-enrollments, or dual enrollments to other programs. How will you leverage this experience to a) collaborate with other WIOA-Subrecipients when a co- or dual-enrollment is needed to provide other services, and b) provide referrals to job seekers who do not qualify for your WIOA program?
- Career Navigation, Participant Engagement, and Retention- Describe your participant engagement and retention plan. Use specific examples related to specific populations, core program activities, and follow-up services. Describe and provide an example of your customer flow from outreach through follow-up services.
- 14-Elements- Describe an innovative model to provide the services listed below.
 - Tutoring, Study Skills Training, Instruction, and Dropout Prevention
 - Alternative Secondary School and Dropout Recovery Services
 - Paid and Unpaid Work Experience
 - Occupational Skills Training
 - Education Offered Concurrently with Workforce Preparation
 - Leadership Development Opportunities
 - Supportive Services
 - Adult Mentoring
 - Follow-up Services

- Comprehensive Guidance and Counseling
 - Financial Literacy Education
 - Entrepreneurial Skills Training
 - Services that Provide Labor Market Information
 - Postsecondary Preparation and Transition Activities
- 2-Generation Approach- Describe how you plan to implement a 2-Gen or 3-Gen family-centered program design that provides coordinated services to children and parents which include the following:
 - Economic
 - Educational
 - Safety & Health and
 - Other Outcomes
 - Performance- Describe your ability to successfully meet standard WIOA state-mandated and local area measures.
 - Efficiency and Measurable Continuous Improvement- Demonstrate how data will be used to drive continuous improvements.

Business Services

Provide your strategy to partner with employers to provide work-based learning. How will you ensure these activities include relevant job skills and meaningful work that leads to quality jobs?

- Work Experience Jobs
- On-the-job training programs
- Apprenticeship promotion
- Recruiting employers
- Direct Placements

F. Conditions Applicable to All Proposals

The following conditions are applicable to all proposals:

- Proposals submitted after the date and time stated on the proposal timeline will not be considered. It is the Contractor’s responsibility to ensure that its proposal meets all submission requirements.
- Contractor is subject to applicable Equal Employment Opportunity requirements. LWDA #40 reserves the right to request copies of the latest Equal Employment Opportunity reports.
- If a contractor wishes to submit a proposal in collaboration with other partners to provide components of the activity areas, only one proposal shall be submitted. An example to demonstrate the collaboration may be in the form of an interagency agreement.
- No proposal will be considered if:
 - The entity has been disbarred by an action of any governmental agency; or
 - The entity's previous contracts with Workforce Development Areas have been canceled for cause; or
 - The entity has not complied with an official order of any agency of the State of Louisiana or the United States Department of Labor to repay disallowed costs incurred during its conduct of projects or services; or
 - The entity has any record of public entity crimes; or
 - For any cause such as pending litigation or if the Contractor is determined irresponsible.
- By submission of this proposal, the Contractor certifies that in connection with this proposal:
 - The fees or costs in the proposal have been arrived at independently without consultation, communication, or agreement with any other Contractor, or with any competitor to restrict competition, as to any matter relating to such fees; and
 - No attempt has been made or will be made by the Contractor to induce any other person or firm to submit a proposal to limit or restrict competition.
- Each person signing the proposal certifies that:
 - He/she is the person in the Contractor’s organization legally responsible, within that organization, for the decision as to the prices or costs being offered in the proposal; or
 - He/she is not the person in the Contractor’s organization legally responsible, within that organization, for the decision as to the prices or costs being offered in the proposal; however, he/she has been duly authorized in writing, with a copy attached, to act as agent for the persons legally responsible for such decision.
- Service providers must maintain a drug-free workplace for employees and customers.

IX. SELECTION

LWDA #40 maintains a policy that an organization must possess the demonstrated ability to perform successfully under the terms and conditions of a proposed contract prior to the contract being executed. Determinations of demonstrated performance shall take into consideration such matters as to whether the organization is in alignment with LWDA #40's value statement and has:

- Adequate financial resources or the ability to obtain them.
- The ability to meet the RFP design specifications at a reasonable cost, as well as the ability to meet performance goals.
- A satisfactory record of past performance in delivering the proposed services, including demonstrated quality of services and successful outcome rates from past programs.
- The ability to prioritize and provide services and/or a program(s) that can meet the need identified.
- A satisfactory record of integrity, business ethics, and fiscal accountability.
- The necessary organization, accounting, and operational controls.
- The technical skills to perform the work.

