



# **REGION I WORKFORCE DEVELOPMENT BOARD**

**200 NEW RIVER TOWN CENTER, SUITE 200**

**BECKLEY, WV 25801**

**304-253-3611**

**[www.r1wib.org](http://www.r1wib.org)**

## **Request for Proposal For One-Stop Operations**

**Issue Date: March 17, 2017**

As required by State and Federal Laws and Regulations, the Region 1 WorkForceWest Virginia Career Center system does not discriminate on the basis of sex, race, color, religion, handicap condition, marital status, or national origin in employment or in its educational programs and activities.

Auxiliary aids and services are available upon request to individuals with disabilities.

Alternative formats will be made available upon request.

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I. The Region 1 Workforce Development Board (R1WDB) is issuing a Request for Proposal (RFP) to solicit agencies/organizations with the capacity and expertise to administer and carry out duties of the Operation of One-Stop Centers located within the eleven (11) county region. The expected term for the contract awarded under this solicitation will be from July 1, 2017 and extending through June 30, 2018. The R1WDB reserves the right to renew the contract for an additional three year period beyond June 30, 2018 based on future funding availability and additional proposed rulemaking from the federal Department of Labor, community need, contractor's performance, and other factors.

<b>RFP Schedule</b>	<b>Date</b>	<b>Time</b>
RFP Release	March 17, 2017	4:00 PM
Letter of Intent to Bid	March 30, 2017	4:00 PM
Bidder's Conference <b>(Attendance Required)</b>	March 31, 2017	2:00 PM
Proposal Due	April 17, 2017	4:00 PM
Announcement of Awards	May 1, 2017	4:00 PM
Contract Negotiations	May 15, 2017	10:00 AM
Program Startup	July 1, 2017	

**Region 1 Workforce Development Board**

**Vision Statement**

*“To promote effective economic, education, and workforce development partnerships that will develop and sustain productive workers for business and thereby create prosperous communities for our citizens.”*

## II. General Information and Background

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### A. Region 1 Workforce Development Board

The Region 1 Workforce Development Board (R1WDB) is a 501(c)(3) non-profit organization designated as the administrative entity, organizer, and grant recipient of Workforce Innovation and Opportunity Act (WIOA) 2014 funds. The R1WDB encompasses an eleven (11) county area in West Virginia consisting of the following counties: Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster, and Wyoming.

This Request for Proposal (RFP) seeks to engage qualified applicants who will, through partnerships, improve the quality of life for the citizens throughout the local area by establishing a one-stop delivery system described in WIOA Section 121(e). Proposals will focus on helping job seekers, especially those with barriers to employment, as they access high quality career services, employment, education, training, and support services so they may succeed in the labor market and match employers with the skilled workers they need to compete in the global economy. Access to career services, as described in Section 134 (c) (2), will be available to youth, adults, and dislocated workers, respectively. Qualified applicants will establish and develop relationships and networks with large and small employers and their intermediaries and work collaboratively with partners/programs that are designed to meet workforce development needs.

### B. Legislation

The R1WDB's One-Stop System services and programs are funded through the Workforce Innovation and Opportunity Act of 2014 (WIOA). Therefore, each Proposer must be familiar with state and federal requirements of this program and the R1WDB's local plan.

WIOA provides workforce development activities through statewide and local workforce development systems. These systems should increase employment, retention, earnings, and occupational skill attainment by participants and, as a result, improve the quality of the workforce. WIOA requires the creation of a One-Stop System through which job seekers and businesses will access One-Stop Services.

The R1WDB reserves the right to designate and fund the type and mix of specialized services that ensure the creation and maintenance of a One-Stop System that enhances the range and quality of workforce services to be made available in its constituent counties.

### C. Information Resources

Internet web addresses for additional workforce development resource information:

Region 1 Workforce Development Board	<a href="http://www.r1wib.org/">http://www.r1wib.org/</a>
WorkForce West Virginia	<a href="http://workforcewv.org/">http://workforcewv.org/</a>
US Department of Labor, Employment & Training	<a href="http://doleta.gov/">http://doleta.gov/</a>
Federal Laws and Regulations	<a href="http://thomas.loc.gov">http://thomas.loc.gov</a>
Equal Employment Opportunity	<a href="https://www.dol.gov/oasam/programs/crc">https://www.dol.gov/oasam/programs/crc</a>

### **III. Purpose**

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The mission of the R1WDB is to encourage the development of a One-Stop System that is fully transparent and accountable. The Region 1 One-Stop System will provide the required activities authorized by the Workforce Innovation and Opportunity Act of 2014.

The One-Stop System is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. The R1WDB service area consists of two (2) comprehensive centers, three (3) satellite centers, and an affiliate center.

All proposals should include the following; the establishment of a One-Stop delivery system as described in WIOA Section 121(e): provide access to career services, both basic and individualized as outlined in WIOA Section 134 (c) (2) to youth, adults and dislocated workers, respectively, through the One-Stop delivery system; provide access to training services described in Section 134 (c) (3) to youth, adults, and dislocated workers, respectively; establish and develop relationships and networks with large and small employers and their intermediaries; as well as develop, convene, or implement industry or sector partnerships.

Through the One-Stop/American Job Center in Region 1, workforce, education, and economic development will be aligned to respond to regional growth by creating a more integrated, job driven, public workforce system. WIOA reinforces the partnerships required to provide all job seekers and workers with the high-quality career, training and supportive services they need to obtain and maintain a self-sufficient income. Human-Centered design will be incorporated to provide meaningful access to all customers.

The R1WDB's One-Stop System will meet the needs of the workforce of the counties in Region 1 by ensuring the following attributes are prevalent in all services offered through the One-Stop System:

- Universality
- Accessibility/Accommodation
- Mechanism(s) for customer feedback
- Customer choice
- Effectiveness
- Coordination of Services
- Integration
- Performance-driven, outcome-based measures
- Customer driven (job seeker/employer/worker)
- Understandable and useable information
- Continuous improvement

#### **R1WDB Overarching Goals**

- Continue expansion of services to WorkForce WV business partners
- Enhance the education and skill level of job seekers, youth and employees to meet employment requirements
- Increase partner involvement in the integrated delivery of WorkForce WV services
- Continue to build capacity of WorkForce WV staff to improve and expand delivery of service
- Promote the Workforce WV system
- Collaborate with employment, education, and economic development partners to expand opportunities

All proposals must be geared to result in meeting the vision and overarching goals of the R1WDB. More information and insight is available in the R1WDB local plan. The plan is available on the R1WDB website.

#### **IV. Available Resources**

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The Workforce Innovation Opportunity Act through the Region 1 WDB provides funds to support the Region 1 One-Stop Operator for program Year 2017-2018. Bidders should ensure that the total of their proposals do not exceed the amount of available funding. **The amount of funds available to support the operator is estimated at: \$150,000.**

The eligible provider may be advanced 20% of the value of the award (to be used as start-up funds and not to be maintained as a reserve). The provider must submit projected cost documentation for the 20% advance. Actual cost documentation must be submitted for each draw inclusive of the 20% advance as well as the continued draw-downs on an as-needed monthly basis. No other draw-down will be accepted until the initial advancement of 20% of the award has been spent and documentation submitted to validate the spending.

Draw-downs may take up to 21 working days to process from time received at the Region 1 Workforce Development Board office.

