



EASTERN CT WORKFORCE INVESTMENT BOARD

REQUEST FOR PROPOSALS *for* **WIA ADULT, DISLOCATED WORKER, & JFES** **FY 2010 - 2011**

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EWIB Executive Director

FEBRUARY 2010

REQUEST FOR PROPOSALS

SUBMISSION DUE DATE: March 26, 2010, 4:00 p.m.*

INTENT TO FUND NOTIFICATION DATE: June 2010

FUNDING START-UP DATE: July 1, 2010

EASTERN CT WORKFORCE INVESTMENT BOARD OFFICE LOCATION: 108 New Park Avenue
Franklin, CT 06254

CONTACT PERSON: Carol LaBelle
Director of Programs

TELEPHONE NUMBER: (860) 859-4100

LETTERS OF INTENT: Letters of Intent To Bid are **required and must be submitted not later than February 16, 2010.**

BIDDERS CONFERENCE: The Bidders Conference will be held on, February 25, 2010 at the EWIB office, 108 New Park Avenue ~ Franklin, to provide technical assistance as it relates to the contents of this request for proposal. Please call (860) 859-4100 for specific time. **Questions must be submitted in advance no later than February 16, 2010.** Bidders can fax (860) 859-4111 or e-mail, labellec@ewib.org questions.

***ALL RESPONSES TO THIS REQUEST FOR PROPOSAL MUST BE RECEIVED NO LATER THAN 4:00 PM ON MARCH 26, 2010.**

NO PROPOSALS WILL BE ACCEPTED AFTER THIS TIME.

This Request For Proposals does not commit EWIB to award a contract, to pay any costs incurred in the preparation under this request, or to procure a contract for services or supplies. EWIB reserves the right to accept or reject, in part or in full, any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in its entirety, this Request For Proposals if it is not in the best interest of EWIB.

Any questions concerning the Request For Proposals may be addressed to the EWIB office, Carol LaBelle, EWIB Director of Programs, at (860) 859-4100 at the address provided herein or e-mail at labellec@ewib.org to be received no later than February 16, 2010.

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I. GENERAL INFORMATION

a. INTRODUCTION

Eastern CT Workforce Investment Board (*EWIB*) is a private, not-for-profit corporation & is one of five (5) Workforce Investment Boards in CT. EWIB oversees four (4) *CTWorks-East* Career Centers located in Danielson, New London, Norwich, & Willimantic. EWIB, with approval of the Chief Elected Officials Oversight Council, has chosen to oversee the operation of these Centers by forming a Consortium.

EWIB serves 41 towns in Eastern CT. All of the services requested in this RFP, with the exception of Information Technology, are to be provided and bid on either as sub-regions (*i.e. Danielson/Willimantic area or Norwich/New London area*) or an entity, or partnership of entities, may bid to serve the entire region.

EWIB has released this Request for Proposal (*RFP*) in an effort to solicit proposals for services that meet the attached RFP guidelines. Services requested are:

- WIA Core Services Support
- Human Services Integration Specialist
- WIA Adult & Dislocated Worker Workforce Advisors
- WIA Business Services Program
- JFES Case Management
- JFES Placement Unit
- JFES Intensive Employability-Focused ESL/GED for TANF Recipients

Instructions for submitting proposals are included in this RFP. Interested parties must first complete a **Letter of Intent to Bid, submitting it no later than February 16, 2010.** Secondly a bidder must complete the proposal package as instructed. **The deadline for receipt of RFP responses is 4:00 p.m. March 26, 2010 WITHOUT EXCEPTION.** Send responses to:

EWIB

**108 NEW PARK AVENUE
FRANKLIN, CT 06254**

ATTN: CAROL LABELLE, *Director of Programs*

Our purpose in presenting this request is to contract with well-qualified and experienced agencies that demonstrate the capacity to design and provide services for our WIA Adult and Dislocated Workers, JFES, and Business Services programs. EWIB intends to be as inclusive as possible in this solicitation. Service provider(s) will be compensated with Workforce Investment Act (*WIA*) or Jobs First Employment Services (*JFES*) funds as appropriate. **Bidder understands that they may be expected to take-on additional competitively acquired EWIB grant responsibilities during the contract period.** EWIB plans to fund proposals for activities and services with a one-year contract that may be extended for up to one (1) additional year based on performance and subject to the availability of funds. **EWIB is encouraging collaborative submissions between agencies that will provide services within the entire region, although may apply by category to provide services in a sub-region.** Sub-regions consist of 1) the Danielson/Windham area or 2) the Norwich/New London area.

This request does not obligate EWIB to award a contract, or contracts, nor will the EWIB pay any costs incurred in the preparation of proposals. The EWIB reserves the right to accept or reject part or all of any or all proposals received.

B. AWARDS & FUND AVAILABILITY

Programs will be funded for the period July 1, 2010 - June 30, 2011 with the intent of renewal for a second year based on performance without the issuance of another RFP. Funding allocations have not been provided to EWIB.

C. TYPE OF CONTRACT

The contract will be cost reimbursement. The total contract amount will be reimbursed based on actual costs incurred according to approved budgets. Any awarded contract will conform to the terms required by the Workforce Investment Act of 1998 or Jobs First Employment Services. Payment for services rendered will be made only when costs have been incurred and documentation of all costs will be required. The term of the contract will be from July 1, 2010 – June 30, 2011. The contract may be renewed on a yearly basis for a period of up to one (1) additional year after the initial contract. Such renewals shall be contingent upon satisfactory performance evaluations by the EWIB and subject to the availability of funds. This clause does not commit the agency to exercise the option to extend. The contract may be renewed annually for the balance of the funding period.

II. GENERAL CONDITIONS

Proposals that do not follow the format, and do not include all the minimum requirements specified including the required documentation and certifications in this RFP, and/or are not submitted by the due date and time will not be considered for funding and will be rejected.

A. NOTIFICATION & DISTRIBUTION

The RFP is available by contacting the EWIB offices at (860) 859-4100 between the hours of 8:00 A.M. - 4:00 P.M., MON – FRI through the date proposals are due. Proposals are also available on the EWIB website at: www.ewib.org. **PROPOSALS MUST BE RECEIVED NO LATER THAN 4:00 P.M., MARCH 26, 2010.** Additional program reference materials can be obtained from the following web sites: <http://www.doleta.gov>.

B. PROPOSAL DELIVERY & SPECIFICATIONS

The format for proposals is provided in Solicitation Provisions: Section V.A.: Proposal Submission Instructions. Additional copies of pages may be made, but must be kept in the proper numerical order. Proposers **MAY NOT** submit extraneous material such as brochures or newspaper articles.

Proposals may be withdrawn by written notice. Withdrawals will be accepted any time up to execution of a contract.

Proposers are required to submit one (1) signed original proposal, one (1) unbound copy, **FOURTEEN (14) additional copies, PLUS ONE (1) electronic or diskette copy.**

C. NON-APPROPRIATION & CANCELLATION

The EWIB may cancel any resulting executed agreement upon 30-days written notice, and any said agreement shall be subject to federal and/or state funding availability.

D. PROPOSAL ACCEPTANCE

Any governmental or private organizations, whether for-profit or non-profit, may apply. Proposers must be a legally recognized entity with appropriate licensing prior to the proposal being submitted.

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

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

These provisions include any related entities of the Proposer.

EWIB reserves the right to accept or reject any or all proposals received or portions thereof. At the discretion of EWIB, all or part of this procurement may be declared failed and all or portions of the RFP reissued.

EWIB reserves the right to waive minor technical irregularities in offers received. Failure to submit required documentation is not a minor technical irregularity. If a question is “*not applicable*,” then write “*not applicable*” and explain why not applicable. Documents previously submitted to EWIB or on file at the Proposer’s headquarters or another location shall not be accepted as a submission of the required documents. During the technical review period EWIB reserves the right, at its sole discretion and sole judgment, to contact Proposers for the purpose of offering them the opportunity to cure proposals deemed to have minor technical irregularities. The determination of what is considered a minor technical irregularity shall be within the sole judgment and discretion of EWIB.