A. Proposal Review and Contract Award

Proposals will be initially reviewed and rated by LWDA #40's review team using a point system based on a Proposal Evaluation / Rating Form. The review team will prepare a proposal-rating summary for review by the Area and/or one of its committees. Proposals will then be reviewed by appropriate Area members. Prospective providers may be invited to make oral presentations and /or explain their proposals.

A contract may be awarded based on offers received, without discussion of such offers with the Contractor. Each offer should, therefore, be submitted in the most favorable terms, from a price and technical standpoint that the offer can make. However, the review team reserves the right to request additional data, oral discussion, or presentation in support of written proposals.

The final award of a contract will be contingent upon:

- Successful negotiation of a contract
- Acceptance by the Contractor of the contract terms and conditions
- Satisfactory verification of past performance and systems (e.g., financial), where applicable
- Availability of funding

B. Appeal Procedure

In accordance with applicable regulations, Contractors who are denied funding have the right to appeal. The following steps must be taken for organizations to appeal funding decisions:

1. Submit a letter within three (3) business days from the date of the contract award to the Workforce Director of LWDA #40 stating that an appeal to the contract award is being filed and the specific reasons for that appeal based on the four criteria below:
 - a. Clear and substantial error or misstated facts by the review team upon which the decision was made by the LWDA #40
 - b. Unfair competition or conflict of interest in the decision-making process
 - c. Any illegal or improper act or violation of law
 - d. Other legal basis on grounds that may substantially alter the LWDA #40's decision

The Workforce Director will review the appeal and respond within 10 business days.

2. In the event the Workforce Director's response is not satisfactory to the Contractor, an appeal to the LWDB #40 may be requested. The request must be addressed in writing within 15 days from receipt of a response from the Workforce Director of LWDA #40 to:

Local Workforce Development Board #40
Attention: Tessa Brown, Board Chair
P.O. Box 2046
Opelousas, Louisiana 70571-2046

The appeal will be heard at a time set by the Chair of LWDB #40 after consultation with legal counsel.

C. Conditions of this RFP

This Request for Proposal does not commit or obligate LWDA #40 to award a contract, to commit any funds identified in this RFP document, to pay any costs incurred in the preparation or presentation of a proposal to this RFP, to pay for any costs incurred in advance of the execution of a contract, or to procure or contract for services or supplies.

Further, LWDA #40 reserves the right to:

1. Accept or reject any or all proposals in whole or in part which it considers not to be in its best interest. No guarantees, expressed or implied, are made by LWDA #40 or its agents as to the availability of funds.
2. Change or waive any provisions set forth in this RFP.
3. Return non-conforming proposals without review.
4. Waive informalities and minor irregularities in proposals received.
5. Negotiate any and all proposed terms, conditions, costs, staffing level, services/activities mix, and all other specifics.
6. Request a) additional data, b) technical or price revisions, or c) oral presentations in support of the written proposal.
7. Determine that an arms-length agreement exists between the Contractor or any subcontractor or vendors they might choose to use.
8. Require the establishment of escrow accounts for a Contractor that currently has outstanding debts to LWDA #40 as a result of audits or monitoring reviews.
9. Conduct a pre-award review that may include, but is not limited to, a review of the Contractor's record-keeping procedures, management systems, accounting and administrative systems, and program materials.
10. Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations, and policy directives, (b) manage funding and (c) meet the needs of the customers.
11. End contract negotiations if acceptable progress, as determined by LWDA #40, is not being made within a reasonable time frame.
12. In the event of a tie between one or more proposed Contractors, the Board Chair shall break the tie.
13. The decision to award the Contract shall be made by the Area with the approval of the CEO.

Mandatory Additional Attachments

Attachment H	Administrative and Financial Capabilities Checklist
Attachment I	Assurances
Attachment J	Instructions for Debarment & Suspension and Other Responsibility Matters Certification
Attachment K	Certification Regarding Lobbying, Certification for Contracts, Grants, Loans and Cooperative Agreements
Attachment L	Insurance Certification
Attachment M	Drug-Free Workplace Certification
Attachment N	Non-Discrimination Certification
Attachment O	Audit Requirements

RFP #24-01

**REQUEST FOR PROPOSAL
WORKFORCE DEVELOPMENT SERVICES
ONE STOP OPERATOR & SERVICE PROVIDER**



**ACADIANA™
WORKFORCE
SOLUTIONS**
Jobs. People. Opportunity.

Local Workforce Development Area #40
ST. LANDRY PARISH GOVERNMENT

Equal Opportunity Employer
Auxiliary aids and services are available upon request to individuals with disabilities