When submitting your budget, please incorporate a copy of your individual approved cost rate. Indirect cost rates in excess of three percent (3%) must include detailed explanations which may result in contract modifications. (See Attachment 8)

This RFP does not commit the R1WDB to accept any proposal, nor is the R1WDB responsible for any costs incurred by the respondent in the preparation of responses to this RFP. The R1WDB reserves the right to reject any or all proposals, or to accept or reject any or all items in the proposal. The R1WDB reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interest of the R1WDB.

\* Resources available are based on availability of funds as they are awarded from a state/federal program. Recessions and/or a change in overall budget may occur at any point throughout the contract period. **Therefore, if funds are forthcoming through WIOA for the 2017-2018 Program Year, only then will the grant be available.**

#### **V. Requested Services Provided Through the One-Stop System**

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The R1WDB's One Stop System will provide the required activities authorized for One-Stop Center Operator by the Workforce Innovation and Opportunity Act of 2014. The One-Stop System is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance.

In general, these activities are:

- to establish a one-stop delivery system described in section 121(e)
- to provide access to career services (both basic and individualized: described in Section 134(c)(2))
- to provide access to training services described in Section 134(c)(3) to youth, adults, and dislocated workers, respectively
- to establish and develop relationships and networks with large and small employers and their intermediaries
- to develop, convene, or implement industry or sector partnerships

The One-Stop Operator will provide coordination, collaboration, and integrated management of the workforce system in Region 1 by creating a seamless customer-focused One-Stop delivery system that integrates service delivery across all programs and enhances all customers' access to the programs and services of WIOA partners by:

- Demonstrating full knowledge of WIOA regulations and guidelines, specifically dealing with core and mandated partners to provide services to those who possess barriers to employment, especially those with disabilities
- Demonstrating knowledge of labor market data in Region 1
- Establishing and maintaining a good working relationship with center landlords and facilitating building needs as they arise
- Ensuring that all Comprehensive One-Stop Centers are certified
- Maintaining documentation necessary to generate required federal, state, and R1WDB reports
- Providing R1WDB with customer usage, customer/EO Complaint log complaint logs and information on daily operations as required
- Providing mandated monthly reports reflecting all partner activities within the One-Stop Centers
- Providing reports necessary for agreed upon state mandated measures and negotiated performance measures
- Ensuring that partners provide the required access to their programs and activities through the One-Stop system which are consistent with the terms of the MOU and appropriate regulations
- Developing and implementing operational policies that reflect an integrated system of performance, communication, and case management and uses technology to achieve integration and expanded services
- Ensuring that One-Stop Center staff are trained/cross trained (as appropriate) and equipped with the skills and knowledge needed to increase staff capacity, expertise, and efficiency in order to provide superior services to job seekers, including those with disabilities
- Actively seek out and coordinate specialized trainings that may be beneficial to One-Stop partners
- Creating a collaborative work environment for all One-Stop partners, linking all of the resources with the One-Stop system to maximize service delivery to job seekers
- Coordinating and facilitating partner meetings in each center at least quarterly
- Providing excellent customer service to job-seekers, and employers/businesses
- Creating a unified customer satisfaction survey that supports continuous improvement of One-Stop Centers by identifying which strategies work for different populations
- Assisting in the coordination of information fairs, career fairs, and job fairs across the region and state as needed
- Gathering information which may be helpful to the communities in each county served and using that information to compile weekly updates and disseminate to partners using technology
- Ensuring that outreach efforts are conducted within communities where potentially eligible customers reside, through ongoing coordinated efforts with current partners as well as other community and faith-based organizations
- Maintaining front desk operations through paid and unpaid staff at each center (assist customers in computer lab, directing customer traffic assisting customers with resume writing, make referrals as appropriate, coordinate with partnering agencies to ensure that all centers are opened and closed in a timely manner)
- Updating and maintaining signage in each center, coordinating such tasks with in-house partners

- Gathering information for One-Stop Contributions Report annually and submit report to the local WDB as requested
- Ensuring the coordination of conference room schedule where applicable
- Collaborate with the R1WDB to coordinate local Rapid Response activities
- Meeting with R1 WDB staff at least quarterly to negotiate performance measures based on any part, or all, of the following criteria:
  - Program Coordination
  - Resource Management
  - Outreach
  - Communication and Information Dissemination
  - Continuous Improvement
  - Reporting
  - One-Stop Certification

***Bidders are encouraged to read the Act and related Training Employment Guidance Letters to understand the scope of required and authorized activities. Successful applicants will describe in detail the organization’s plan to implement these activities; demonstrate ability to innovate; design and develop comprehensive programs; achieve, track, and report outcomes; and meet government accounting and expense requirements.***

***It is the expectation of the R1WDB that respondents will become proficient in their understanding of the WIOA services, subsequent regulations, and other funding sources. All proposals must be comprehensive and address the scope of services or demonstrate a relationship with other entities that together will deliver the full scope of services identified within this RFP.***

## **VI. General Guidelines**

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### **One-Stop Operator Service Provider (Bidder) Requirements**

- Describe how they will coordinate with the R1WDB to develop and update Memorandums of Understanding among partner organizations participating within the One-Stop System.
- Meet all administrative requirements including providing all required reports to the Region 1 WDB on a monthly basis.
- Limit administrative costs to a maximum of 10% of award.
- Maintain a physical office in the Raleigh County WORKFORCE West Virginia Career Center during the contract period by July 1, 2017.
- A copy of **ALL** records must be kept in one central location within the Raleigh County WorkForce WV Career Center office.
- All bidders must demonstrate the ability to serve all of the Region 1 counties through coordinated resources, partnerships, and/or collaborative agreements.
- Evaluation of the Region 1 One-Stop Operator system will be an ongoing process.



## **VII. Collaboration Guidelines**

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No duties may be subcontracted with other agencies. The One-Stop Provider must accept full responsibility for contract performance and monitoring. It is important to state, where possible, the One-Stop Provider should leverage other funds and/or resources with partnering organizations that eliminates duplication of resources and services.

## **VIII. System Performance**

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All providers will be subject to minimum performance standards. Performance standards required in the Workforce Innovation and Opportunity Act of 2014 will be applicable in the initial contract and any subsequent renewal of said contract. Performance will be financially tied to each year's contract.

In addition, the R1WDB will require performance standards identified as important to the Board. Examples are: staff development, customer satisfaction rates, timeliness and accuracy rates, and required deliverables. These and related items will be addressed at negotiation.

## **IX. Statement of Work**

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This RFP provides an overview of program services and requested deliverables for bidders submitting proposals for the Region 1- One Stop Operations. Refer to all sections of the RFP when writing the Statement of Work. The Statement of Work should sufficiently describe the proposed program in detail, including a demonstrated understanding of the challenges, the work to be performed, the needs of participants, already existing resources, and desired results. This proposal should also address how activities will enhance the Region 1 Workforce Development System by concentrating on an accessible, integrated, customer focused strategy for job seekers and businesses.

1. Statement of Need: In order to provide a foundation for the proposal being made describe the challenges that your proposal seeks to improve. The proposal focus should be on the needs and / or challenges of the population(s) targeted to be served and how the organization can assist with these identified areas. The Statement of Need must relate to goals and objectives identified within the proposal.

