



Western Piedmont Council of Governments

Workforce Development Board

NCWorks Career Center Operations Request for Proposals

Workforce Board Director, Charity Patterson Hamber

Hickory, North Carolina

Date: March 28, 2024

Due Date: April 18, 2024

Time: 4:00pm

Receipt Location:

Western Piedmont Council of Governments

Attn: Donna Gilbert

1880 2nd Ave NW

Hickory, NC 28601

**REQUEST FOR PROPOSALS
ONE-STOP OPERATOR
WESTERN PIEDMONT WORKFORCE DEVELOPMENT AREA**

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OVERVIEW

This Request for Proposal (RFP) is issued to procure services for a One-Stop Operator as part of the local service delivery of the Workforce Innovation and Opportunity Act (WIOA) system in the Western Piedmont Workforce Development Board (WPWDB) region including Alexander, Burke, Caldwell, and Catawba Counties. The One-Stop Operator will also be required to ensure delivery of services to other related programs received by the Western Piedmont Council of Governments (WPCOG).

This RFP makes references to the WIOA Grant Recipient and/or WIOA Fiscal Agent. For this RFP, those references are the same entity. The WIOA Fiscal Agent is the entity designated by the Local Chief Elected Official(s) and in this workforce area is the Western Piedmont Council of Governments (WPCOG). This RFP also makes references to Western Piedmont Workforce Development Board (WPWDB) Staff and the Western Piedmont Workforce Development Board (WPWDB).

All parties contracting with the WPWDB must comply with USDOL regulations and any other interpretations published by the USDOL. The full operation of this program is subject to compliance with the Workforce Innovation and Opportunity Act of 2014, state policies, and local policies and procedures as issued by the WPWDB.

Submitting A Proposal

Bidders must provide both a printed proposal and an electronic version on computer storage media (portable USB drive) as described below. All proposals must be assembled in the order outlined in the individual section of this request to which a bidder is responding. Failure to submit all required documents and forms may cause a proposal to be considered incomplete and non-responsive. Responses will not be accepted via email.

- One original hard copy of the full proposal in Microsoft Word Format on an USB drive and another hard copy in a 1" three-ring binder must be submitted. WPWDB is not responsible for unreadable computer media.
- Font size should be 12-point Arial font, single spaced with 1 inch margins. All pages are to be numbered sequentially. Both should arrive by mail or in person no later than 4:00pm April 18, 2024 to the designated staff.

Mail to:

Western Piedmont Workforce Development Board
Attention: Donna Gilbert, Program Manager - Workforce Development
PO Box 9026
Hickory, NC 28603

RFP Timeline:

Public Notice – Letter of Intent to Bid	February 23, 2024
Letter of Intent Due	March 14, 2024
RFP Release Date (if necessary)	March 28, 2024
Proposal Deadline (if necessary)	April 18, 2024 (4:00 PM)
Formal Review of Proposals (if necessary)	Begins April 24, 2024
WPWDB Notice of Selection	May 23, 2024
Contract Start Date	July 1, 2024
Q& A period	March 28 – April 15, 2024

Type of Contract: Cost Reimbursement

Contract Terms: The initial contract begins on July 1, 2024 and ends June 30, 2025. At the end of June 30, 2025, the WPWDB may approve a one-year extension, for up to a total of four more years pending funding availability and performance.

The WPWDB will notify all bidders in writing and via email of the results of the review process after the Board has made their decision. Notifications will be sent on May 24, 2024.

Any questions concerning this RFP may be directed via email to:

Donna Gilbert, Program Manager

donna.gilbert@wpcog.org

Questions will be accepted through Monday, April 15th

Questions will be posted on the WPWDB website.

www.wpcog.org/workforce-development within 48 hours with final posting on April 16th.

The appeal process is documented in the WPWDB Procurement and Contracting Policy,

<https://wpcog.org/policy-statements>.

Selection Criteria/Evaluation:

All respondents are advised that each proposal will be evaluated based on:

- Meeting the basic submission requirements outlined in the RFP.
- Relevant capacity and experience in managing a One Stop career center like that on which the organization is bidding.
- Ability to coordinate customer focused service delivery and to lead staff as a team and meet goals.
- Capacity to serve as the primary community/partner liaison.
- Ability to monitor processes, procedures, and policies to provide quality services to businesses and job seekers.