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

E. REVIEW PROCESS:

EWIB staff will review bids for compliance with RFP package and WIA/JFES legislation/regulations. Bids that are not in compliance will be summarily dismissed and will not be reviewed by the EWIB Performance, Accountability & Planning (PAP) Committee.

STAFF WILL:

- Open proposals at the same time to eliminate claims from early submitters that information was available to other Proposers.
- Review for completeness. Incomplete proposals are rejected.
- Upon determination of completeness, proposals are reviewed to determine an objective, numerical score versus the established passing/competitive range level.

COMMITTEE WILL:

- Review and rate 1-3 proposals (*depending on the total received*) in addition to reading ALL program abstracts and line-item budgets.

A maximum of 4-weeks will be allotted to perform this initial review.

Prior to the finalization of their scoring, both Committee members and staff may have an opportunity to hear a structured 10-minute presentation from the Proposer during a scheduled Performance, Accountability, & Planning (PAP) Committee meeting.

After each presentation, subsequent Committee discussion, and at least one (1) written competitive range approval score, the proposal will advance. Two (2) staff and the PAP Committee member scores that are below the competitive range level will dismiss the proposal from further consideration, unless a majority decision from the Committee dictates otherwise. All Committee members not in attendance will be contacted to inform them of the outcome of the meeting.

The Committee reserves the right to utilize its Best and Final Offer Procedures described below.

FOR THOSE PROGRAMS SELECTED TO ADVANCE:

COMMITTEE WILL:

- Finalize areas to be addressed in the Best and Final Offer package. All questions are identical

and will serve to separate the highest quality proposal among the finalists.

- Review the Best and Final Offer Package and Re-score.

STAFF WILL:

- Provide bidders technical assistance to best prepare their final offer & explain the Committee's intent.
- Collect, re-score, & forward proposals to the Committee member to which it was originally assigned.

Proposers may be asked to be present at the final "selection" meeting of the Committee for a brief question and answer period. "Final Offer" scores will be averaged, shared with the Committee, and final selections and funding amounts will be determined.

ALL FINAL COMMITTEE RECOMMENDATIONS WILL BE FORWARDED TO EWIB TO BE RATIFIED AT THE NEXT SCHEDULED MEETING.

Proposals that do not meet the requirements set forth in the solicitation will be deemed to be **non-responsive and may be rejected.**

Proposals will only compete with other proposals from the same option category.

F. NOTIFICATION OF AWARD

The EWIB Board of Directors will make final funding decisions. EWIB staff will then provide all approved applicants with a "Notice of Award." Applicants who have had their proposals rejected will also be notified at this time.

G. RIGHT TO PROTEST

Submitters not chosen for funding have the right to meet with EWIB Administrative Staff to determine the deficiencies of their proposal and the areas to be improved upon for future submissions. This will occur at the conclusion of the contracting process with approved contractors.

III. PERFORMANCE MEASURES

Please note that all WIA-funded & JFES-funded contractors are responsible for meeting measures as indicated by program. The JFES-funded WIA Business Services contractors are primarily responsible for the Employer Customer Satisfaction Rate. Final performance measures may change, these are estimated. For specific WIA & JFES performance information, please refer to the following websites:

<http://www.ctdol.state.ct.us/wia/wia-issues.htm>

<http://www.ctdol.state.ct.us/index>

WIA ADULT MEASURES:

Entered Employment Rate:
 Job Retention Rate:
 Average Earnings:
 Employment & Credential rate:

PROGRAM YEAR 10/11

79%
 83%
 \$9,973
 66%

WIA DISLOCATED WORKER MEASURES:

Entered Employment Rate:
 Job Retention Rate:
 Average Earnings Measure:
 Employment & Credential rate:

80%
 83%
 \$14,033
 73%

CUSTOMER SATISFACTION:

Participant Satisfaction Rate:

76%

Employer Satisfaction Rate: 76%

OUTCOMES FOR JFES PARTICIPANTS:

Entered Employment:	50%
Employment at the payment standard of TFA:	50%
Employment at the Federal Poverty Level:	25%
Employment Retention ~ 13-weeks	60%
Employment Retention ~ 6-months	40%
Maintain minimum of 35-hours in countable work activity	50%

IV. SPECIFICATIONS/STATEMENT OF WORK

*All proposals **MUST** meet the specifications contained in this RFP.*

A. WIA

1. GENERAL INFORMATION

All services and activities proposed must meet the specifications contained in this section of the RFP.

The EWIB is seeking a WIA Adult & Dislocated Worker Workforce Development & Placement Unit which will include “Core” services support, Human Services Integration specialist and Workforce Advisors. Workforce Advisors will provide employment assistance for low-income adults & worker laid-off. This includes outreach, recruitment, intake and eligibility determination, case management, job search assistance and follow-up and retention services. Staff must be capable to assist language challenged adults where appropriate. Additionally, the EWIB is seeking Business Services bidders to perform outreach to local employers and interface with *CTWorks-East* staff to relay employer needs to EWIB partners. All services and activities proposed must meet the WIA guidelines and EWIB’s goals and objectives.

PERFORMANCE MEASURES & ENROLLMENT SCHEDULE

a. Performance Measures:

WIA performance measures are negotiated by EWIB and the State Department of Labor and must be met. The performance measures are clearly outlined in this proposal under the Definitions section on Pages 31 & 32 of this proposal.

b. Enrollment Schedule:

The EWIB expects full program enrollment by the end of the 3rd quarter in the Program Year. Proposers should plan outreach and enrollment activities accordingly. All WIA contractors should maintain the following enrollment schedule as a guide:

- 25% Enrollment by the close of the 1st quarter in the program year (9/30)
- 50% Enrollment by the close of the 2nd quarter in the program year (12/31)
- 100% Enrollment by the close of the 3rd quarter in the program year (3/31)

OUTREACH, RECRUITMENT, CERTIFICATION & FOLLOW-UP REQUIREMENTS

a. Recruitment

WIA Adult bidders should plan to focus a portion of the Workforce Advisor’s time on recruiting and attracting new non-TANF Adult participants. The Business Services contractor will be responsible for outreach to area businesses and business organizations.

Dislocated Worker contractors will have the requirement for conducting Rapid Response and/or Early Intervention activities during company lay-offs or shut downs.

b. Certification

The contractor will provide an overview of the services, benefits and opportunities available by participating in EWIB's WIA funded and non-WIA funded (*collaborative partnership*) programs to prospective clients, and other interested parties. The contractor will screen clients for WIA eligibility, collect the appropriate WIA documentation and submit it to the EWIB for approval. Copies of all documentation and registration information must be maintained in each contractor's client file.

General Eligibility Requirements

- Social Security
- Citizenship
- Selective Service
- Age

Specific WIA Eligibility Requirements

- Low-Income*
- Family Size/Individual Status
- Barriers

**WIA Dislocated Workers are not subject to low income requirements*

Clients that are certified eligible for WIA services, but do not meet the enrollment requirements or cannot be served will be provided further assessment, as necessary, and be referred to appropriate programs that may or may not be WIA funded to meet his/her basic skills and training needs. These referrals are made by the contractor.

c. Follow-up Services

Participants exit when no further active services from a WIA-funded or non-WIA funded partner are planned (*called a "hard exit"*); or when there has been a gap in services for more than 90-days (*except for health/medical reasons, incarceration or death*). The tracking system automatically exits a participant when such a gap has occurred (*a "soft exit"*). In either case, the outcome period begins at exit, so it is imperative that follow-up services begin shortly after exit in order to maintain contact with participants.

Exit does not mean the end of services; it should be considered a change in status. The follow-up period can be used to assure stable & positive transition periods. The intensity of follow-up can be proportionate to the intensity & duration of active service. WIA need not fund follow-up, & bidders are encouraged to be creative in developing means to provide this required service. The provider is, however, responsible for co-coordinating follow-up, gauging its effectiveness and appropriateness, maintaining appropriate periodic contact with the participant, & documenting all activities.

2. WIA FUNDED SERVICES BID CATEGORIES

- a. WIA Workforce Development Unit – it is expected that the structure of this unit includes the following staff ~ Core Services Support, Human Services Integration specialist & Workforce Advisors and will work together as a unit.