**Statement of Need should be no longer than four (4) pages.**

2. Work Plan: Describe the technical plan in narrative form for accomplishing the work proposed. At minimum include the following components:

- Specific description of the program or services to be offered to the customers of the Region 1 WDB One Stop System including measurable goals and objectives. A description of the methods to be implemented in achieving the stated goals and objectives and why these methods work. Include any creative and innovative methods in the delivery of the proposed services and why these methods work.
- Briefly describe the facility(ies) where this system is to be principally operated; include size, location, accessibility, and any special features relevant to the system. If specialized

equipment is proposed, please include description and quantity. State the ADA compliance status of facility(ies) .

- A description of existing or planned strategic collaboration among multiple partners, including community involvement. (Memoranda of Understandings or Agreements and/or letters of support from existing collaborations with service providers can be made as attachments to your proposal).
- A clear description of services to be provided by your organization, and those provided through collaboration and linkages with other agencies. Identify in the proposal the manner in which services will be non-duplicative of current One Stop activities and how service delivery will be accessible to all customers, and integrated into services offered by all partners, including those mandated by WIOA in the One Stop System.
- A description of how the bidder plans to leverage funds and link with existing programs. Define how the proposed program builds on existing services/resources in your agency; what their funding source is; how you will leverage other funding sources, and; how you plan to generate additional funds to support the program outcomes.
- Identify the customers being targeted for services. The customers served by the program should be related to the One Stop System and the targeted groups listed in the RFP. Describe outreach and recruitment plans for the target population. Include information on how services will be delivered to individuals with limited English language skills, disabilities, or others with significant barriers.
- A description of your record-keeping methods and how you will maintain confidentiality of all One-Stop customers.

**Work Plan should be no longer than 15 pages (not including attachments).**

3. Agency Information: Provide a narrative description of your agency, at minimum to include the following:

- When, how, and why the organization was started, its purpose, goals and philosophy.
- Describe your organizations previous experience in managing, operating, and delivering employment and training programs. Include work samples and/or materials utilized by the bidder in other similar contracts in West Virginia or areas similar to the area served by the Region 1 WDB. Also include documented examples of past performance serving WIOA participants and with whom the service contract(s) was made. Include a contact person, phone number and email address for each contract described.
- Include an organizational chart, identifying key staff that will be assigned to work on this project. Job descriptions and resumes, including qualifications for this particular assignment, should be attached to the original copies of the proposal. For positions that will require new hiring, job descriptions should include minimum qualifications for the position.
- Describe how adequate training of personnel assigned to this program will be accomplished.

- Describe and demonstrate the organization’s financial and administrative experience and capabilities including information on the proposer’s experience in (1) managing and accounting for multiple federal, state and local funding sources (2) in accordance with Generally Accepted Accounting Principles (GAAP), and; (3) conducting self-monitoring for performance and compliance.

**Agency Information section should be no more than 2 pages (not including attachments).**

4. Performance Outcomes: Provide measurable results and benefits anticipated and how they will be measured against the program’s goals and objectives. Include the following:

- Describe the process, outcomes expected, and how you will evaluate and monitor your program’s performance.
- Describe the continuous improvement process that will be implemented and maintained, including data collection, reporting, data analysis and corrective action mechanisms to ensure that performance goals are achieved. Include information on any internal control system used to monitor progress toward contracted goals. Describe reports that will be provided to the Region 1 WDB or One-Stop Operator. Include as attachments, examples of reports from similar programs operated by your organization.

**Performance Outcomes section should be no longer than 3 pages (not including attachments).**

5. Transition Plan: The Service Provider selected must be willing to invest **uncompensated time and effort** to the transition process in order for services to continue with no interruptions on July 1, 2017.

- Describe how your organization would deal with this investment in order to conduct an orderly transition to another provider to ensure that there is no disruption in services or negative impact on participants.
- It is important for Bidders to understand that the infrastructure for delivery of services is in place and that no break in services to participants can be experienced as a result of a transition. It is important for current Providers to understand that a transition plan may also be required for significant changes in processes.

**Transition Plan section should be no longer than 1 page.**

The Entire Statement of Work should be no longer than 25 pages not including attachments.

## **X. Request for Proposal (RFP) Information**

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### **A. Contact Person**

The person to contact for this RFP is:

Joanna Bare, Program Coordinator  
Region 1 Workforce Development Board  
200 New River Town Center, Suite 200  
Beckley, WV 25801  
304-253-3611 (Phone)  
304-253-0176 (FAX)  
[jbare@rlworkforcewv.org](mailto:jbare@rlworkforcewv.org)

### **B. Letters of Intent to Bid**

All potential respondents must present a *Letter of Intent to Bid* by Thursday, March 30, 2017 by 4:00 PM EST to Joanna Bare, contact information listed above.

### **C. Bidder's Conference Inquiries**

The R1WDB will host a Mandatory Bidder's Conference on Friday March 31, 2017 at 2:00 PM EST. The Bidder's Conference will be held at the **Raleigh County WorkForce WV Career Center, 200 New River Town Center, Beckley, WV 25801 – Room 100**. For directions, please call 304-253-1214 or 304-253-3611.

Questions to be addressed at the Bidder's Conference must be submitted in writing by March 24, 2017 no later than 4:00 PM EST. These may be submitted via email, fax, or regular mail to the contact person listed above. Technical assistance questions or issues related to the RFP will not be addressed at the Bidder's Conference.

An acknowledgement receipt of each proposal will be given to or mailed to the proposing agency, indicating time and date received. **A proposal received after the closing date and time will not be considered.** The Bidder assumes all responsibility for the submission of the proposal and meeting all of the required deadlines.

### **D. Respondent Requirements**

Only entities that submitted a Letter of Intent to Bid **AND** attend the Bidder's Conference on March 31, 2017 may submit a proposal. The R1WDB must receive all proposals no later **than April 17, 2017 at 4:00 PM EST**. Any proposal received later than the specified time will not be considered in the R1WDB's evaluation process. The proposal packet must be sealed and clearly marked "Region 1 One Stop Operator Bid" on the outside. **FAXED PROPOSALS WILL NOT BE ACCEPTED.**

One (1) original copy of the proposal, eight (8) hard copies, and one (1) electronic copy (including attachments) in Microsoft Office compatible documents must be submitted to the R1WDB. Original must include signatures in blue ink, all proposal information, and attachments, including last available audit.

The originals and copies must include all the required forms, completed in full with appropriate signatures as specified in this RFP. These forms include Proposal Transmittal Document, Package Inventory List, Check List for Proposal Submission, Assurances, and Budget Sheets.

Proposals should be prepared simply and economically providing a straightforward, concise description of the operator's intentions and ability to meet the administrative and operational requirements of the program. Emphasis should be on completeness, clarity of content, program quality, leveraging of resources, and effective customer service delivery.

Bidders must follow the instructions outlined in this RFP package and submit all appropriate forms. All proposals must be typed, single-spaced, single/and or double sided, on 8.5" X 11" paper in a 12-point font and a binder clip or paper clip used for each individual copy of proposal.

**DO NOT USE STAPLES OR ANY OTHER TYPE OF BINDING.**

Proposals that exceed the section page limitations, or are incomplete, and/or do not comply with the format specifications will be considered non-responsive and will not be scored; therefore, they will be returned to sender.

**E. Who CAN Submit a Proposal**

All public or private not-for-profit corporations, local education entities, governmental units, public agencies, community-based organizations, faith based organizations or private-for-profit corporations properly organized in accordance with State and Federal law may submit a proposal for funding.