- Ability to appropriately manage and account for contract funds, materials, and inventory.

The WPWDB's evaluation process includes review, scoring and recommendations by a review panel with final approval given by the full WPWDB. The WPWDB reserves the right to reject all proposals and re-solicit if deemed in its best interests. Selection is dependent on the execution of a mutually acceptable contract with the successful responder.

Review will be based on the items in the table below:

Evaluation Item	Range	Maximum Points
Organizational Experience and Capacity-Points will be applied based on experience and perceived capabilities of both the organization and their staff to successfully complete the proposed Coordination of Service Delivery Plan to meet the needs of this RFP.	0-20	20
Coordination of Service Delivery and Staff Management-Points will be applied based on the innovation, quality, stability, and strength of coordinated services plan. Also, the ability to lead staff as a team providing support, staff development and direction to meet goals and/or new initiatives.	0-30	30
Capacity to Serve as the Primary Community/Partner Liaison-Points will be assigned based on outlining the connection to the communities within the workforce area and showing the ability to serve in this capacity.	0-15	15
Compliance/Quality Assurance- Points will be applied based on experience to monitor processes, procedures and policies to provide quality services to businesses and job seekers and to meet goals set by the WPWDB.	0-20	20
Budget and Budget Narrative-Points will be applied based on the overall cost and justification proposed by the respondent, including an evaluation of the respondent's ability to appropriately manage and account for the contract funds	0-15	15

BID REQUIREMENTS

Conditions of Bid

1. Any governmental, educational, or not-for-profit organization or agency engaged in a public service may apply. Private for-profit organizations engaged in providing employment and training and educational opportunities for eligible adults or youth may apply.
2. Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal department or agency are not eligible to respond to this RFP or to receive a contract.
3. By signing this agreement; accepting this contract; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to NCGS 147 Article 6E, Iran Divestment Act, Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List.
4. Any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.
5. Respondents must disclose and rectify all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.
6. Respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP and must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and applying them in developing the RFP response. The selected service provider must comply

with WIOA, Title 1, Public Law 113-128, and all appropriate NC Division of Workforce Solutions and Western Piedmont Workforce policies.

7. WPWDB may accept or reject any or all responses under this request.
8. WPWDB is not obligated to contract with any respondent to this request.
9. WPWDB may change any part of this request at any time prior to the submission deadline. If it becomes necessary to revise any part of the Request for Proposals, all addendums will be provided in writing to all known interested parties (those who have requested the RFP) and posted on the Western Piedmont Workforce Development Boards websites. VERBAL COMMENTS OR DISCUSSION RELATIVE TO THIS SOLICITATION CANNOT ADD, DELETE OR MODIFY ANY WRITTEN PROVISION. ANY ALTERATION MUST BE IN THE FORM OF A WRITTEN ADDENDUM.
10. This solicitation does not commit the Western Piedmont Workforce Development Board to award a grant, or to procure or contract for services. The Board reserves the right to select proposals it deems most responsive and appropriate and is not bound to accept any proposal based on price alone. The Board also reserves the right to request additional information, documentation, or oral discussion in support of written proposals. The WPWDB reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety this RFP if it is in the best interest of Western Piedmont to do so.
11. WPWDB will not pay for any expenses incurred prior to the execution date of a contract or any expenses incurred after the termination date of the contract.
12. Subcontracting is permissible. If any part of the work covered by this RFP is to be subcontracted, the respondent shall identify the subcontracting organization(s) in the proposal indicating the WIOA services to be subcontracted and the rationale for using a subcontractor rather than providing the services directly. All subcontracts are subject to applicable federal, state, and local laws, rules, regulations, and policies governing procurement. No more than 25% of funds awarded under any contract may be subcontracted. *This does not include OJT contracts developed for training WIOA customers.* The respondent must also describe how subcontractors were (or will be) procured and selected, their qualifications, and the basis for payments. Subcontractors shall be subject to the same requirements as the respondent under this RFP and any resulting contract. Western Piedmont must approve all subcontracts prior to the final execution of a contract.