ATTACHMENT A – Cover Page LEGAL NAME

OF RESPONDENT: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

EMAIL ADDRESS: _____

Name and title of person authorized to answer any questions about the proposal, negotiate the contract terms and contractually bind the Respondent:

I do hereby certify that this proposal is submitted in accordance with the provisions and conditions outlined in RFP # 2017-01 that all the information is complete and accurate, and that this proposal represents a firm and fixed offer to provide the requested services. This offer shall remain valid for a minimum of 90 days. I also certify that the fees in the proposal have been arrived at independently, without consultation, communication, or agreement with any other proposer or with any other competitor for the purpose of restricting competition, as to any matter relating to such fees; and no attempt has been made or will be made by the proposer to induce any other person or agency to submit or not submit a proposal for the purpose of limiting or restricting competition. I further certify that this agency can and will provide and make available, at a minimum, all services described in this proposal.

Typed Name of Individual with Signatory Authority & Title

Signature

Date

LWDB#40 USE ONLY:	
Date Received:	_____
Time Received:	_____
Received By:	_____

ATTACHMENT B – Organizational Background

- 1. Legal Name of Respondent: _____
- 2. Former Name(s) Under Which Respondent Has Operated: _____
- 3. Authorized Contact Person: _____
- 4. Address: _____
- 5. Telephone Number: (____) _____
- 6. Website Address: _____
- 7. Date of business Inception: _____ 8. Number of Years in Business: _____
- 9. # of Years Delivering the Solicited Workforce Services: ____ 10. # of Full-time Employees: ____
- 11. Type of Business: For-Profit Non-Profit Public
- 12. Legal Structure: Sole Proprietorship Partnership Corporation
- 13. Authorized to conduct business in Louisiana? Yes No
- 14. Check to indicate if your organization is a:
 Community-based Organization Minority-owned Female-owned Other N/A
 If other, please specify: _____

15. The proposer certifies that:

a) It has no outstanding liens, claims, debts, judgments, or litigation pending against it which would materially affect its programmatic or financial abilities to implement and carry out its proposed program.	<input type="checkbox"/> Yes <input type="checkbox"/> No
b) It has complied with an official order of any agency of the State of Louisiana, or the United States Department of Labor to repay disallowed costs incurred during its conduct of projects or services.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
c) It is current in its payment of applicable federal, state, and local taxes.	<input type="checkbox"/> Yes <input type="checkbox"/> No
d) It is free and clear of any disallowed audited costs.	<input type="checkbox"/> Yes <input type="checkbox"/> No
e) Its costs and pricing data submitted with this proposal are representative of only those reasonable, allowable, and allocable costs necessary for carrying out its proposed program.	<input type="checkbox"/> Yes <input type="checkbox"/> No
f) It will comply with the assurances attached to this RFP, and WIOA and its promulgated rules and regulations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
g) It is authorized to submit this proposal in accordance with the policies of its governing body.	<input type="checkbox"/> Yes <input type="checkbox"/> No

By my signature, I am empowered and can act on behalf of the proposing organization in submitting this proposal. I certify that the information contained herein is true and correct to the best of my knowledge, and that the offer contained herein is true and correct to the best of my knowledge, and that the offer contained herein is firm and valid for a period not to exceed 60 days from this proposal's date.

Organization

Name of Certifying Official	Signature	Date
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ATTACHMENT C – PAST PERFORMANCE

As required by the Proposal Narrative section of this RFP, describe your organization’s past performance managing each of the workforce development programs and services outlined in this RFP for the past three (3) years (for with the Respondent has experience managing and delivering). If the Respondent does not have experience/performance to reference for the past three (3) years, the Respondent may provide performance information from the past five (5) years.

The attachment provided should be sure to include the following:

- Contract/Project Title and Location
- Duration of Contract
- Type of Contract (Fixed price, cost reimbursement, etc.)
- Funding Source(s)
- Funding Amount
- Brief Summary of Project
- Primary Contractual Performance Standards
- Verifiable Performance Outcomes Achieved Against the Standards

Note: Information for each contract/project should be limited to one (1) page. The maximum number of pages submitted as attachments under this section should not exceed five (5). If Respondents must be selective about the contracts/projects that are included in order to meet the page number restriction, the Respondent should focus on Louisiana-based contracts/projects and those with performance criteria most relevant to the requirements of this RFP.