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 an action of any governmental agency; (2) the entity's previous contracts with the R1WDB have been terminated for cause; (3) the entity has not complied with an official order to repay disallowed costs incurred during its conducting of programs or services.

*The R1WDB will afford full opportunity for minority and women-owned business enterprises to submit a show of interest in response to the invitation and will not discriminate against any firm.*

**XI. Required Documentation**

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1. Proposal Transmittal Document
2. Proposal Package Inventory List
3. Check List for Service Providers
4. Executive Summary
5. Statement of Work Narrative
6. Budget Preparation Sheet and Narrative
7. Detailed Budget
8. Resumes of Staff
9. Certificate of Insurance
10. Copy of Most Recent Agency Audit
11. Self-Evaluation for Compliance with Section 504
12. Certification Regarding Lobbying
13. Certification Regarding Debarment, Suspension, etc.
14. Equal Opportunity Non-Discrimination Notice
15. Drug-Free Workplace Statement
16. Acknowledgement Regarding Grievance Process (Notarized)
17. Letters of Support

## **XII. Renewal**

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Although the initial award will be for a 12-month period thru June 30, 2018, the Region 1 Workforce Development Board will have the option to negotiate continued funding and performance standards for an additional 36-month period based on funding allocations, timeliness of start-up, quality of service, and successful performance.

## **XIII. Evaluation of Proposals**

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- All proposals submitted in accordance with this RFP will be rated based on the criteria outlined in the Evaluation Criteria section. The Region 1 Workforce Development Board's Ad Hoc RFP Evaluation Committee will rate the proposals. The Board may choose to have the process monitored by an outside neutral observer. **The Evaluation Committee reserves the right to ask for "live" presentations before them from providers submitting proposals.**
- The Ad Hoc RFP Evaluation Committee will complete evaluation summaries based upon the rating of the proposals and forward a recommendation to the Region 1 Workforce Development Board Executive Committee. After the final decision is made by the Executive Committee, with the approval of the Region 1 Workforce Development Board and the Local Elected Official Board, the Executive Director will be responsible for the award announcement, the final negotiations, and the contract signing.

All individuals involved in the development, evaluation and award process of this RFP must adhere to the Region 1 Conflict of Interest Policy and Confidentiality Agreement. Bidders should disclose potential conflict of interest issues by identifying any relationship to a board or committee member in a letter submitted with the original proposal.

## **XIV. Evaluation Criteria**

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The proposing organization should describe and will be evaluated using the following criteria:

### **A. Coordination of the One Stop System - 25 Points**

- Extent to which the proposal addresses how coordination will be established with the Region 1 WDB to develop and update Memorandums of Understanding among partner organizations participating in the One Stop System.
- Ability to which the proposal reports access to other services/resources to encourage the development of comprehensive programs and services.
- Capability to facilitate integrated partnerships that seamlessly incorporate services for customers served by the Region 1 One Stop System.
- Extent to which the proposal addresses coordination with the Region 1 WDB in monitoring that partners provide the required access to their programs and activities through the One Stops and verify partners are participating in the operation of the One Stop consistent with the terms of the MOU, and appropriate regulations.
- Capacity to develop and implement policies that reflect an integrated system of performance, communication, and use of technology to achieve integration and expand service offerings.

- Level of organizational and integration of One Stop Center functions through coordinating staff communication, capacity building and training efforts.
- Extent to which the proposal ensures that One Stop Center staff are trained / cross trained (as appropriate) and equipped with skills and knowledge needed to increase staff capacity, expertise, and efficiency, and to provide superior service to job seekers, including those with disabilities consistent with the requirements of partner programs and the vision of the Region 1 WDB.
- Capability to facilitate within the One Stop System the development of a written strategic plan and standard operating procedures. The plan should outline how the Region 1 One Stop System will operate in an integrated, collaborative, and cohesive manner.

#### B. Resource Management - 20 Points

- Ability to create a collaborative work environment for all One Stop partners, linking resources of the Region 1 WDB within the One Stop System to maximize service delivery to job seekers.
- Capability to coordinate manpower resources from different organizations at the Comprehensive Centers and at other access points throughout the Region 1 service delivery area to provide job seekers with the skills and credentials necessary to secure and advance in employment with sustainable wages.
- Aptitude to provide access and opportunities to job seekers, including individuals with barriers to employment to prepare for, obtain, retain, and advance in high-quality jobs and high-demand occupations.
- Ability to enable employers and businesses to identify and hire skilled workers and access other business resources.
- Initiative to participate in ongoing evaluations to support improvement of the Region 1 One Stop Center Operations by identifying proven strategies for different populations.

#### C. Outreach and Recruitment - 10 Points

- Proficiency to coordinate outreach and marketing efforts among One Stop partners to effectively inform the region's jobseekers and businesses of services available.
- Ability to provide and ensure outreach and recruitment are conducted within communities where potentially eligible customers reside.
- Capacity to address specifics of planned outreach activities, including how technology, such as social media, will be used, particularly in the rural counties within the Region 1 service delivery area.

#### D. Communication/Information Distribution - 10 Points

- Ability to develop, implement, and maintain an internal communication system to link all of the service providers, partners, and staff to improve the delivery of services to job seekers and employers.
- Capacity to properly develop and maintain standard operating procedures to provide guidance on delivery of services to the One Stop System staff.
- Proficiency to monitor program social networking, social media and websites to provide up to date information on activities/programs in the region for job seekers, businesses, and program partners and staff.

#### E. Continuous Improvement - 10 Points

- Capacity to ensure One Stop staff receives appropriate training. Training should assure that all personnel working within the One Stop Operator system be capable and qualified to perform work assigned to them.
- Ability to cross train One Stop Staff on partner information to be able to answer questions for programs/services offered through the One Stop system.
- Capability to properly update and maintain reliable mechanisms to identify administrative and programmatic or other issues as they occur; and when required, develop and administer a corrective action plan.

#### F. Reporting – 10 Points

- Ability to properly maintain documentation necessary to generate required federal, state, and Region 1 WDB reports.
- Competency to proficiently provide fiscal, staff, customer usage/EO Complaint logs, and other information on daily operations.
- Capacity to accurately provide mandatory monthly reports reflecting all partner activities within the Region 1 One Stop system to the Region 1 WDB.

#### G. One Stop Certification – 15 Points

- Ability to ensure joint responsibility with the Region 1 WDB for the certification and continuous evaluation of the Region 1 One Stop system. As information on certification requirements become available, the One Stop Coordinator will be required to, at a minimum, meet the necessary certification for a high performing One Stop.
- Capability to provide excellent customer service to job seekers, workers, and employers/businesses.
- Aptitude to reflect innovation, accessible, and effective service design for all customers.
- Capacity to operate effectively with integrated management systems and high quality staffing.
- Ability to address aspects such as effectiveness, including customer satisfaction, physical and programmatic accessibility, continuous improvement, accountability, supervisory review, monitoring customer progress, customer/employer feedback, and monitoring contract compliance where applicable.
- Capacity to be in compliance with 29 CFR 38, the implementing of WIOA section 188 implementing Best practices as applicable to our customers.

**\*Maximum possible score for the written proposal is 100. Must meet or exceed a Minimum Score of 85 on the written proposal to be considered for contract award.**

The proposal shall be signed by an official authorized to bind the agency and shall contain a statement to the effect that the proposal is a firm bid until withdrawn in writing by the submitting organization. The proposal shall also provide the name, title, address, e-mail, and telephone number of the individual(s) with authority to negotiate during the period of contract negotiations.