Subcontract agreements shall include the minimum provisions required in Western Piedmont contracts. A copy of subcontract agreements must be submitted to Western Piedmont Workforce Development prior to entering into any agreement. Service providers will be held accountable for all work done by their subcontractors.

13. No documents relating to this procurement will be presented or made otherwise available to any other person, agency, or organization until after the funding is awarded. Commercial or financial information obtained in response to this RFP that is privileged and confidential and is clearly worded as such will not be disclosed at any time so long as all requirements of North Carolina General Statutes 132-1.2 have been met. Materials submitted to the WPWDB as a part of this proposal are considered public information unless otherwise noted in the proposal itself as trade secret or proprietary information. Respondents must visibly mark as "Confidential" each part of their funding application that is considered proprietary information. The WPWDB is not responsible for the return of any part of a submission, including creative examples of work.
14. Funding of any contract is contingent upon receipt of funds from the State of North Carolina and/or the United States Government.
15. As part of the proposal review process under this solicitation, Western Piedmont Workforce Development Board staff will conduct a pre-award review of the respondent organization's administrative and fiscal capabilities. Any concerns or discrepancies will be addressed with the respondent(s) prior to final contract approval. Respondents who have outstanding audit or monitoring exceptions may not receive a contract unless the Board is satisfied with the current or proposed resolution of the findings, and the corrected measures are immediately forthcoming.
16. Western Piedmont Workforce Development Board will administer contracts awarded through this RFP. The WPWDB may require successful respondents to participate in cost negotiations, technical revision, or other revisions to their proposal prior to final contract award. A successful contract negotiation is viewed as a step in the overall selection process. In addition, contract amounts may be adjusted by WPWDB based on final allocations and/or subsequent contract negotiations.
17. WPWDB will negotiate contracts to begin on or around July 1, 2024, and extend through June 30, 2025. Contracts may be renewed each year for up to four additional years (through June 30, 2028) depending upon an annual review of performance, availability of funds, and annual approval by the WPWDB.

18. If selected as the awardee(s) for any part of this RFP, WPWDB reserves the right to award additional funds to the selected awardee(s). The additional funds may be additional WIOA funds or funds received through other outside grants.
19. No employee, member of a Board of Directors or other governing body, or representative of a bidder who submits a proposal under this Request may have any contact outside of the formal review process with any WPWDB member or board staff for purposes of discussing or lobbying on behalf of a bidder's proposal. This contact includes written correspondence, telephone calls, personal meetings, e-mail messages, or other kinds of personal contact. Western Piedmont will reject proposals of those bidders who violate this condition.
20. No employee, member of a Board of Directors or other governing body, or representative of a bidder who submits a proposal under this RFP may offer any favor, gratuity, inducement, or anything of monetary value to any Western Piedmont staff, or any member of the WPWDB for purposes of influencing the evaluation of a proposal submitted under this Request. Western Piedmont will reject proposals of those bidders who violate this condition.

Conflict of Interest Statements

All service providers who are awarded a contract under this RFP are required to read the Western Piedmont Conflict of Interest policy (<https://wpcog.org/policy-statements>) and provide signed Conflict of Interest statements for all their employees that work in the Western Piedmont NCWorks System on an annual basis for as long as they are associated with the Western Piedmont Workforce Development Board. Initial signature pages are due within 30 days of the contract's start date.

Right to Cancel

The WPWDB reserves the right to cancel all or any part of this RFP at any time without prior notice and reserves the right to modify the RFP process and timeline as is deemed necessary.

BACKGROUND

WIOA Guiding Principles

The Workforce Innovation and Opportunity Act is based on several guiding principles to be adopted by state and local workforce development systems:

- Increase access to education, training, and employment, particularly for people with barriers to employment.

- Create a comprehensive, high quality workforce development system by aligning workforce investment, education, and economic development.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts.
- Promote improvement in the structure and delivery of services.
- Increase the prosperity of workers and employers.
- Improve the quality of the workforce, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the local area, state, and nation.