Core Services Support:

The bidder must describe how they will provide staff support (*bilingual in Willimantic & New London*) to assist customers at the information desk, in the resource area as well as provide

support for counseling staff and other services as determined. The EWIB anticipates the need for a minimum of one (1) full-time person to staff each of the four (4) *CTWorks-East* centers. Core Services workers are required to provide referrals and other services as needed. This Customer Services Specialist function is the primary capacity sought under this category.

Human Services Integration Specialist:

EWIB anticipates the need for two (2) professional staff to serve vulnerable One Stop customers. Bidder must describe how they will provide a holistic approach that addresses not only customers' employment and educational needs, but their basic needs as well. The original pilot project improved coordination of services and helped customers achieve economic self-sufficiency. The services must be delivered at all four (4) *CTWorks-East* Centers. The staff will be required to conduct an in-depth interview, identify appropriate linkages to programs and services that customers may be eligible for (*e.g. SSI disability, subsidized housing, community-based services including child-care and transportation*). This includes assisting customers apply for these services, follow-up to ensure that customers are receiving the needed services and actively support each customer as they pursue their goals – with a focus on helping them learn to help themselves. Staff facilitates the development of a plan that enables access to a broad array of services and focuses on achievement of specific, attainable customer-defined goals and outcomes. One (1) of the two (2) staff must incorporate services for customers with disabilities and will be required to maintain EWIB's Employment Network as defined by Social Security's Ticket-to-Work Program. EWIB is looking for a bidder than can provide some additional funding to offset the costs of this program.

Workforce Advisors:

Proposals solicited to provide employment assistance for low income adults & dislocated workers. This includes outreach, recruitment, certification, assessment, case management, employment plan development, job search assistance, referral to services identified in the employment plan as well as client tracking to show implementation of the plan. Also responsible to assist clients with the provision of training services through the Individual Training Accounts (*ITA*) vouchers, support service coordination, employment plan update, including job search assistance and post program follow-up. The WIA Adult and Dislocated Worker Workforce Advisors will be required to provide case management services and a minimum of 12-months of follow-up for all registered WIA Core, Intensive, and Training clients. Additional activities may be required such as enrolling clients in OJT (*On-the-Job Training*) programs, facilitating *CTWorks-East* workshops, providing extensive outreach and recruitment, and providing partner services to unregistered core clients, including referrals, transportation certification and enrollment. Workforce Advisors will need to focus on assisting customers with job search support and placement activities and work closely with Business Services Team as well as Technology provider to ramp-up placement activity. Workforce Advisor will need to begin to specialize in targeted industry clusters.

Based on staffing and population needs or EWIB directive, staff may be required to travel between *CTWorks-East* locations or to employer worksites in the EWIB area. Bids must indicate their ability and capacity to “*staff-up*” for this challenge, if and when additional funding becomes available. Bids should also include anticipated requests for clerical assistance essential to the ability to perform this service. It is estimated that four (4) adult Workforce Advisors are needed, one (1) in each Center for WIA Adult & Dislocated Worker services.

Workforce Advisors are responsible for maintaining the following information and documentation in the participant's file.

- Participant application & supporting documentation
- Copies of all WIA forms
- Employment Plan
- Test results
- Period of participation
- Attendance records
- Proof of Credential Attainment
- Contacts & communication with participants in the form of monthly case notes entries
- Progress in completing training
- Performance evaluation form
- Copy of a preliminary Customer Satisfaction Survey for all exiters
- Follow-up and retention information & documentation
- Other appropriate documentation.

PROPOSALS are preferred that serve the entire region but are accepted for either the Danielson/Windham or the Norwich/New London sub-region.

3. Business Services

Under WIA, there is increased emphasis on providing services to employers in the region. EWIB is seeking an entity that has a relationship with the region's businesses and can use that relationship to promote the *CTWorks-East* system. BST staff will be expected to develop an industry specific expertise. Bidder will need to partner closely with the *Workforce Development & Placement Unit* to target employer outreach to customers who have completed training. The Business Services requested in this RFP is to be provided to either the entire region or sub-region (*Willimantic/Danielson, New London/Norwich*). EWIB seeks an entity to provide the following as part of a team with the Department of Labor Business Services Staff:

- Market the *CTWorks-East* services to employers in the 41-town Eastern region.
- Conduct employer visits to introduce services and gather data on employer needs.
- Set-up employer functions such as Chamber events, Personnel Associations, etc.
- Give presentations to area employer associations such as Rotary, Lions Clubs, Professional Associations, etc.
- Conduct or assist with area job fairs.
- Maintain communication with Counselors and Case Managers regarding employer needs identified in the field.
- Provide professional support to coordinate the various *CTWorks-East* partners that provide services to employers such as Department of Labor & other regional job developers.
- Broker On-the-Job and Customized Training opportunities between employers and *CTWorks-East* customers with the assistance of Case Managers.
- Maintain a data system to capture employer information and contacts.
- Submit '*Employer Satisfaction Survey*' information to EWIB for inclusion into WIA Employer Satisfaction performance measure.

Business Services Team Performance Goals:

1. Document the provision of a minimum of 500 employer visits during the contract period.
2. 1,200 services to be provided to those employers
3. Conduct a minimum of two (2) on-site employer recruitments per Center, per month.
4. Conduct quarterly employer service meetings with *CTWorks-East* partners.
5. Attend at least one (1) employer event within the region per month.
6. Submit a minimum of 100 employer names for inclusion in the WIA performance measure.

It is expected that this service will be funded out of both WIA Adult and Dislocated Worker funding. The Business Services representative will be housed out of the *CTWorks-East* Centers; thus, EWIB does not anticipate funding costs for parent agency facilities costs. **PROPOSALS WILL BE ACCEPTED TO SERVE EITHER THE ENTIRE REGION OR SUB-REGION FOR BUSINESS SERVICES. LETTERS OF SUPPORT FROM PARTNERING BUSINESS ENTITIES SHOULD ACCOMPANY THE SUBMISSION.**

B. JFES

1. GENERAL INFORMATION

All services and activities proposed must meet the specifications contained in this section of the RFP. The Proposers will strive to reach full enrollment in all program activities to ensure the best utilization of all available resources. For additional information on the JFES or Jobs First Employment Services programs, please refer to the following websites:

<http://www.ctdol.state.ct.us/weltowrk/allpdf/completeversion.pdf>

<http://www.ctdol.state.ct.us/weltowrk/procedures.html>

a. *JFES Performance Measures & Enrollment Schedule*

- Performance Measures

JFES performance measures are negotiated by EWIB and the State Department of Labor and must be met. The performance measures are clearly outlined in this proposal under the Definitions section on Pages 30 & 31 of this proposal.

- Enrollment Schedule

TANF clients are enrolled year-round through the last day of the contract year. Enrollments are made on a rolling basis according to client and DSS need.

b. *JFES Outreach, Recruitment, Certification, Job Search Assistance & Follow-Up Requirements*

- Recruitment

The EWIB does not foresee a need for any JFES outreach or recruitment activities.

- Certification/Enrollment

The contractor will provide an overview of the services; benefits and opportunities available by participating in EWIB's JFES, and/or WIA funded programs as well as partner programs to all TANF clients, and other interested parties. There will be a need to provide WIA Certification services for dually eligible clients as indicated in the WIA Certification and Enrollment section.

TANF clients are referred directly from the Department of Social Services, which screens TANF recipients for eligibility in the JFES Program, eliminating the need for a formal certification process at the contractor level.

The contractor will screen clients for WIA eligibility as needed for clients requesting WIA funding, collecting the appropriate WIA documentation and submitting it to EWIB. Copies of all documentation and registration information must be maintained in each contractor's client file as outlined in the WIA section below.

- JFES Placement Unit

Job Search and Job Readiness Assistance is another required service that must be provided. The proposal must identify the level and intensity of job search and job readiness assistance is provided to JFES customers such that the goals of the program are met. Job search and job readiness assistance includes but is not limited to job

search skills training, individual structured job search, job development and placement, supervised job search support group, and job-readiness workshops.