Further, a contact person, phone number and email address must be provided for each contract/project.

ATTACHMENT D – Resumes

Provide the resumes of key staff that will be involved as requested in the RFP.

**ATTACHMENT E – Organizational Chart, Job Descriptions and Human-Resources
Related Documents**

Provide a copy of the Respondent's organizational chart showing:

1. The proposed program's relationship to the overall organization's operations,
2. Each position on the organizational chart with an indication of whether the position is paid or volunteer,
3. The proposed staffing,
4. Documented job descriptions,
5. Performance management systems, and
6. Human Resource policies and procedures

ATTACHMENT F – Proposed Budget Summary

Budget Line Items	Direct Program Costs	Non-Direct Costs	Total
1. Salaries			
2. Fringe Benefits			
a) FICA, SS			
b) FICA, Med			
c) Health Insurance			
d) Dental Insurance			
Life Ins/Std/ Ltd			
a) 401K			
b) 401K Admin			
c) Unemployment State			
d) Unemployment Federal			
e) Workers Compensation			
3. Office Supplies			
4. Staff Travel, in region			
5. Staff Travel, out of region			
6. Staff training			
7. Outreach/Recruitment			
8. Overhead, Allocated & Indirect Costs			
9. Other			
Grand Total			
Percentage of Grand Total			100%

ATTACHMENT H – Administrative & Financial Capabilities Checklist

Please respond to each statement by checking 'Yes' or 'No'. Briefly explain any 'No' answer on another page and include it behind this attachment labeled "Attachment D-1".

1) All positions with the Respondent have up-to-date job descriptions.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) All employees meet the minimum qualifications specified in their job descriptions.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3) All W-2's and I-9's with appropriate documentation are on file.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4) Withholding and FICA deposits have been made in full on a timely basis.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5) Insurance and bonding policies are current and all appropriate staff is covered.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6) The accounting records are auditable.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7) Administrative and internal accounting controls are adequate to safeguard program assets.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8) The accounting system adequately accounts for program funds.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9) Financial reports fairly present accrued program expenditures by established cost categories.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10) Budgetary procedures are adequate to control expenditures.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11) The agency has a written accounting procedures manual that includes procedures for:	<input type="checkbox"/> Yes <input type="checkbox"/> No
a) coding of expenditures by:	
1) contract year or program year	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) funding source	<input type="checkbox"/> Yes <input type="checkbox"/> No
3) cost category	<input type="checkbox"/> Yes <input type="checkbox"/> No
b) bank reconciliations	<input type="checkbox"/> Yes <input type="checkbox"/> No
c) posting to books	<input type="checkbox"/> Yes <input type="checkbox"/> No
d) monthly close-out	<input type="checkbox"/> Yes <input type="checkbox"/> No
e) trial balancing	<input type="checkbox"/> Yes <input type="checkbox"/> No
f) development of accruals	<input type="checkbox"/> Yes <input type="checkbox"/> No
g) segregation of duties	<input type="checkbox"/> Yes <input type="checkbox"/> No
h) cost allocation	<input type="checkbox"/> Yes <input type="checkbox"/> No
i) budgetary control	<input type="checkbox"/> Yes <input type="checkbox"/> No
j) cash management	<input type="checkbox"/> Yes <input type="checkbox"/> No
k) cash receipt and disbursement	<input type="checkbox"/> Yes <input type="checkbox"/> No
l) payroll	<input type="checkbox"/> Yes <input type="checkbox"/> No
12) The procedures in the accounting manual are being followed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13) Internal controls	<input type="checkbox"/> Yes <input type="checkbox"/> No
a) For cash receipts:	
1) Cash is properly controlled and promptly deposited when received	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) Funds are deposited in a bank in interest bearing checking accounts and secured by FDIC or other security	<input type="checkbox"/> Yes <input type="checkbox"/> No
b) Checks are:	