An Overview of the NCWorks System

The NCWorks Career Center (One-Stop) system brings together a variety of Federal, State, and local program partners, integrates the provision of their services and provides a full-range of help to job seekers and employers. Services are driven by business and focus on customer choice. In the Western Piedmont workforce area, there are three comprehensive centers in the following counties: Burke, Caldwell, and Catawba. There are access points in Alexander County at the library and at Catawba Valley Community College's Alexander Center for Education. There are additional access points in some of the other counties as well. Access points are places where citizens frequent regularly and may be more accessible for them. Other locations may be determined and approved by the WPWDB. The selected contract recipient will be notified of any changes. The selected proposer may also lead initiatives on new access points in the community in conjunction with WPWDB staff.

Services

Career, training, and business services are provided through the NCWorks Career Centers. Career services are identified in Section 134(c)(2) of WIOA and designated as basic career services; individualized career services; and follow-up services. The One-Stop also provides business services identified in § 678.435.

Career Services include but are not limited to:

- Knowledge of available funding and services.
- Outreach, intake, and orientation to the NCWorks Career Center and other services available through the one-stop delivery system.
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs.
- Job search and placement assistance and in appropriate cases, career advising.
- Information on in-demand industry sectors and occupations.

- Information and guidance related to Certified Career Pathways for the local workforce area.
- Appropriate recruitment and other business services on behalf of employers.
- Referral to and coordination of activities with partner programs and services.
- Workforce and labor market information, including job vacancy listings; job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements, and opportunities for advancement within those career pathways.
- Performance Information and program cost information on eligible providers of training.
- Information relating to the availability of supportive services or assistance provided by partners.
- Referrals to supportive services or other needed assistance.
- Information and limited guidance regarding filing claims for unemployment compensation.
- Other services as needed for an individual to obtain or retain employment.
- Career Planning/Advising
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
- Workforce preparation activities
- Financial Literacy services
- Follow-Up contacts to the customers to assess their satisfaction with the services received.

Training Services described as:

- Occupational skills training, including training for nontraditional employment.
- Work Experience opportunities for youth, and in certain circumstances adults.
- Incumbent worker training (as authorized by the WPWDB).
- Skill upgrading and retraining.
- Entrepreneurial training.
- Transitional Jobs.
- Job readiness training provided in combination with other services listed in this section.

All those receiving training funding must be determined eligible for WIOA funding.

Eligibility Verification/Documentation: Selected One Stop Operator will be required to use NCWorks.gov for all aspects of documentation and tracking of services. Verification

documents and other necessary paperwork must be maintained to the extent possible in NCWorks.gov.

Documentation of services referrals, progress, activities, and follow-up will be entered in NCWorks.gov. Documentation should provide information related to successes and barriers related to the completion of the employment/service plan along with potential next steps of service.

Business Services include but are not limited to:

- Certain career services must be made available to local employers, specifically labor exchange activities and labor market information described in §678.430(a)(4)(ii) and (a)(6). Local areas must establish and develop relationships and networks with large and small employers and their intermediaries. Local areas also must develop, convene, or implement industry or sector partnerships.
- Customized business services may be provided to employers, employer associations, or other such organizations. These services are tailored for specific employers and may include:
 - Customized screening and referral of qualified participants in training services to employers.
 - Customized services to employers, employer associations, or other such organizations, on employment-related issues.
 - Customized recruitment events and related services for employers including targeted job fairs.
 - Human resource consultation services, including but not limited to assistance with:
 - Writing/reviewing job descriptions and employee handbooks.
 - Honing job interview techniques for efficiency and compliance.
 - Analyzing employee turnover.
 - Creating job accommodations and using assistive technologies.
 - Explaining labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations.
 - Customized labor market information for specific employers, sectors, industries, or clusters.
 - Other similar customized services.
- Other business services and strategies that meet the workforce needs of area employers, in accordance with partner programs' statutory requirements and

consistent with Federal cost principles. Allowable activities, consistent with each partners authorized activities, include, but are not limited to:

- Developing and delivering innovative workforce development services and strategies for area employers, which may include career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, and other effective initiatives for meeting the workforce development needs of area employers and workers.
 - Assistance to area employers in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, which may include strategies such as early identification of firms at risk of layoffs, use of feasibility studies to assess the needs of and options for at-risk firms, and the delivery of employment training activities to address risk factors.
 - The marketing of business services to appropriate area employers, including small and mid-sized employers.
 - Assisting employers with accessing local, State and Federal tax credits.
- Coordinating and integrating business services among partners.