▪ **Follow-up Services**

JFES contractors provide continuous monitoring to ensure that clients remain enrolled in their assigned activities while enrolled in JFES. Currently, the only benchmarks monitored after JFES program exit are those related to job retention and job earnings. JFES Intensive Job Services contractors will be required to track post-JFES job retention and earning measures as part of their required performance measures. This tracking will be done through the 3rd quarter after the close of the quarter in which the TANF client has obtained employment. In addition, it is expected that JFES Case Managers will need to make referrals to other services upon request for post-TANF clients

2. JFES BID CATEGORIES:

a. JFES CASE MANAGEMENT

The Case Management and Job Search Assistance of TANF clients shall consist of the following core functions:

- Providing Intake/Orientation and Assessment services
- Developing and maintaining a current Employment Plan
- Arranging Services
- Establish supported work experience opportunities
- Data Management, Tracking & Monitoring, and ensuring that client meets participation rate

Mandated caseloads are to be 100 - 150. It is anticipated that with the region's Northern case load, approximately three (3) Case Managers are needed (*one of which should be available to split time between 2 offices – Danielson & Willimantic*) and with the Southern case load, approximately four (4) Case Managers are needed (*one of which should be available to split time between 2 offices – Norwich & New London*). Additionally, in order to meet the needs of the JFES population, EWIB will require that JFES Case Managers will perform the WIA functions when appropriate for their JFES clients (*i.e. certification to access training*). The need for an additional working supervisor to assist with JFES functions could be considered. Additionally, bids should contain support staff necessary to manage TANF client orientations and clerical support. JFES Case Managers will be required to have a flexible scheduling ability in order to meet the needs of clients who are working during traditional hours. JFES contractors must respond to monthly performance and caseload reports to the Director of Programs.

All JFES Case Managers must be flexible enough to meet the Case Management needs of the changing JFES client loads in each area. There is also a need for continuous training and attendance at various local and State DOL, DSS, and Board organized meetings. All JFES staff will be contractually obligated to attend these meetings and trainings unless waived by the Director of Programs. The vendor must comply with any changes put forth by the State or EWIB to accommodate this re-authorization.

b. JFES Placement Unit

Job Search and Job Readiness Assistance is another required service that must be provided. The proposal must identify the level and intensity of job search and job readiness assistance is provided to JFES customers such that the goals of the program are met. Job search and job readiness assistance includes but is not limited to job search skills training, individual structured job search, job development and placement, supervised job search support group, and job-readiness workshops. Supported Work Experience is another opportunity that

should be included in this proposal. This opportunity is for those TANF participants who have a poor work history. This is defined by EWIB to be 1) a work history that is sporadic over the period of the previous 2-years such as multiple short durations jobs; 2) the client has not worked more than one-year, or has not worked more than six (6) consecutive months over the past two-years; or 3) a TANF participant who has worked full time for less than three (3) consecutive months during the past 12-months. Supported Work sites will be set-up in both the public and private sector, no more than 20-hours a week, for a maximum of 9-months. The participant will receive at least the minimum wage. Sites are developed individually to meet the needs of the participant. The goal of this service is to have the participant's worksite result in an unsubsidized placement.

c. **JFES INTENSIVE EMPLOYABILITY-FOCUSED ESL/GED**

EWIB is requesting proposals for **Intensive** Employability-Focused ESL/GED services for the TANF population. These services would include classroom instruction for a minimum of 25 hours per week designed to provide the limited English or non-high school graduates with language skills and/or GED to function on a job. Program must have staff to coordinate with the JFES case management entity chosen who will provide referrals to the program and coordinate any other support service needs. Clients must be enrolled in 35-hours per week in job-related activities. This program will need to coordinate activities which continue to ensure they meet these requirements. EWIB seeks to have this training more closely aligned with the changing local economy and high wage/high growth jobs. Collaborations with entities that can provide a vocational/occupational component are sought.

PROPOSALS are preferred that serve the entire region but are accepted for either the Danielson/Windham or the Norwich/New London sub-region.

C. **GENERAL REQUIREMENTS FOR ADMINISTRATION OF THE PROGRAM**

1. **REPORTING:**

A WIA activity form MUST be completed by the Service Provider within one (1) working day into the CTWBS system of an activity start, completion, or incompleteness. The purpose is to report client enrollments, exits, placements, credential attainments, and other required information in the CTWBS. Service Providers must respond to monthly performance summary report as requested by EWIB. **For TANF clients, all information will be entered directly into the same state CTWBS database within one (1) business day by the Case Management contractor. JFES Intensive Job Services contractors will also be responsible for entering information into the CTWBS within one (1) business day.**

2. **MONITORING:**

All contractors will be monitored on AT LEAST a yearly basis, per WIA regulations. This will consist of separate programmatic and fiscal monitoring for each contractor. Contractors will be required to make staff available within a 2-week timeframe for any State, Federal, or Board audits.

3. **RECORD KEEPING:**

During the outreach and recruitment phase, and upon the participant's exit from the employment and training program, the service provider will be the primary record keeper, maintaining records on each participant and making these records available to EWIB, state, and federal officials, and auditors. Records will include a copy of the participants' application, assessment, employment plan, referrals, status changes, terminations, goals, weekly performance and attendance reports, disciplinary reports, evaluations, payroll documentation, case notes, and any other pertinent records. All records for the program must be retained for a period of three (3) years following the end of the year the client is exited from services. Records

are public and must be made available upon written request. In addition, the service provider will be required to maintain records as appropriate, particularly in terms of attendance and program performance, release of information and grievance procedures. Any criteria for participant termination must be maintained as well.

4. STAFFING:

EWIB is seeking a provider with staff who is experienced in working with the populations specified in this RFP. A description of staffing positions should be included in the proposal. Where applicable, all staff should possess the appropriate and necessary credentials and certifications as required for conducting services and/or training in the State of CT.

5. FACILITIES:

All bidders will conduct participant services at the local *CTWorks-East* facilities based on space availability.

6. INSURANCE:

The service provider who is awarded funds for service delivery is required to provide the following insurance coverage by contract execution. Coverages for General Liability, Auto, Workman's Compensation, and Employee Fidelity Bond are also required. The bond will be in the amount of \$100,000 or the highest planned single payment by EWIB during the Contract period, whichever is less. EWIB should be named as an additional insured as its interest may appear with reference to General Liability, Auto Liability, and Employer's Liability. Proof of current insurance coverage is required with the submission of this RFP even if not in agreement with the above terms.

7. BUDGET:

The submitting agency must prepare a complete detailed line-item budget & budget narrative by line item. Bidders who are awarded contracts will be required to take part in a Single Audit Act audit process. Governmental entities will complete the process within their town, while private non-profit agencies must procure such an audit. Private-for-profit institutions are excluded from the single audit process. Governmental entities & private non-profit agencies must include a statement in the budget narrative on how you will comply with the Single Audit Act.

- a) The budget may not contain costs not directly related to the provision of services to program participants. All costs shall be direct in nature and shall be documented in the budget narrative to show the need and direct nature of each cost.
- b) Rental or lease charges will not be honored for space owned by the bidder unless there is indebtedness. Such charges shall only be allowed for space resulting from a lease/rental/mortgage agreement in effect during the program. A copy of such agreement shall be forwarded to the EWIB Administration office, prior to the contract being awarded. Only utility and maintenance costs shall be allowed for space owned by the bidder. If applicable, the bidder shall document "*space usage rates*" in the budget and state in the narrative the cost difference between the "*space usage rate*" and the lowest level chargeable for the same space. No charges may be made for space only occasionally used, vacant space or hallways/common space.
- c) Programs must describe their capacity to supervise proposed staff. The Supervisor will be the point of contact for EWIB staff.
- d) Identify other funds and/or in-kind resources that will be provided to offset costs being requested. Upon award contractor will be expected to provide financial accounting of any in-kind resources.