Any evidence of fraud in the proposal or in the performance of the resulting contract will be turned over to the proper authorities for enforcement.



## **XV. Disclosures**

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The Region 1 Workforce Development Board reserves the right to resend, amend, modify and/or add to this Request for Proposal and any precipitating grant(s) awarded there under to comply with subject legislation, recessions, and/or grant allowed allocations.

The Region 1 Workforce Development Board is under no obligation to award any contract(s) prepared in response to this Request for Proposal.

The Region 1 Workforce Development Board is under no obligation to reimburse any party for the fees involved in the submission of any such proposals.

## **XVI. Contract Award**

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### **A. Announcement**

The R1WDB intends to award the contract to the organization whose proposal best meets the needs and goals outlined in this RFP. The contract may be awarded based on proposals received without discussion of such proposed programs with the bidders. Therefore, each offer should be submitted in most favorable terms from a price and technical standpoint that the bidder can make to the R1WDB. **The announcement of award to the intended contract awardee is expected to be made no later than May 1, 2017 at 4:00 PM EST.**

### **B. Protests or Disputes**

The R1WDB Grievance Procedure, established under Policy Letter No. 8, is not applicable to any Provider submitting a bid for the One Stop Operator (“Contract”). The sole procedure available to any bidder denied funding through this RFP is to submit a letter to the R1WDB’s Executive Director requesting further details on the evaluation of the proposal. In the event the response is not satisfactory to the bidder, an appeal to the R1WDB’s Executive Committee may be written. The decision of the R1WDB’s Executive Committee shall be final and shall not be subject to appeal. In order to be considered, bids must be accompanied by a signed copy of the Acknowledgement accompanying this Request for Proposals.

### **C. Type of Contract**

Proposed costs will be analyzed throughout the year and the contract may be amended based upon a demonstrated performance basis. Contract award will have a significant portion of the funds tied to the achievement of measurable outcomes. All budgets should be designed in anticipation of performance-based funding and all costs will be reimbursed based upon required performance, allowable expenditures, and the documentation thereof.

The amount of contract will be determined at the time of contract negotiations with the bidder.

### **D. General Contract Conditions**

Should a proposal be selected for funding, the Bidder will then complete contract negotiations. In order for a contract to be executed, the successful Provider of Services must meet the following requirements:

- All programs must be operational July 1, 2017.
- Must have current fiscal and compliance audits as required by law.
- Required to be an Equal Employment Opportunity Employer (EEO).

- Must provide a certificate of insurance for comprehensive general public liability insurance with combined single-limit coverage of at least \$1,000,000 and Worker's Compensation Insurance with the Region 1 Workforce Development Board and the Region 1 Local Elected Officials Board becoming "also insured" at the time of contract implementation. Other insurance coverage may be required and is subject to negotiation.
- Ensure by signing the contract, that adequate and qualified staff will be dedicated to the contracted program services. Qualifications of key staff associated with the implementation of this program should be included in the proposal.
- Must agree to arrange for and have completed an independent, stand-alone financial audit no later than 90 days after the program year end. Auditors must be Certified Public Accountants or supervised by a Certified Public Accountant.

#### **E. Contract and/or Budget Modifications**

The successful Provider is ensuring, by signing a contract, that the negotiated contract/budget for services provided cannot be changed without the R1WDB's approval. All requests for contract/budget modifications must be submitted to the R1WDB with written justification prior to implementation of any changes.

**Region 1 Workforce Development Board  
Proposal Transmittal Document**

**I.** Proposing Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Street City State Zip Code

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_

**II.** Category of Proposal:

One Stop Operation

**III.** Dollar Amount of Proposal:

WIOA Funds \$ \_\_\_\_\_

Other Funds \$ \_\_\_\_\_

Federal Employer Identification Number: \_\_\_\_\_  
(If consortium, list number of lead organization)

**IV.** Proposed Service Area: \_\_\_\_\_  
\_\_\_\_\_

**V.** Certification: I, \_\_\_\_\_, certify that I have read, understand, and accept the terms and conditions of the solicitation as stated in the R1WDB Proposal Package; that the enclosed package is a firm offer effective through July 1, 2017 thru June 30, 2018; and that the information contained therein is true and correct to the best of my knowledge. I am authorized by my Board of directors, Trustees, other legally qualified officer or as the owner of this agency or business to submit this proposal. I understand that if any information has been misrepresented or is found to be untrue, this proposal will be disqualified for consideration and may be grounds for contract cancellation.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

## PROPOSAL PACKAGE INVENTORY CHECKLIST

- Proposal Transmittal Document
- Proposal Package Inventory List
- Check List for Service Providers
- Executive Summary
- Statement of Work Narrative
- Budget Preparation Sheet and Narrative
- Detailed Budget
- Resumes of Staff
- Certificate of Insurance
- Copy of Most Recent Agency Audit
- Self-Evaluation for Compliance with Section 504 (Proof of ADA Compliance)
- Certification Regarding Lobbying
- Certification Regarding Debarment, Suspension, etc.
- Equal Opportunity Non-Discrimination Notice
- Drug-Free Workplace Statement
- Acknowledgement Regarding Grievance Process (Notarized)
- One Original, 8 Copies, and an electronic copy of the Proposal Package
- Other pertinent information that may lend strength to your proposal

Agency: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Checklist for Service Providers

APPLICANT: \_\_\_\_\_

### Agency Information

Please provide information relative to applicant's status, experience, qualifications, etc. Please check appropriate responses.

1. Organization

\_\_\_\_\_ Corporation

\_\_\_\_\_ Partnership

\_\_\_\_\_ Individual Ownership or Sole Proprietorship

\_\_\_\_\_ City Agency

\_\_\_\_\_ State Agency

\_\_\_\_\_ Educational Institution

2. Status

\_\_\_\_\_ For Profit

\_\_\_\_\_ Non-Profit

3. Experience/Information

\_\_\_\_\_ Number of years in business

\_\_\_\_\_ Number of years in "Training" business

\_\_\_\_\_ Number of permanent employees (salaried and hourly)

4. Have any of the applicant's Federal, State or City contracts or grants ever been terminated, suspended, or had monies rescinded (either totally or partially), for any reason?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If "YES", briefly explain on an attached sheet of paper.

5. Is applicant in receivership or bankruptcy, or been subject to legal proceedings within the past three years, or are any such proceedings pending?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If "YES", briefly explain on an attached sheet of paper.

6. Has the applicant's organization ever been cited, fined or reprimanded for any law or code violation within the last three years or has any business license been suspended or revoked?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If "YES", briefly explain on an attached sheet of paper.

7. Has the applicant's organization been on any type of improvement/corrective action plan within the past three (3) years with any entity for which your company provided services?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If "YES", briefly explain on an attached sheet of paper.

8. Are all of the applicant's required permits current?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

List on an attached sheet all of your required permits and expiration dates.

9. Subcontracting

Will the applicant subcontract for any of the services?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If "YES", type in the page number(s) where the subcontracting is described in the proposal. Page(s) \_\_\_\_\_

Will the applicant utilize the services of a consultant in the operation of this program?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If "YES", type in the page number(s) where the consultant services are described in the proposal. Page(s) \_\_\_\_\_

10. Union Concurrence

List any and all unions that may be associated with this training.