Additional Services

Supportive

Services such as transportation, childcare, and emergency assistance are provided under certain circumstances to allow an individual to participate in a training or educational program.

Rapid Response

Services provided at the employment site for employers and workers who are expected to lose their jobs because of company closings or mass layoffs.

Performance Measures

WIOA funding is in part based on achieving performance measures regarding employment and training goals. The federal performance measures are consistent across WIOA partner programs. All program staff are to provide career services as listed earlier to assist individuals with employment and training needs that will lead the individual to self-sustaining wages and career development. When we assist the customers with meeting their education and employment goals, then the performance measures will be met and maintained.

- Employment - To increase employment, as measured by entry into unsubsidized employment (2nd quarter after exit).

- Employment Retention - To increase retention in unsubsidized employment six months after entry into employment (4th quarter after exit).
- Median Earnings - To increase earnings received in unsubsidized employment (median of 2nd quarter wages after exit).
- Credential Rate – To increase credentials or diplomas obtained during or immediately after program exit. Defined as: Percentage of participants who obtain a recognized post-secondary credential or diploma during participation or within 1 year after program exit.
- In-Program Skills Gain – To increase the skills obtained through education leading to a credential or employment during the program year. Defined as: Percentage of participants in education leading to credential or employment during program year, achieving measurable gains. Measured in real-time.

In addition to the federal measures, the WPWDB has established local measures which will also be measured and maintained. These measures include service activities involving both job seekers and employers. These numbers are captured using activity codes in NCWorks and can be pulled through the NCWorks report function. Below is a list of current local measures:

Job Seeker Engagement	Business Engagement
Career Center Traffic (sign-in sheet)	Employers Served
Total New Customers (registrations)	Staff Referrals
Orientation	Job Orders
Resume Assistance	Job Postings
Initial Assessments	Employer Services
Supportive Services	Onsite Visits
Training (Scholarships)	Job Fair Services
Training (Work Experience)	Job Order Follow-up/Assistance
Customer Follow-Up Calls	Detailed Labor Market Study
	Candidate Pre-Screening
	Total Employer Services

The WPWDB will require a “satisfactory” customer service rating from customers. The contract recipient will be responsible for determining the method to collect the data that is acceptable to the Western Piedmont Workforce Development Board. This data should be collected and reported monthly.

Definition of Terms – For definitions for any terms under this RFP, reference Section 1(b)3 of the WIOA of 2014. Further clarification can be requested as part of the RFP question period.

SCOPE OF WORK

Final details of the scope of work will be negotiated after the award.

The Scope of Services required for the NCWorks Career Center One-Stop Operator will include, but are not limited to:

NCWorks One-Stop Operator Role

The scope of operations involves the delivery of the full array of WIOA services, including WIOA mandated and non-mandated partner organizations, to all interested job seekers and employers in the comprehensive NCWorks Career Centers. NCWorks Access Points will have information and/or referral information available for those same partner organizations for interested job seekers and employers. The role of the One-Stop Operator is equivalent to that of a managing partner who takes a whole center approach where the customer is the focus. The One-Stop Operator is expected to provide guidance and support to all partner staff regardless of funding stream. In this role, the One-Stop Operator identifies issues that need to be addressed that have to do with customer focused service delivery. The Operator works with partners to form a solution. Certain workforce services are integrated into the framework of the One-Stop service delivery system and are provided through partner agencies under other funding sources. The One-Stop Operator will work with career center partner staff and management to determine roles and responsibilities for day-to-day operations. The operator will be responsible for ensuring a seamless delivery of services from all partners in Alexander, Burke, Caldwell, and Catawba Counties.