9. EQUIPMENT:

The contractor is responsible for providing their staff with the necessary technological equipment to perform the task at hand. The contractor must ensure the staff has the technical

support to maintain such a function. The computer(s) must have the capability of gaining access to the CTWBS, via Microsoft Internet Explorer Version 6.0 or greater. Connection to the Internet will be provided by the CT Department of Labor's wide area network. Software, including virus protection/internet security along with printing peripherals is required. A 17" monitor is highly recommended.

10. **PUBLICITY**

The decision to approve and therefore, subsequently implement any and all requests for proposals by this Administration will carry with it the requirement that sub-grantees must name the EWIB as the source of funding in any and all publicity denoting program operation. Copies of all publicity will be required to be provided to the EWIB **prior to reproduction.**

D. **STATEMENT OF WORK**

The Statement of Work is the body of the proposal and should give reviewers a clear picture of the design and cost of the project, activity or service, the anticipated outcomes, and the proposer's capacity to deliver the program services being proposed. **THIS INFORMATION MUST BE PRESENTED IN THE FOLLOWING SEQUENCE.**

1. **DESIGN, PROGRAM SERVICE, PERFORMANCE OUTCOMES** (20 POINTS)

a. **WIA Adult/Dislocated Worker ~ Workforce Development & Placement Unit** (*Bids accepted on entire region or sub-region*)

- What types of outreach will you do to attract non-TANF WIA customers into the system? Describe your ability to respond and “*staff-up*” for large dislocations for dislocated workers. Will staff be able to go to employer sites for Rapid Response as needed?
- Describe your staff's experience doing eligibility determination and assessment.
- Do you have CASAS certified staff for CCS testing, or are you willing to have your staff trained?
- Describe your agency and your staff's experience in Case Management and Job Search Assistance techniques.
- Describe how your staff will be able to work cooperatively with other agencies within this unit.
- Are staff members experienced in providing group workshops?
- Is staff familiar with local agencies and services? Describe.
- For Core Services Support applicants, will you be able to provide a bilingual staff member for the New London and/or Willimantic office? Is staff trained in Customer Service etiquette and basic office skills such as phones, typing, & basic computer usage?
- Describe your staffs experience working with employers.
- Are staff members able to use a computer for data entry, word processing, and reports? Staff members must utilize an on-line data system (*WIA CT Business System*).
- Explain how you ensure that performance measures are continually monitored.
- Will staff be available for state and local meetings? Will staff be able to travel off-site as needed? Will staff be flexible enough to travel to other *CTWorks-East* locations as staffing and client needs dictate, or to carry caseloads at all four (4) *CTWorks-East* locations if necessary or required by the Board?
- Describe methodologies for ensuring that after exit follow-up measures are met in a timely manner.

- How will you help ensure that the required Customer and Employer Satisfaction levels are met? Will your staff be able to contribute employer names to the statewide employer satisfaction survey?
- b. **JFES** (*Bids accepted on entire region or sub-region*)
- Describe your staff experiences in working with hard-to-serve, low-income customers with multiple barriers.
 - Describe your staff's experience doing WIA eligibility determination and assessment for training.
 - Describe your agency/staff experience in providing JFES services to clients. Is staff familiar with current JFES regulations and policies? Is staff familiar with the current state database (*CTWBS*) and its usage? Is staff familiar with WIA certification and performance benchmarks? Describe specific and related experiences, as well as how you will integrate JFES and WIA services for dually eligible clients.
 - Do you have bilingual (*Spanish*) staff available for the following: Intensive Job Services Counselor, and Case Management in New London and/or Willimantic?
 - How will you insure that data is entered into CTWBS within one (1) business day, or that the Case Manager receives a copy of all new or updated data within one (1) business day?
 - Explain how you will ensure that performance measures are continually met.
 - Will all JFES staff members be made available for state and local meetings and trainings as required or requested by the Board?
 - Do you have CASAS certified staff for CCS testing, or are you willing to have your staff trained?
 - Describe your agency and your staff's experience in Case Management techniques.
 - Describe your staff's experience in providing job search assistance & job development services.
 - Describe your ability to perform group and individualized Intake and Orientation for all clients within 10 calendar days of DSS referral, including availability of staff for non-traditional appointments for clients working during traditional hours.
 - Is staff familiar with local agencies and services? Describe.
 - The required JFES caseload size is 100-110 clients per Case Manager, and similarly, JFES Intensive Job Services caseloads will also be large. Describe your staff's ability to adequately manage these larger caseloads without neglecting services to clients or performance standards.
 - Will Case Management and other JFES staff have the flexibility to travel to other EWIB *CTWorks-East* locations as caseload sizes and staffing needs fluctuate? Are you able to have at least one (1) Case Manager who will carry a caseload at both *CTWorks-East* locations? The Board seeks to equalize JFES caseloads as much as possible.
 - Describe your ability to set-up worksites and knowledge of the local labor market in which you propose to include supported work experience opportunities for appropriate clients. Also indicate your agency's ability to operate as the "employer" for the recipients issuing paychecks.
 - **If bidding on Intensive Employability-Focused ESL/GED**, describe how you will design an intensive employability focused ESL/GED program to meet the needs of TANF recipients. Describe your ability to operate an open entry/open exit program, track progress and attendance and interact with JFES case managers. Describe how you will incorporate a vocational focus into your program.
- c. **Business Services** (*Must bid on either entire region or sub-region*)

- Describe the “*value-added*” that your organization will bring to the system. Can you provide employer mailing lists, access to existing electronic newsletters and an existing membership? Describe how you will promote *CTWorks-East* through these channels.
- Describe how you will provide services across the EWIB region or sub-region equitably.
- Describe your ability to operate as part of a team with the Department of Labor. There is currently two (2) DOL staff (*New London & Danielson, staffing sought for Willimantic and/or Norwich CTWorks-East Center*).
- Is staff able to coordinate & facilitate Business Services meetings? Describe experience in this area.
- Explain staff familiarity with producing regular business newsletters targeted to meet the interest and needs of local employers.
- Describe how you will be able to distribute information about immediate employer needs such as job openings to local *CTWorks-East* partners and Case Managers?
- How will you help ensure that the required Customer and/or Employer Satisfaction levels are met? Will your staff be able to contribute Employer names to the statewide employer satisfaction survey? Describe your emphasis on good customer service.
- Describe your connection & familiarity with local businesses & business organizations, including local Chambers of Commerce & *CTWorks-East* partners & other regional job developers. Explain your experience in providing business services to both employers & job seekers in the community. How will you increase *CTWorks-East* services visibility in the community?
- Describe your willingness & ability to join local business associations and/or attend local business and community functions, & to meet regularly with employers during both traditional & non-traditional hours.
- The Board is interested in capturing & quantifying the needs of employers & employees in our region on more than an anecdotal level. Describe your experience in this area, including your ability to create & maintain databases with employer & employee information as needed or requested.

d. Goals and Objectives

List the goals and objectives you intend to achieve through the above activities. Goals and objectives must be measurable and attainable during the contract period. Refer to those goals and objectives outlined in the General Requirements Section IV. These standards set by the EWIB will be the foundation on which you will be evaluated. At a minimum, the required goals and objectives must be included. Include additional goals specific to your project that you plan to achieve. Indicate what level of performance (percent achieved) you intend to complete for each of the goals. The EWIB will provide the format for all reports and evaluation during contract negotiations.

e. Assessments*

As noted earlier, providers are required to use information gathered from pre and post programs assessments, using the Employability Competency System (*ECS*). Please document that staff is trained and qualified to understand the *ECS* or indicate the agency’s commitment to send staff to an *ECS* training.

*** Please respond to assessment question ONLY if you are applying for Case Management Services or an Intensive ESL/GED Program.**

2. LEVERAGE OF RESOURCES & COMMUNITY SUPPORT (10 POINTS)

A. COLLABORATION

Describe any working partnerships or collaborative relationships that you have established to support program services with other private/public sector entities. Who is involved? Describe in-kind services being made by the collaborator.

B. IN-KIND CONTRIBUTIONS

Describe and quantify (*if possible*) what in-kind services or other associated external funds, staff or other resources from your agency that will be used to operate this program or related program.