Does your agency have union approval of the proposed training?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If "YES", please attach written proof of union concurrence.

11. Insurance Coverage

Are persons authorized to handle and disburse governments fidelity bonded?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If "YES", attach proof of fidelity bonding. Note: If you cannot show proof of your ability to obtain fidelity bonding, Region I WDB cannot contract with the applicant, and the proposal will be returned.

Does applicant carry General Liability Insurance?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If “YES” attach proof of General Liability Insurance. Note: If you cannot show proof of general liability insurance, Region 1 WDB cannot contract with the applicant and the proposal will be returned.

Does the applicant carry Workers’ Compensation Insurance?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If “YES, attach proof of General Liability Insurance. Note: If you cannot show proof of your ability to obtain workers’ compensation insurance, Region 1WDB will not contract with the applicant and the proposal will be returned.

Is the applicant current with Unemployment Insurance?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

Note: If you cannot show proof of good standing with Unemployment Insurance, Region 1 WDB will not contract with the applicant, and the request for proposal will be returned.

12. Fiscal Responsibilities

Does the applicant organization presently have any outstanding unresolved audit deficiencies with any Federal, State or Local agencies?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If “YES”, please explain on attached sheet of paper.

List the date of most recent independent audit and by whom.

Is the applicant providing an AUDITED financial statement for the past accounting year which identifies all sources of revenue, donations, and income as well as the offsetting expenses?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If your response is “NO”, your proposal will be returned to you.

13. Are your facilities and other planned sites to be used accessible to individuals with disabilities?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

14. Certification and Compliance

Does the applicant certify and agree to provide assurances of Equal Opportunity and nondiscrimination and to develop appropriate mechanisms to ensure that affirmative action will be taken in all practices and program activities?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If you answered "NO" please explain on a separate sheet of paper.

Does the applicant agree to comply with all applicable Federal, State and Local laws and directives relating to equal opportunity and affirmative action in services and program operations?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If you answered "NO" please explain on a separate sheet of paper.

15. A copy of the organizations' cost allocation plan must be included to support all costs budgeted for this program that are not directly related to the project. These items are usually rent, utilities, insurance and other overhead items.

\_\_\_\_\_  
Typed Name of Authorized Representative

\_\_\_\_\_  
Original Signature of Authorized Representative

\_\_\_\_\_  
Date



**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 placed 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.

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Organization

Name of Certifying Official	Signature	Date
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**Certification Regarding Debarment, Suspension, and Other Responsibility  
Matters Primary Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, participant's responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19 160-19211.)

(BEFORE SIGNING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

1. The prospective primary participant certifies to the best of its knowledge and belief, that it and its officers/ principals:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal, State or Local governmental department or agency.
- b. Have not been convicted of or had a civil judgment 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 or contract under a public transaction: violation of Federal or State antitrust statutes or commission or embezzlement, theft, forgery, bribery, falsification or destruction of statutes or commission or embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property:
- c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
- d. Have not had one or more public transactions (Federal, State, or Local) terminated for cause or default.

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

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Organization

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Name of Certifying Official

Signature

Date

**EQUAL OPPORTUNITY NON-DISCRIMINATION NOTICE**

\_\_\_\_\_ (Name of agency), as a recipient of Workforce Innovation and Opportunity Act (WIOA) Title I financial assistance, shall provide initial and continuing notice that it does not discriminate on any prohibited ground to: registrants, applicants, eligible applicants/recipients, participants, applicants for employment, employees, and members of the public; including those with impaired vision or hearing, and unions or professional organizations holding collective bargaining or professional agreements with the recipients.

**ASSURANCE**

As a condition of the award of financial assistance from the U. S. Department of Labor under Title I of WIOA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the Workforce Innovation and Opportunity Act of 2014 (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity.

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibit discrimination against qualified individuals with disabilities;

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant’s operation of the WIOA Title I financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

\_\_\_\_\_  
Typed Name of Agency Official and Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

- A. The contractor certifies that it will or will continue to provide a drug-free workplace by:
  - a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the contractor’s workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - b. Establishing an ongoing drug-free awareness program to inform employees about:
    - 1. The dangers of drug abuse in the workplace;
    - 2. The grantee’s policy of maintaining a drug-free workplace;
    - 3. Any available drug counseling, rehabilitation, and employee assistance programs, and
    - 4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
  - c. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement by paragraph “a” above;
  - d. Notifying the employee in the statement required by paragraph “a” that, as a condition of employment under the grant, the employee will:
    - 1. Abide by the terms of the statement; and
    - 2. 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 (5) calendar days after such conviction;
  - e. Notifying the agency in writing, within ten (10) calendar days after receiving notice under subparagraph “d.2” from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose contract activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
  - f. Taking one of the following actions, within thirty (30) calendar days of receiving notice under subparagraph “d.2”, with respect to any employee who is so convicted:
    - 1. Taking appropriate personnel action against such an employee, up to and including termination, consistent within the requirements of the Rehabilitation Act of 1973, as amended: or,
    - 2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposed by Federal, State, or Local health, law enforcement, or other appropriate agency.
  - g. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs “a”, “b”, “c”, “d”, “e”, and “f”.

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Applicant Organization	Date Submitted
Name of Certifying Official	Signature

**RFP Budget & Instruction**

Vendor Name: \_\_\_\_\_

Program Name: \_\_\_\_\_

Program Period: \_\_\_\_\_

**I. Funds Requested**

Category	Basis	Total Amount
<i>Administrative Cost (10% Cap)</i>		
<i>Staff Positions</i>		
<i>Fringes (Describe)</i>		
<i>Other Costs (Describe)</i>		
<i>Rent</i>		
<i>Supplies</i>		
<i>Travel</i>		
<i>Communications</i>		
<i>Equipment *</i>		
<i>Audit</i>		
<b>Total</b>		
<b>Total</b>		

**II. In-Kind Funds Requested**

Description	Source	Amount
<b>Total</b>		

\*Any equipment purchased must be approved in advance, with title passing to the R1WDB at the conclusion of the contract terms. Use additional pages as necessary for the line item budget narrative.

\*\*Indirect Costs must be accompanied by Indirect Cost Policy

## Self-Evaluation for Compliance With Section 504

### I. Introduction

The Department of Labor regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, require at section 32.6 (c) that entities which receive financial assistance from the Department conduct a self-evaluation of their policies and practices to assess their programs' accessibility. Programs shall be accessible to persons with mobility impairments, hearing and vision impairments, and mental problems, and any other conditions which substantially limit a major life activity.

The regulations do not prescribe a specific format for the self-evaluation. The Department's Civil Rights Center has prepared this self-evaluation tool to assist recipients with this requirement. Recipients may, however, develop their own tool/instrument. Ideas and language for the format and content of this instrument were obtained from the "Section 504 Self-Evaluation and Checklist" assessment tools developed by the Federal Programs Advisory Service, a Washington, D.C. entity, publishers of the Handicapped Requirements Handbook.

#### A. Office/Program to be evaluated.

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

#### B. Individual completing evaluation.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

#### C. Disabled individual (s) assisting in the completion of the self-evaluation.

Name (s): \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

### II. Administrative Practices

#### A. Staff information:

List steps to be taken to ensure that all staff involved in any aspect of this program (e.g., recruitment, admission, testing, the conduct of the program, the provision of any services or benefits, etc.) will be informed periodically of, and understand fully, your policy of nondiscrimination on the basis of disability.