Under this RFP

- Enforce WPWDB’s policies including hours of operations, data confidentiality, use of Personal Identifying Information, proper equipment uses, health and safety, emergencies, and service delivery.
- Coordinate with partners to ensure common areas in the Center are staffed to deliver career services to customers.
- Ensure all Centers and services are ADA and EO compliant.
- Coordinate the use of shared equipment (copiers, printers, necessary maintenance, etc.) and supplies (ink, toner, etc.) in the Center.

- In partnership with the WDB staff, develop an Operations Manual for the area and coordinate training as needed.
- Disseminate and enforce Center policies and procedures.
- Evaluate Center activities for customer satisfaction, continuous improvement, and performance achievement.
- Coordinate with partner agencies for delivery and effectiveness of services.
- Address customer complaints (according to policy) in a timely and efficient manner.
- Convene regular meetings of the One-Stop Partners at least bi-monthly.
- Provide reports of Center activities, deliverable and milestones to the WPWDB staff as directed.
- Manage other day-to-day business and facility functions of the designated One-Stop Centers.
- Ensure quality service delivery to all customers.
- Convene all-staff meetings quarterly or as needed.

For more information about the role of the One-Stop Operator, please reference US Department of Labor’s Training and Employment Guidance Letter 16-16, “One-Stop Operations Guidance for the American Job Center Network.”

- All recruitment/outreach material must include the NCWorks Career Center contact information and the following statement “The Western Piedmont Workforce Development Board does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. Auxiliary aids and services for individuals with disabilities are available upon request”.
- Must include the NCWorks logo and state “A Proud Partner of the American Job Center Network”.
- The One-Stop Operator is expected to follow WIOA law and final regulations, all TEGs, State Policy and Operational Guidance and local policies.
- Whenever or when a single entity performs multiple functions, a written plan and agreement from the single entity must be presented to the board that includes: clear internal controls, identifying responsibilities of both the One-Stop Operator and the Service Provider, clarifying how the organization will carry-out its responsibilities while demonstrating compliance with WIOA, corresponding regulations and relevant OMB circulars, specifically 2 CFR\$ part 200 (Uniform Guidance).

Western Piedmont WDB Strategic Plan

The NCWorks One-Stop Operator supports the WPWDB in achieving local plan goals and action items set forth by the WPWDB.

One Stop Certification

The NCWorks One-Stop Operator shall achieve the criteria and standards necessary to acquire and maintain Career Center Certification for the NCWorks Career Center(s).

The One-Stop Operator is responsible for coordinating with the Western Piedmont WDB to ensure system-wide criteria are met and utilize continuous quality improvement assessment tools to document positive change and to ensure criteria and standards are consistent across the local area.

Oversight of the NCWorks Career Centers

The WPWDB has full oversight of the NCWorks Career Centers in the WPWDB area. The One-Stop Operator is expected to coordinate, facilitate, promote, design, and expedite services for the NCWorks Career Centers in the WPWDB area. The One-Stop Operator will work in close partnership with the WPWDB staff and partners to provide guidance and leadership to the system to achieve the following outcomes:

- Represent the NCWorks Career Centers (and the collaboration of all partners) in the community, attending and presenting information to organizations and businesses about NCWorks and its offerings.
- Manage workforce development activities planned in the WPWDB area, assessing the events for appropriate partner representation, and coordinating coverage of those community events with identified partners.
- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages to support themselves and their families.
- Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English Language Learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality and high-demand jobs and careers.
- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, hosting, or assisting with recruitment events, and other forms of assistance.
- Participate in evaluations that support continuous improvement of NCWorks Career Centers by identifying strategies that work better for different populations.

NCWorks Career Centers are currently located in Burke, Caldwell, and Catawba counties. Each of these NCWorks Career Centers are comprehensive and certified centers. There is some variation in partners based on the county in which the NCWorks Career Center is located. Services in Alexander County are offered through access points as mentioned previously.

Partners are expected to make a commitment to support the following:

- A strong approach designed to serve the customer, simplifying governmental systems.
- Providing staff availability, either in person or providing a virtual option in lieu of a staff presence.
- Participating in outreach and recruitment efforts for mutual customers.
- Participating regularly in partner meetings.
- Supporting the Center's mission and goals.