3. ORGANIZATIONAL /ADMINISTRATIVE CAPACITY (10 POINTS)

A. STAFFING

Describe the staff involved in the project. Provide a job description for each position to be funded by this proposal. What related experience or training are they expected to have? How will they be selected for this project? Include resumes of existing staff or job descriptions for staff to be hired. For WIA Workforce Advisors bidders, indicate your ability to “*staff-up*” for additional responsibilities. Describe your hiring process and the average length of time to bring on new staff needed.

B. MANAGEMENT PLAN

In this section, bidders should describe the overall Management Plan for the proposed program in terms of systems, procedures, and controls that will ensure contract compliance, meet program objectives, and high quality services.

Indicate, through an organizational chart and supporting narrative, the lines of authority and responsibility related to the proposed program and its components. Include both full and part-time program and administrative staff, supervisors, and managers.

C. MONITORING & REPORTING

Describe (*as applicable*) the methods and frequency with which services will be monitored by staff. Areas to be included in the description are: time and attendance, and contract compliance (*including fiscal management, case management and supportive services, employment plan, development and placement, and post-program services*). Include basic procedures for corrective actions and follow-up. Also include a description of methods to be used for determining customer progress and/or satisfaction with the services provided. Describe the system for reporting programmatic activities, how those will be used for management control, and the procedures for maintaining appropriate records and documentation.

D. FISCAL CONTROLS & ACCOUNTING PROCEDURES

You must also describe procedures employed to safeguard contract funds; report expenditures against WIA and JFES cost categories, and ensure adequate audit trails and expenditure levels. Prospective bidder must demonstrate the internal controls and ability to report expenditures in an accurate and timely fashion.

Describe your organization’s financial management system. Include the following:

- Organizational structure with respect to financial management including job titles & duties
- Organizational payroll system for staff.
- Cash management system
- Capability to report accrued expenditures to account for goods received and services rendered, & to report expenses separately between administration & program expenses.
- Organization’s bonding arrangements for all officers, directors, agents, and/or employees who will be authorized to receive or deposit funds into project accounts, or

issue financial documents, checks, or other payments, including the type of bond, the bonding agent, and the amount of coverage, the staff covered, and the dates of coverage.

4. PERFORMANCE HISTORY (20 POINTS)

A. ADMINISTRATION/RECORD KEEPING

Describe your organizations previous experience in providing programs and services for which you are applying. What administrative capacity does your organization currently possess? What is your previous track record in providing services, whether under JTPA/WIA or other funding sources? Describe the records you will keep. Where will they be kept? Indicate your willingness to provide access to these records.

B. PERFORMANCE HISTORY

Proposals will also be reviewed for previous performance. The EWIB will use its own records when evaluating the previous experience of Proposers who have contracted with the EWIB in the past. All Proposers must submit a Previous Experience Report (*Attachment D*) as part of this RFP at the time of proposal submission.

- 1) Explain your agency's prior experience and capability in the area of education, employment, and training programs.
- 2) Explain any compelling reasons why your agency feels that this proposed program should be funded by the EWIB or address anything else you feel the reader should understand about your agency's proposal.
- 3) State if your agency has submitted this proposal or a similar proposal to any other organization for consideration for funding.
- 4) Explain how your agency plans on incorporating the program/activities with *CTWorks-East*.

You must also provide additional past performance narrative, which summarizes the relevant qualifications, including experience and expertise, of the offeror organization. Factors that should be discussed include staff qualifications (*particularly teaching and supervisory staff*), adequacy of financial resources, and overall technical skills that will enable required work to be done. Please include on one (1) additional page, three (3) references of previous work of a similar nature that specify:

- Contracting agency, address, name, and telephone number of contact person
- Dates (*term of contract*)
- Contract amount
- Type of program
- Program results (*number of participants enrolled and number of positive training completions*)

5. BUDGET (20 POINTS)

A. BUDGET NARRATIVE/INSURANCE

Describe how your organization arrived at the program costs being proposed. What services will be included in the budget (*Attachment C*) for the proposed program and what will be provided for by in-kind contributions and/or public-private partnerships? What will be the cost per client (*if applicable*)? What is the amount and percentage of profit and/or indirect cost, if any? Budget information must be complete so determinations can be made with respect to allowability of cost and cost effectiveness of proposals.

B. BUDGETARY INFORMATION

When preparing your Budget please be sure to include only those costs that are necessary and reasonable, consistent with Federal OMB circulars A-21 for Institutions of Higher

Education, OMB A-87 for State and Local Governments, OMB A-122 for Non-Profits, and 48 CFR Part 31 for Commercial Organization.

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

In reviewing line-item budgets, EWIB must verify the cost and pricing data submitted and evaluate the cost elements of that data. This includes judging the necessity for and reasonableness of proposed costs, including allowances for specific contingencies. It also includes evaluating the Proposer's cost trends on the basis of current and historical cost or pricing data. This analysis may require Proposers to supply proof of proposed costs. An analysis of proposed costs in comparison with other Proposer's budgets for the same or similar items/costs will be prepared to determine the reasonableness of the final budget costs. An additional cost analysis function that must be performed is the verification that the Proposer's cost submissions are in accordance with applicable contract cost principles. These cost principles define and describe the meanings and limits of a variety of costs. Costs that do not conform to these meanings and limits are not allowable or place limits on costs in addition to those cited in OMB Circular A-122, Cost Principles for Non-Profits.

6. IMPLEMENTATION PLAN (20 POINTS)

What instructional materials, equipment, and staffing are currently in place and can be used for a quick beginning of program services? What activities (*e.g. supply and equipment purchases, staff hiring, etc.*) need to be conducted to prepare for the beginning of program services? How long will this preliminary activity take? How soon after award notice can program services begin?

NOTE: The EWIB does **NOT** pay for any expenses incurred prior to the execution of a contract.

Be advised that EWIB monitors all programs at least once during a contract period. Contractors may be required to provide documentation of expenses as related to the negotiated budget.

7. COLLABORATIVE PROPOSAL WITH MULTIPLE AGENCIES (5 BONUS POINTS)

To qualify for a five (5) point bonus as a Collaborative Proposal with multiple agencies the bidder must describe the partners in the Collaborative, which is the lead partner to receive funds, duties and responsibilities of each partner and value system receives from the collaboration and includes letters of support

V. SOLICITATION PROVISIONS

A. PROPOSAL SUBMISSION INSTRUCTIONS/FORMAT

Proposals must be assembled in the following order:

1. Attachment A – Request for Funds Application Cover Sheet. This should be the cover page of the proposal.
2. Proposal Narrative (*Statement of Work*) including Executive Summary/Program Abstract. The Narrative should begin with a Table of Contents, followed by a one (1) page Executive Summary/Program Abstract and then present the necessary information in the **sequence outlined in Section IV—Statement of Work**
3. Attachment C - Budget Proposal (*Budget Summary Form & Budget Detail*)
4. Attachment D - Previous Experience Report
5. Letters of support
6. Other miscellaneous attachments such as references, examples of curricula, subcontracts, endorsements, reports, and so forth.

At least one (1) copy of the proposal should be in loose-leaf form (not stapled or bound) and easily accessible for photocopying.

B. EVALUATION FACTORS – PROPOSAL RATING CRITERIA

A series of statements reflecting each of the areas covered under the selection criteria are included in the Evaluation Tool (*Attachment B*).

Proposals will be rated according to the following criteria:	<u>Point Value</u>
1. Design, Program Services, Performance Outcomes	20
2. Leveraging of Resources and Community Support	10
3. Organizational and Administrative Capacity	10
4. Performance History	20
5. Budget	20
6. <u>Implementation Plan</u>	20
TOTAL	100 points
Collaborative Bonus (5 pts)	5 points
Grant Total	105 points

VI. ATTACHMENTS

A. REQUIRED ATTACHMENTS

- Attachment A – *Request for Funds Application Cover Sheet*
- Attachment B – *Evaluation Tool*
- Attachment C – *Budget Proposal*
- Attachment D – *Previous Experience Report*
- Attachment E – *Definitions*
- Attachment F – *Performance Measure Elements ~ Dislocated Workers*
- Attachment G – *Performance Measure Elements ~ Adult Services*
- Attachment H – *Customer Satisfaction*
- Attachment I – *Common Measures*
- Attachment J – *Outcomes for JFES Participants*

REQUEST FOR FUNDS APPLICATION COVER SHEET
EASTERN CT WORKFORCE INVESTMENT BOARD
Program Year 2010 – 2011 Request for Proposals

Due Date: March 26, 2010, 4:00p.m.