\_\_\_\_\_  
\_\_\_\_\_

B. Contracts, agreements, and sub-grants (e.g., labor unions, referral agencies, insurance companies, sub-grantees, educational institutions, etc.).

1. Are entities with which you hold contracts, agreements, and/or sub-grants aware of your policy of nondiscrimination on the basis of disability?  
No: \_\_\_\_ Yes: \_\_\_\_ If yes, explain how.

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2. Do you require these entities to sign an “assurance of compliance?”  
No: \_\_\_\_ Yes: \_\_\_\_

3. Have these entities been required to complete a self-evaluation of the programs and activities they conduct for you? No: \_\_\_\_ Yes: \_\_\_\_

### III. Recruitment and Advertisement

A. Do you engage in any of the following kinds of activities to recruit program participants or otherwise inform persons about the services provided?

	No	Yes
• Oral presentations/orientations	_____	_____
• Printed recruitment materials	_____	_____
• Printed informational materials	_____	_____
• Advertisements (radio, newspaper, etc.)	_____	_____

B. Do all materials and advertisements include a notice that you do not discriminate against persons with disabilities? No: \_\_\_\_ Yes: \_\_\_\_

C. Is the general public notified of the existence and location of services, activities, and facilities that are accessible to persons with disabilities?  
No: \_\_\_\_ Yes: \_\_\_\_ If yes, explain.

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D. If “outside” persons or organizations are involved in your recruitment, advertisement or information efforts, have they been informed of your nondiscrimination policy?

No: \_\_\_\_ Yes: \_\_\_\_ If yes, explain.

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E. Are posters recognizing the rights of individuals with disabilities prominently displayed for employees, applicants, and participants to read?  
No: \_\_\_\_ Yes: \_\_\_\_ If yes, list which.

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F. Are articles on the accomplishments of participants with disabilities publicized in the agency's publications? No: \_\_\_\_ Yes: \_\_\_\_ If yes, list examples.

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G. Are organizations representing persons with disabilities contacted for advice, technical assistance, and referrals? No: \_\_\_\_ Yes: \_\_\_\_ If yes, list examples.

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**IV. Program Eligibility Requirements and Admission**

A. Are there any limitations on the number of qualified disabled persons who may participate or be admitted to the program? No: \_\_\_\_ Yes: \_\_\_\_ If yes, explain.

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B. Are any of the following criteria used in the admission process?

- Residency requirements \_\_\_\_\_
- Letters of recommendation \_\_\_\_\_
- Economically disadvantaged \_\_\_\_\_
- Educational attainment \_\_\_\_\_
- Age \_\_\_\_\_
- Physically fit \_\_\_\_\_
- Emotionally fit \_\_\_\_\_
- No dependence on drugs \_\_\_\_\_
- No dependence on alcohol \_\_\_\_\_
- Unemployed \_\_\_\_\_
- Able and available for work \_\_\_\_\_
- Work experience \_\_\_\_\_
- Tests \_\_\_\_\_
- Other: \_\_\_\_\_

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C. Have applications been reviewed for questions relating to health, receipt of Workers Compensation, and particular disabling conditions? Unless clearly related to the particular activity for which the application is used, delete those questions.

No: \_\_\_\_ Yes: \_\_\_\_

D. If tests are used for screening applicants, describe the skill, level of achievement, or other factors being considered, and whether tests are written or oral.

Name of Test:

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Name of Test: \_\_\_\_\_  
 \_\_\_\_\_

- E. Identify any test (s) that has (or could have) a disproportionate, adverse impact on applicants with disabilities, i.e., tests that instead of measuring only the factors the test purport to measure, are measuring the applicant’s impaired manual and/or sensory skills (except where those are the skills being measured.)

Name of Test: \_\_\_\_\_  
 Possible adverse impact: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- F. Are employees which administer tests prepared to give alternative tests and/or to modify the method of administering tests in order to accommodate persons who have disabilities that impair sensory and/or manual skills? No: \_\_\_\_ Yes: \_\_\_\_

- G. Describe some of the possible arrangements the staff are prepared to undertake:

<u>Examples:</u>	<u>No</u>	<u>Yes</u>
• Eliminate the “speed” factor for persons with Visual or manual impairments	_____	_____
• Use aids such as brailers and abaci by persons With visual impairments	_____	_____
• Use of translators or typed material to provide Information on tests instructions to persons with Hearing impairments	_____	_____
• Provide auxiliary aids to persons who cannot Make the marks required for mechanically scored Objective tests	_____	_____
• Other: _____		
• Other: _____		

- H. Describe the steps to be taken to ensure that criteria for testing alternatives and modifications will be adequately communicated to all potential program participants, including those with hearing and vision impairments.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- I. Is an interview required prior to an applicant’s entrance into the program? (Including intake interview.) No: \_\_\_\_ Yes: \_\_\_\_

- J. From the following list, check the actions which have been taken/will be taken to ensure nondiscrimination in interviewing:

	<u>No</u>	<u>Yes</u>
• Estimate the frequency of staff contact with sensory impaired persons.	_____	_____
• Contact and consult with sensory impaired persons or organizations that represent them to discuss the particular communication needs of these persons and to gather input as to how best to alleviate these challenges.	_____	_____
• Determine how staff will identify the specific language need of an individual at the initial contact, i.e., how they prefer to communicate (e.g., the interviewer may have key phrases written on cards, tapes of key phrases and messages, etc.)	_____	_____
• Make formal arrangements with individuals or organizations to provide qualified interpreters / when needed.	_____	_____
• Develop a list of all persons, organizations, or staff persons with whom interpreter arrangements have been made, including terms of the arrangement, telephone numbers, addresses, etc. Identify staff who will be responsible for implementing effective communication with sensory impaired persons.	_____	_____
• Write down decisions made on all the above items and notify and train all staff on its implementation.	_____	_____

**V. Program Accessibility**

- A. Are post-admission inquiries made regarding disability status in order to make accommodations for individuals with disabilities? No: \_\_\_\_ Yes: \_\_\_\_
- B. Is the information requested voluntarily, not used to affect any disabled person adversely, and kept confidential? No: \_\_\_\_ Yes: \_\_\_\_
- C. Is there an orientation program for new participants? No: \_\_\_\_ Yes: \_\_\_\_

D. Have steps been taken to ensure that persons with visual and hearing impairments can understand the information, communicate with the staff, and use the written materials provided during the orientation? No: \_\_\_\_ Yes: \_\_\_\_ If yes, describe.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

E. List the specific activities that comprise your program: (e.g., orientation, intake, classroom training, residential, sports, counseling, referrals, etc.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

F. For each activity listed above, list those that are, or have the potential to be, inaccessible to individuals with disabilities.

<u>Activity</u>	<u>Reason</u>
_____	_____
_____	_____
_____	_____
_____	_____

G. Describe steps to be taken to attain accessibility of those activities identified in “F” above, e.g., provision of auxiliary aids, use of alternative materials, special tools or equipment, modification of equipment, renovation of facility, moving program to another facility, etc.