The One-Stop Operator, working collaboratively with the WPWDB and NCWorks partners will drive the formation of an integrated and innovative workforce system in North Carolina.

Priority of Service for Veterans

The Jobs for Veterans Act, Public Law 107-288, was signed into law on November 7, 2002. One provision of the Jobs for Veterans Act, codified at 38 U.S.C. § 4215, establishes a priority of service requirement for covered persons (i.e., veterans and eligible spouses, including widows and widowers, as defined by this statute) in qualified job training programs. (<https://www.wpcog.org/policy-statements> Priority of Service for Veterans and Eligible Spouses)

Priority of Service for Adult Services

The WIOA establishes a priority requirement for the use of funds allocated to the Local Area for certain adult employment and training activities. Priority of service must be given to recipients of public assistance, low-income individuals, and those who are basic skills deficient, regardless of the amount of funds available to provide services. These priorities are in addition to the requirements that veterans and their eligible spouses receive. The U.S. Department of Labor (USDOL) has mandated that states work toward a goal of ensuring that at least 75% of the individuals enrolled in Title I Adult meet the criteria of at least one of the priority of service categories. States that continuously do not meet the mandated goal may be subject to findings or corrective action (USDOL Training and Employment Guidance Letter (TEGL) 07-20). (<https://www.wpcog.org/policy-statements> Priority of Service for Adults Policy)

FISCAL AND ADMINISTRATIVE MANAGEMENT

Internal Program Management

Service Providers are required to establish internal program management procedures to assure compliance with contract requirements, and delivery of high quality services and achieve planned outcomes. Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained

Monitoring Procedures

In accordance with WIOA Contract Monitoring and Audit Procedures and the WIOA regulations (20CFR, Part 652, et al and 20 CFR 667.410), WIOA contracted staff must cooperate with any monitoring, inspection, audit, or investigation of activities related to WIOA contracts. These activities may be conducted by the NCDOC-DWS, USDOL, the WPWDB or their designated representatives. This cooperation includes access to examination of, and /or photocopying of books, records, files, documents, property, or equipment related to all aspects of WIOA funded activities under this contractual agreement.

The WPWDB has developed a systematic monitoring system for evaluating the quality and effectiveness of services. Monitoring is the quality control system whereby the WPWDB gathers and analyzes information to detect problems, identify strengths and weaknesses, and propose improvements to the services. Monitoring activities are conducted periodically to determine whether services are in compliance with contractual agreements, WPWDB policies, WIOA regulations and WPWDB requirements. WPWDB monitors performance, programmatic, and fiscal activities. In many instances, the different types of monitoring are interrelated and conducted simultaneously. (The Program Monitoring Policy and the Financial Monitoring Policy can be found at <https://www.wpcog.org/policy-statements>)

For Profit

Contractors proposing for profit contracts must propose criteria/deliverables for profit and a schedule of payment as part of the budget narrative. **Profit margins shall not exceed 8% of the Contract.** Criteria for Profit will be reviewed and included in negotiating final contracts. The WPWDB utilizes a Cost Analysis Worksheet as detailed in the WPWDB Purchasing and Procurement Policy Statement found at <https://wpcog.org/policy-statements>.

PROPOSAL FORMAT AND REQUIRED FORMS

Proposals should include all items listed below, in the order shown. The following forms should be completed with all information requested and executed properly. Proposals that fail to include all applicable forms and information may not be considered. **Please number each page.**

- **2024 WIOA Response Package Cover Sheet**

- **Program and Financial Management Form** - Carefully review each section. Identify the appropriate agency staff member responsible for compliance.
- **Requested Submittal Format Responses** (pgs. 20-25) - If a section does not apply, write “N/A” or “Does not apply” by the respective section. Sections include:
 - Program Proposal Synopsis
 - Organizational Experience and Capacity
 - Coordination of Service Delivery and Staff Management
 - Outreach
 - Partnerships
 - Budget
 - General Provisions and Requirements
- **Assurances and Certifications Form** - Requires signature of authorized representative.
- **Statement of Compliance Form** - Requires signature of authorized representative.
- **Certificate Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions** - Requires signature of authorized representative.
- **Certification Regarding Drug-Free Workplace** - List the site for the performance of work.
- **Other** - Please attach the following items:
 - Agency Grievance Procedures;
 - Current Organization Chart (Include Equal Opportunity Officer);
 - Certificate of General Liability Insurance; and
 - Certificate of Worker’s Compensation Insurance