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1) Pre-numbered	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) Adequately safeguarded	<input type="checkbox"/> Yes <input type="checkbox"/> No
3) Properly mutilated when voided	<input type="checkbox"/> Yes <input type="checkbox"/> No
4) Not allowed to be written for cash	<input type="checkbox"/> Yes <input type="checkbox"/> No
5) Not allowed to be signed in advance	<input type="checkbox"/> Yes <input type="checkbox"/> No
c) For cash disbursements:	
1) Invoices are approved prior to payment	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) Documentation accompanies checks to be signed	<input type="checkbox"/> Yes <input type="checkbox"/> No
3) Documentation is stamped to prevent reuse	<input type="checkbox"/> Yes <input type="checkbox"/> No
4) Control over signature machine is adequate	<input type="checkbox"/> Yes <input type="checkbox"/> No
5) Disbursements are made only by check	<input type="checkbox"/> Yes <input type="checkbox"/> No
6) Checks are not returned to preparer after signing	<input type="checkbox"/> Yes <input type="checkbox"/> No
d) For bank reconciliations:	
1) They are performed on time	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) They are performed by someone who does not perform cash functions	<input type="checkbox"/> Yes <input type="checkbox"/> No
3) Unusual items are investigated promptly	<input type="checkbox"/> Yes <input type="checkbox"/> No
e) For payroll:	
1) Time sheets are used and signed by both the employee and supervisor	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) Payrolls are approved by management for accuracy and existence of bona fide employees	<input type="checkbox"/> Yes <input type="checkbox"/> No
3) Preparation and check distribution functions are segregated	<input type="checkbox"/> Yes <input type="checkbox"/> No
4) Leave time is properly controlled	<input type="checkbox"/> Yes <input type="checkbox"/> No
f) For purchases:	
1) Purchase orders are pre-numbered and controlled	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) Receiving reports are prepared and compared to P.O. and invoice	<input type="checkbox"/> Yes <input type="checkbox"/> No
3) Returned purchases are controlled	<input type="checkbox"/> Yes <input type="checkbox"/> No
4) Payments are made within discount periods	<input type="checkbox"/> Yes <input type="checkbox"/> No
14) The Respondent's budget has no areas for potential cost overruns.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15) The Respondent is not trying to make up for a shortfall in another program by using the funds from this program.	<input type="checkbox"/> Yes <input type="checkbox"/> No

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 Respondent, accepts responsibility for providing financial services adequate to ensure the establishment and maintenance of an accounting system with internal controls adequate to safeguard program funds.

Organization

Name of Certifying Official

Signature

Date

ATTACHMENT I – Assurances

As a condition of the receipt of Federal and State funds under the Personal Responsibility Act (Public Law 104193), the Workforce Innovation and Opportunity Act (WIOA) (Public Law 113-128), the Workforce Innovation Act of 2000 rules and regulations, hereby identified as Local Workforce Development Area #40 programs, the Contractor agrees to submit a plan for the delivery of One-Stop services and operations under the WIOA, programs, and agrees to operate the programs in accordance with both Federal, State and local requirements, the Region IV Plan, and all other laws as applicable.

THE CONTRACTOR ASSURES THAT:

1. Health Benefits Coverage: The Contractor must ensure that the use of these funds for health benefits coverage complies with 506 and 507 of Division G of Public Law 113.235, The Consolidated and Further Continuing Appropriations Act, 2015.
2. Architectural Barriers: The Contractor ensures compliance with the Architectural Barriers Act of 1968, 42 U.S.C. 4151 et seq., as amended, the Federal Property Management Regulations (see 41 CFR 102-76), and the Uniform Federal Accessibility Standards issues by GSA (see 36 CFR 1191, Appendixes C and D) which set forth requirements to make facilities accessible to, and usable by, the physically handicapped and include minimum design standards. All new facilities designed or constructed with grant support must comply with these requirements.
3. Prohibition on Contracting with Corporations with Unpaid Tax Liabilities: The Contractor may not enter a contract, memorandum of understanding, or cooperative agreement with, make a grant to, or provide a loan or loan guarantee to, any corporation that has any unpaid Federal tax liability that have been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability, where the awarding agency is aware of the unpaid tax liability, unless a Federal agency has considered suspension or debarment of the corporation and has made a determination that this further action is not necessary to protect the interest of the Government.
4. Prohibition on Providing Federal Funds to ACORN: The Contractor assures that these funds will not be provided to the Association of Community Organizations for Reform Now (ACRON), or any of its affiliates, subsidiaries, allied organizations, or successors.
5. Profit: Pursuant to 2 CFR 200.400(g), non-federal entities may not earn or keep any profit resulting from Federal financial assistance, except as authorized by WIOA Section 121 (d) One-Stop Operators (American Job Centers) or service providers which are for-profit entities.