<u>Activity</u>	<u>Reason</u>
_____	_____
_____	_____
_____	_____
_____	_____

H. Has a method been implemented for soliciting voluntary indications of disability status and requests for accommodations, i.e., channels for a disabled person to bring his or her disability to the attention of management? No: \_\_\_\_ Yes: \_\_\_\_ If yes, describe method.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I. From the following list of possible reasonable accommodations, check those which you would be willing to make for disabled program participants:

- Modifying written examinations \_\_\_\_\_
- Modifying work site \_\_\_\_\_
- Making facilities accessible \_\_\_\_\_

- Adjusting work schedules \_\_\_\_\_
- Restructuring jobs \_\_\_\_\_
- Providing assistive devices \_\_\_\_\_
- Providing readers and interpreters \_\_\_\_\_
- Adopting flexible leave policies \_\_\_\_\_
- Reassigning and retraining participants \_\_\_\_\_
- Eliminating transportation barriers \_\_\_\_\_
- Others, depending on the person’s particular disability \_\_\_\_\_

**VI. Facilities**

A. List all facilities, or portions of facilities, used to conduct your program.

<u>Facility</u>	<u>Address</u>
_____	_____
_____	_____
_____	_____
_____	_____

B. The Uniform Federal Accessibility Standards (UFAS) (50 Federal Register, 49045, November 29, 1985) contain the specifications recipients should comply with when designing, constructing or altering facilities. Recipients may need to alter or construct facilities when other alternatives are not successful in ensuring disabled persons full access to programs. The following sample items illustrate the range and specificity of the accessibility standards your program must meet:

- a. Ground should be graded, even if it is contrary to existing topography, so that
- b. Public walks should be at least 48 inches wide and should have a gradient not
- c. Parking spaces that are accessible and proximate to the facility should be set
- d. A ramp shall not have a slope greater than 1 foot rise in 12 feet, or 8.33
- e. At least one primary entrance to each building shall be accessible to individuals in wheelchairs.
- f. Doors shall have a clear opening of no less than 32 inches when open and shall be operable by a single effort, including doors to restrooms.
- g. Stairs should, whenever possible, and in conformation with existing step
- h. Floors shall have a surface that is non-slip.
- i. Some mirrors and shelves shall be provided above lavatories at a height as low as possible and no higher than 40 inches above the floor, measured from the top of the shelf and the bottom of the mirror.

- j. Water fountains or coolers shall have up-front spouts and controls.
  - k. An appropriate number of public telephones should be equipped for those with hearing disabilities and so identified with instructions for use.
  - l. At least one toilet stall shall be/have:
    - 3 feet wide
    - 4 feet 8 inches deep
    - A door that is 32 inches wide and swings out
    - Handrails on each side, 33 inches high and parallel to the floor, 1-1/2 inches in diameter, with 1-1/2 inches clearance between rail and wall, fastened securely to the wall at the ends and center
    - A toilet seat of 17-19 inches from stand
  - m. Elevators shall be accessible to, and usable by, the physically disabled on the level that they use to enter the building, and at all levels normally used by the general public.
  - n. Switches and controls for light, heat, ventilation, windows, draperies, fire alarms, and all similar controls of frequent or essential use, shall be placed within the reach of individuals in wheelchairs.
  - o. Raised letters or numbers shall be used to identify rooms or offices.
  - p. Audible warning signals shall be accompanied by simultaneous visual signals for the benefit of those with hearing disabilities.
  - q. Access panels or manholes in floors, walks and walls can be extremely hazardous, particularly when in use, and should be avoided.
- C. Using the aforementioned sample items, for each facility listed in “A”, identify those inaccessible features that limit program accessibility.

<u>Facility</u>	<u>Inaccessible Feature</u> (use letter corresponding to sample item)
e.g., (1) 200 M. Street _____	c., e., m. _____
_____	_____
_____	_____
_____	_____

- D. Identify person(s) who will be responsible for developing and implementing a corrective action plan for the elimination of the barriers identified in “C” above.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

VII. Employment Practices

	<u>No</u>	<u>Yes</u>	<u>N/A</u>
A. <u>Recruitment</u>			
1. Are disabled employees included in promotional and recruitment advertising?	—	—	—
2. Are contacts maintained with educational institutions which train individuals with disabilities?	—	—	—
3. Are organizations which represent individuals with disabilities contacted for advice, technical assistance, and referrals?	—	—	—
4. Does all recruitment literature indicate that the program does not discriminate on the basis of disability?	—	—	—
B. <u>Job Vacancies</u>	<u>No</u>	<u>Yes</u>	<u>NA</u>
1. Are all vacancy announcements reviewed to ensure that physical, mental and communication requirements are job related and accurately reflect job functions?	—	—	—
2. Are managers willing to consider reasonable accommodations for the disability of otherwise qualified applicants?	—	—	—
C. <u>Job Interviews</u>	<u>No</u>	<u>Yes</u>	<u>NA</u>
1. Is every hiring supervisor informed of the requirement that all questions asked in the job interview must be related to duties and functions of the job?	—	—	—
2. Is every hiring supervisor aware of where and how to obtain assistance to interview an applicant with a hearing impairment?	—	—	—
3. Is the interviewing area accessible to an applicant in a wheelchair?	—	—	—

<u>D. Physical Examinations</u>		<u>No</u>	<u>Yes</u>	<u>NA</u>	
1.	Does your organization conduct or require any medical exams prior to making offers of employment?	—	—	—	
2.	If yes,				
	* Are <u>all</u> entering employees subject to the medical exam?	—	—	—	
	* Are all offers of employment conditional based on the results of the exam?	—	—	—	
	* Are the medical results not used in a discriminatory manner?	—	—	—	
	* Is all the information gathered maintained confidentially?	—	—	—	
3.	Is every hiring supervisor aware of the fact that no offer of employment may be withdrawn on the basis of medical conditions that are not job-related?	—	—	—	
<u>E. Reasonable Accommodations</u>			<u>No</u>	<u>Yes</u>	<u>N/A</u>
1.	Has a method been implemented for soliciting voluntary indications of disability status and requests for accommodations?		—	—	—
2.	Have disabled employees requested that you make accommodations in consideration of their limitations?		—	—	—
3.	If employees with disabilities have responded, is the information kept confidential?		—	—	—
4.	Have you ever denied a request for reasonable accommodations?		—	—	—
5.	If so, was your denial based on the concept of “undue hardship”?		—	—	—

ACKNOWLEDGEMENT

I understand that I am submitting a competitive bid in response to a Request for Proposals issued by the Region 1 Workforce Development Board (R1WDB) seeking award of the One Stop Operator Contract. I understand that as a competitive bidder I have no property interest or entitlement to the award of the Contract. I have reviewed the Request for Proposal and I understand that the sole procedure available to me as a bidder for the Contract in the event I am dissatisfied with the R1 WDB's determination of any successful bidder for the Contract is to file a written request for reconsideration with the R1WDB Executive Committee. I further understand that the R1 WDB Executive Committee's decision with respect to any request for reconsideration shall be final and shall not be subject to appeal. I further understand that the R1WDB Grievance Procedure, established under Policy Letter No. 8, is not applicable to any Service Provider submitting bids for the Contract.

<hr/>	
Signature	Title
<hr/>	
Organization	

STATE OF WEST VIRGINIA  
COUNTY OF \_\_\_\_\_ TO-WIT:

Taken, subscribed and sworn to before me this \_\_\_\_ day of \_\_\_\_\_, 2017.

My commission expires \_\_\_\_\_.

\_\_\_\_\_  
NOTARY PUBLIC