**REQUEST FOR FUNDS APPLICATION
COVER SHEER**

Name of Lead Agency/Organization _____

Mailing Address _____ **Contact Person** _____

Program Name _____

Phone _____ **Fax** _____ **E-Mail** _____

Program Description: *Briefly describes the program, i.e. type of services, in/out-school, special population groups etc.*

- Service Area Requesting:**
- Entire Eastern Region
 - Danielson/Willimantic Sub-Region
 - Norwich/New London Sub-Region

Service: *(A separate proposal is required for each service)*

- CTWorks-East “Core” Services Support
- WIA Adult/Dislocated Worker Workforce Advisors
- Human Services Integration Specialist
- Business Services
- JFES Case Management
- JFES Intensive Employability-Focused ESL/GED
- JFES Placement Unit

Total Enrollment Level*: _____ **Proposed Cost per Participant*:** _____

* Not applicable to Core Services Support or Business Services

Disclosure of Financial Relationship with the EWIB Board Members or Staff: Please Identify Names and Title Below

Name & Title _____ **Check Here if None:** _____

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

Signature of Authorized Representative **Telephone Number** **Date**

Typed Name of Authorized Representative **Title of Authorized Representative**

EVALUATION TOOL

REVIEWER'S NAME: _____

ACTIVITY/SERVICE(S) PROPOSED: _____

PROPOSER: _____

DATE RATED: _____ **SCORE:** _____ **RANK:** _____

SCORING: Rating Criteria Points: 100 (*Additional 5 points available for collaboration with other agencies*)

RATERS: Evaluate each of the following areas and record your response (*score*) in the blank provided at the end of each question or statement. Explain your evaluation in the Comments section.

SCORE RATING CRITERIA

DESIGN, PROGRAM SERVICES, PERFORMANCE OUTCOMES (20 POINTS) Points Given _____

1. The Proposer is offering activities and/or services that address the program design; program elements and purpose described in the Specifications and are consistent with the RFP.
2. The proposed planned outcomes meet or exceed those outlined in the RFP.
3. The materials and/or methodologies are appropriate for the population being served.
4. Is the Proposer proposing to use assessment tools and/or technology that support and/or enhance the performance outcomes of the program and provide additional benefit to program participants?
5. Has the proposer answered all relevant questions in the Design, Program Services, Performance Outcomes Section (*Pg. 18-20*) of the Statement of Work?

LEVERAGE OF RESOURCES & COMMUNITY SUPPORT (10 POINTS) Points Given _____

1. Has the Proposer coordinated with other entities to provide a cost-effective proposal and documented the cost savings obtained through this coordination?

ORGANIZATIONAL & ADMINISTRATIVE CAPACITY (10 POINTS) Points Given _____

1. Based upon the proposer's submitted staffing plan chart, staff is qualified to provide activities and services and are hours outlined are appropriate for the level of service required?
2. The organization's management plan to include its management and supervision, monitoring and reporting describe systems, procedures and controls will ensure contract compliance, meet program objectives and achieve high quality services. Was an organizational chart included in the plan?
3. The organization's fiscal controls and accounting procedures described safeguard contract funds, report expenditures against WIA and JFES cost categories, ensure adequate audit trails and expenditure levels. Copy of Audit is attached.

PERFORMANCE HISTORY (20 POINTS) Points Given _____

1. The Proposer has adequate administrative experience to operate the activities/services proposed.
2. The organization's experience, staff qualifications, financial resources and overall technical skills are adequate to successfully accomplish the required activities and services.

BUDGET (20 POINTS) Points Given _____

1. The proposed costs are allowable and reasonable for the activities/services proposed. The proposed costs are competitive to other similar proposals.

IMPLEMENTATION PLAN (20 POINTS) Points Given _____

1. The Proposer has the necessary materials, equipment and staffing in place for timely initiation of program services.
2. The Proposer is able to begin quality program services as soon after notice of award as possible.

COLLABORATION BONUS (5 POINTS) Points Given _____

BUDGET PROPOSAL

PLEASE SUBMIT A COMPLETE BUDGET FOR THE PROGRAM SUBMITTED. A DETAILED BUDGET NARRATIVE FOR EACH LINE MUST ALSO BE INCLUDED.

PREVIOUS EXPERIENCE REPORT

Name of Organization _____

Address of Organization _____

Contact Person _____ **Phone** _____

Describe the experience your organization has had in operating similar programs.

1. Type of Program _____ **Year** _____

Location of Program _____

Total Project Funds Expended _____ **Number Enrolled** _____

Number of Successful Completions _____ **Actual Cost Per Participant:** _____

Percentage of Economically Disadvantaged Participants _____

Funding Source Contact Person _____ **Phone** _____

2. Type of Program _____ **Year** _____

Location of Program _____

Total Project Funds Expended _____ **Number Enrolled** _____

Number of Successful Completions _____ **Actual Cost Per Participant** _____

Percentage of Economically Disadvantaged Participants _____

Funding Source _____

Funding Source Contact Person _____ **Phone** _____

Comments:

DEFINITIONS

BASIC LITERACY SKILLS DEFICIENT—An individual who has English reading, writing, or computing skills at or below the 8.9 grade level on a generally accepted standardized test or a comparable score on criterion-referenced test, or below 235 Reading Score, or 235 Math Score on the CT Competency Test (CCS).

EWIB REGION — Comprises the 41 towns in the Eastern Connecticut SDA.

CBO – Community Based Organization

EWIB - Eastern CT Workforce Investment Board. A private, not-for-profit corporation made up of private business, education, economic development, community-based organizations, state agencies, and elected officials who are responsible for developing a regional workforce development system. EWIB is responsible for the planning, policy guidance and oversight of employment, education and training activities funded through WIA in the Eastern Service Delivery Area (SDA).

CASE MANAGEMENT -This includes the intake and assessment of customers in order to prepare and coordinate comprehensive individual service strategies that ensure access to necessary workforce investment activities, supportive services, and to provide follow-up after program participation.

ESL – English as a Second Language, Educational programs are designed to help ESL students overcome literacy barriers through educational services.

JFES – Jobs First Employment Services, A program funded through local Workforce Investment Boards, which is designed to provide Case Management services to eligible TANF clients to help them move from welfare to work.

LMA – Labor Market Area.

LOW-INCOME—An individual that:

- A. receives, or is a member of a family which receives, cash payments under a Federal, State, or local income-based public assistance program;
- B. received, an income, or is a member of a family which received, a total family income for the 6-month period prior to application for the program involved (*exclusive of unemployment compensation, child support payments, and payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402)*) that, in relation to family size, does not exceed the higher of 200 percent of the lower living standard income level, for an equivalent period;
- C. is a member of a household that receives (*or has been determined within the 6-month period prior to application for the program involved to be eligible to receive*) food stamps pursuant to the Food Stamp Act of 1977 (*7 U.S.C.2011 et seq.*);
- D. qualifies as a homeless individual under subsections (a) and (c) of Section 103 of the Stewart B. McKinney Homeless Assistance Act (42) U.S.C. 11302;
- E. is a foster child on behalf of whom State or local government payments are made; or
- F. in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (a), or of subparagraph (b), but who is a member of a family whose income does not meet such requirements.

LOWER-LIVING STANDARD INCOME LEVEL — That income level (*adjusted for regional, metropolitan, urban, and rural differences and family size*) determined annually based on the most recent lower living family budget issued by the Secretary.

PARTICIPANT —An individual who has been determined eligible for WIA or TANF and who is receiving services.

RFP — Request for Proposals.

SDA – Service Delivery Area.

SERVICE PROVIDER -An organization with the potential of providing services directly to the EWIB or the EWIB's customers. Service Providers may have financial partners (*subcontractors*) or non-financial partners (*collaborators*).