Organization

Name of Certifying Official

Signature

Date

ATTACHMENT J – Instructions for Debarment & Suspension and Other Responsibility Matters Certification

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities.

1. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction; violation of Federal or State antitrust statutes or commissions of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
 - c. Are not presently indicated for or otherwise criminally or civilly charges by a government entity (Federal, State, or local) with commission of any the offenses enumerated in paragraph (1) (b) of this certification; and Have not within a three-year period preceding this proposal had one or more public transaction (Federal, State, or local) terminated for cause of default.

2. Where the prospective primary participant is unable to certify any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Organization

**Name of Certifying Official
Date**

Signature

ATTACHMENT K – Certification Regarding Lobbying, Certification for Contracts, Grants, Loans and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

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

Organization

Name of Certifying Official

Signature

Date

ATTACHMENT L – Insurance Certification

Each contractor must carry the following types of insurance coverage: bond, liability, automotive, and worker’s compensation as outlined in this RFP. Provide a statement to the extent that this coverage is in place or that it will be obtained prior to the implementation of the proposed activities.

ATTACHMENT M – Drug-Free Workplace Certification

Alternate I. (Grantees Other Than Individuals)

Pursuant to The Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CRF 98. Subpart F, I, _____, the undersigned, in representation of the, the grantee, attest and certify that the grantee will provide a drug-free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
2. Establishing an ongoing drug-free awareness program to inform employees about:
 - (a) The dangers of drug abuse in the workplace;
 - (b) The grantee's policy of maintaining a drug-free workplace;
 - (c) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (d) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (1);
4. Notifying the employee in the statement required by paragraph (1) that, as a condition of employment under the grant, the employee will:
 - (a) Abide by the terms of the statement; and
 - (b) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
5. Notifying the agency in writing ten calendar days after receiving notice under subparagraph (4)(b) from an employee or otherwise receiving actual notice of such conviction. We will provide such notice of convicted employees, including position title, to every grant officer on whose grant activity the convicted employee was working. The notice shall include the identification number(s) of each affected grant.

REQUEST FOR PROPOSAL – RFP # 2024-01

6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (4)(b), with respect to any employee who is so convicted:
 - (a) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended; or
 - (b) Requiring such employee to participate satisfactorily in a drug abuse assistance of rehabilitation program approved for such purposes by a Federal, State, or local, health, law enforcement, or other appropriate agency;
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (1), (2), (3), (4), (5), and (6).

I declare, under penalty of perjury under the laws of the United States, and under the penalties set forth by the Drug-Free Workplace Act of 1988, that this certification is true and correct.

Signature (Typed Name and Title)

I, _____, certify that I am the _____
(position title and organization)

the grantee; that I who sign this Drug-Free Workplace Certification on behalf of the grantee, do so by the authority given by _____, that such signing is within the scope of my powers.

Executed On: _____

ATTACHMENT N – Non-Discrimination Certification

Pursuant to Section 188 of the Workforce Innovation and Opportunity Act, Public Law 113-128, I, _____, the undersigned, in representation of _____, the grantee, attest and certify that the grantee will adhere to any and all nondiscrimination laws.

Section 188 (2) states that:

No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex, national origin, disability, age, political affiliation, marital status, sexual orientation or status as a workforce services customer.

The undersigned will adhere to any and all federal, state, and local LWDB #40 non-discrimination rules and regulations.

Name

Title

Organization

Date

ATTACHMENT P – Conflict of Interest Statement

SECTION 1

I hereby certify that no official or employee of LWDB #40, or any Board member, or any immediate family member of a LWDB #40 employee or Board member has a material financial interest in this firm.

Signature: _____

Name of Official (Type or Print): _____

Company Name: _____

Business Address: _____

City, State, Zip Code: _____

SECTION 2

I hereby certify that no official or employee of LWDB #40, or any Board member, or any immediate family member of a LWDB #40 employee or Board member has a material financial interest(s) in this firm and has filed the appropriate Conflict of Interest statements with LWDB #40 prior to the review and discussion of this proposal.

Name: _____ Title: _____

Signature: _____ Date of Filing: _____

Name of Official (Type or Print): _____

Company Name: _____

Business Address: _____

City, State, Zip Code: _____

ATTACHMENT Q – Audit Requirements

Provide a copy of the Respondent’s two most recently completed CPA-certified audits or reviews; including all management letters or financial statements (if proposer is private for-profit agency and does not have a recent audit).