TANF – Temporary Aid to Needy Families, This is a program funded by the State Department of Social Services which awards monthly cash stipends to eligible families. TANF clients may be referred to Board-funded JFES (*Jobs First Employment Services*) programs for case management services.

WIA — Workforce Investment Act of 1998.

WIA PERFORMANCE MEASURES DEFINITION - WIA performance measures are negotiated between EWIB and the State Department of Labor.

PERFORMANCE MEASURE ELEMENTS

Dislocated Workers

MEASURE	FORMULA
Entered Employment	<p>The number of dislocated workers who have entered employment by the 1st quarter after exit</p> <p>Divided by</p> <p>The number of dislocated workers who exit during the quarter</p>
Retention Rate	<p>Of those who are employed in the 1st quarter after exit</p> <p>The number of dislocated workers who are employed 3rd quarter after exit</p> <p>Divided by</p> <p>The number of dislocated workers who exit during the quarter</p>
Average Earnings Measure	<p>The 2nd & 3rd quarter total earnings for those employed in the 1st, 2nd, & 3rd quarter after exit</p> <p>[Total post-program earnings (earnings in quarter 2+ quarter 3 after exit)] <i>Goal \$14,033.00</i></p> <p>Divided by</p> <p>The number who exited in that quarter</p>
Employment & Credentials	<p>Of the dislocated workers who receive training services</p> <p>The number of dislocated workers who were employed the 1st quarter after exit and received a credential by end of the 3rd quarter after exit</p> <p>Divided by</p> <p>The number of dislocated workers who exited during the quarter</p>

PERFORMANCE MEASURE ELEMENTS

Adult Services

MEASURE	FORMULA
Entered Employment	<p>Of those adults who are not employed at registration:</p> <p>The number of adults who have entered employment end of the 1st quarter after exit</p> <p>Divided by</p> <p>The number of adults who exit during the quarter</p>
Retention Rate	<p>Of those adults who are employed in the 1st quarter after exit:</p> <p>The number of adults who are employed 3rd quarter after exit</p> <p>Divided by</p> <p>The number of adults who exit during the quarter</p>
Average Earnings Measure	<p>The 2nd & 3rd quarter total earnings for those employed in the 1st, 2nd, & 3rd quarter after exit</p> <p>[Total post-program earnings (earnings in quarter 2+ quarter 3 after exit)] <i>Goal</i> \$9,973.00</p> <p>Divided by</p> <p>Number of adults who exit during that quarter</p>
Employment & Credentials	<p>Of the adults who receive training services:</p> <p>The number of adults who were employed the 1st quarter after exit and received a credential by end of the 3rd quarter after exit</p> <p>Divided by</p> <p>The number of adults who exited during the quarter</p>

CUSTOMER SATISFACTION

The mandates of the Workforce Investment Act of 1998 guide the implementation of the one-stop system in each state. One common requirement is that all states conduct telephone surveys to determine the level of customer satisfaction with services provided through their systems. Two (2) separate surveys are conducted; one gathers information from participants and the other from employers. A random sample is drawn for both. Those samples must be large enough to ensure that there will be at least 500 completed surveys obtained each year from participants and 500 each year from employers.

The surveys are built around a small set of questions that form the customer satisfaction index. These three specific questions were designed to be used nationwide and address different dimensions of the customer's experience. The resulting index is called the American Customer Satisfaction Index (ACSI) which is created by combining scores from the three (3) index questions. The responses to these questions rate overall satisfaction on a point scale of 0 to 100. However, the results are reported not as a percentage, but as a score which is a weighted average. Along with these mandatory questions, each state can add others that will provide information on the extent to which customers of the One-Stop system are benefiting from its services.

CUSTOMER SATISFACTION MEASUREMENT ELEMENTS FOR ALL WIA SERVICE RECIPIENTS

MEASURE	FORMULA
Participant <i>(Service Recipient)</i> Satisfaction	The individuals contacted for this survey are people who have participated in WIA Title I programs and left <i>(exited)</i> during the 3-month period <i>(quarter)</i> being reviewed. Participants are contacted on a rolling basis within 60-days of the exit date or the date that an exit has been determined.
Employer Satisfaction	The individuals contacted for this survey are all employers who have received a substantial service from the One-Stop system. Such services involve personal contact with One-Stop staff, e.g., customized job training, customized labor market information; staff facilitated job order assistance, etc. These employers are contacted on a rolling basis within days of the completion of the service or 30-60 days a job order has been listed where no referrals have been

COMMON MEASURES

ADULT MEASURES

Entered Employment

Of those who are not employed at the date of participation:

- Number of adult participants who are employed in the 1st quarter after the exit quarter
- Number of adult participants who exit during the quarter

Employment Retention

Of those who are employed in the 1st quarter after the exit quarter:

- Number of adult participants who are employed in *both* the 2nd & 3rd quarters after the exit quarter
- Number of adult participants who exit during the quarter

Average Earnings

Of those adult participants who are employed in the 1st, 2nd, and 3rd quarters after the exit quarter:

- Total earnings in the 2nd, plus the total earnings in the 3rd quarters after the exit quarter
- Number of adult participants who exit during the quarter

YOUTH MEASURES

Placement in Employment or Education

Of those who are not in post-secondary education or employment (including the military) at the date of participation:

- Number of youth participants who are in employment (*including the military*) or enrolled in post-secondary education and/or advanced training/occupational skills training in the 1st quarter after the exit quarter
- Number of youth participants who exit during the quarter

Attainment of a Degree or Certificate

Of those enrolled in education (at the date of participation or at any point during the program):

- Number of youth participants who attain a diploma, GED, or certificate by the end of the 3rd quarter after the exit quarter
- Number of youth participants who exit during the quarter

Literacy & Numeracy Gains

Of those Out-of-School Youth who are Basic Skills Deficient:

- Number of youth participants who increase one (1) or more educational functioning levels
- Number of youth participants who have completed a year in the program (*i.e., 1-year from the date of first Youth Program service*) plus the number of youth participants who exit before completing 1-year in the Youth Program

OUTCOMES FOR JFES PARTICIPANTS

ENTERED EMPLOYMENT BENCHMARKS:

Fifty-five percent (50%) of the individuals served by the Contractor shall enter unsubsidized employment. This benchmark shall be expressed as a ratio, whereby the denominator is defined as the total number of program customers receiving JFES case management services as of July 1, 2008 who are not employed as of that date, plus customers who begin receiving JFES case management services during this contract period who are not employed at the start of JFES case management service delivery, and the numerator is defined as customer who enter employment subsequent to the commencement of case management service delivery during the contract period.

1. Employment at the Payment Standard of TFA:

For fifty-five percent (50%) of the employed individuals such employment shall result in a household's gross income from earnings being equal to or exceeding the monthly TFA payment standard plus \$90 for a family of three (3) in the DSS rent region B. This benchmark shall be expressed as a ration, whereby the denominator is defined as the total number of program customers receiving JFES case management services who are employed during the contract period, including those customers who entered employment prior to the contract period, and the numerator is defined as customers with household gross income greater than or equal to the monthly TFA payment standard plus \$90 for a family of three.

2. Employment Entries at the Federal Poverty Level:

For thirty percent (25%) of the employed individuals such employment shall result in a household's gross income from earnings being equal to or exceeding the monthly calculation of the annualized Federal Poverty Level (FPL) for a family of three (3). This benchmark shall be expressed as a ration, whereby the denominator is defined as the total number of program customers receiving JFES case management services who are employed during the contract period, including those customers who entered employment prior to the contract period, including those customers who entered employment prior to the contract period, and the numerator is defined as customers with household gross income greater than or equal to exceeding the monthly calculation of the annualized Federal Poverty Level (FPL) for a family of three (3).

3. Employment Retention:

A minimum of sixty percent (60%) of program customers in unsubsidized employment between April 1, 2010 and March 31, 2011 shall retain employment in two (2) consecutive quarters. A minimum of forty percent (40%) of program customers in unsubsidized employment between January 1, 2010 and December 31, 2010 shall retain employment in three (3) consecutive quarters.