One original hard copy of the full proposal in WORD Format on a flash drive, and/or another hard copy no larger than 1” three-ring binder must submitted, and arrive either by mail or in person, no later than 4:00pm, Thursday, April 18, 2024 to the designated staff (*email versions will not be accepted*).

PROPOSAL NARRATIVE INSTRUCTIONS

Program Proposal Synopsis

- Executive Summary – A brief summary highlighting such details as the Proposer’s vision of the NCWorks Career Center Operations.

- Main Purpose – Similar to a mission statement and should also be a brief statement of what the Proposer intends to accomplish as the One-Stop Operator if awarded a contract.
- Goals/Objectives/Performance Outcomes – Describe your recruitment process for selected target groups to be served (such as, but not limited to, employers and job seekers). At a minimum, this should include the ranges of the numbers to be served based on selected target customer groups and projected levels of performance for each group. Each goal should be quantifiable and should be based on reports LMI available in the region, citing sources.
- Virtual Service – The Western Piedmont WDB is looking toward one comprehensive career center and utilizing touch points throughout Alexander, Burke, Caldwell, and Catawba counties. In addition, virtual services will be vital in serving customers throughout the region. Describe your operational plan to implement outreach and services via touch points and virtual services to enhance the workforce system in the Western Piedmont area.

Organizational Experience and Capacity

Experience

- Description of the Proposer – Briefly describe your organization’s mission, history, and accomplishments. What is the legal organizational name, the legal status, and the main purpose of the organization? Include names and titles of senior organization management. Include an organizational chart showing lines of authority for the organization down to the proposed on-site management in the WPWDB area. Also include the following:
 - Size of the proposing organization (total number of employees)
 - Number of years in operation
 - National, sub-national, regional, or state geographic distribution of the Proposer’s current professional service delivery sites.
 - How offering services in response to the RFP will fit into the Proposer’s organization’s business plan.
 - Qualifications of key staff to be assigned on-site to this program (including their qualifications)
 - Provide a recent external monitoring report and any response to the report.
 - Proposed on-site Staff development plan
- Describe your organization’s financial and administrative experience and capabilities. Include experience in managing and accounting for multiple federal, state, and local funding sources in accordance with Generally Accepted Accounting Principles (GAAP) and conducting self-monitoring for contract performance and compliance.

- Describe past and current activities or programs administered and operated by the Proposer that demonstrates the capability of the Proposer to serve as a One Stop or American Job Center Operator, including functional supervision of partner programs in the Center(s); or describe your experience managing, administering, and operating a facility and associated services similar to a One Stop Career Center described under WIOA. Include specific data on outcomes achieved to demonstrate your ability to meet contractual performance standards for WIOA services or comparable programs.
- Describe your experience providing oversight of multi-organizational staff teams, and experience in developing and delivering technical assistance and capacity building with workforce staff and organizations.

Capacity

- Staffing plan – Describe the number of staff (either in part or in whole), their job title, and their job duties to be funded under this proposal. Describe the range of activities to be performed by the NCWorks staff.
- Administrative Capacity – What monitoring, and evaluation of One-Stop operations and staff are to be routinely carried out? Describe the electronic process the organization has used to capture and report information on each program deliverable’s progress to the Administrative Entity and to others having a need to know.
- Fiscal Management and Reporting Capacity – Describe the process the Proposer uses or proposes to use on site to timely capture and report fiscal information to the WPWDB’s administrative entity. What systems are in place to ensure fiscal accountability, timely and appropriate expenditure of WIOA funds?
- Contract Support – Describe organizational support and resources that will be available during the implementation of an awarded contract.

Coordination of Service Delivery and Staff Management

- For Proposer’s not currently providing services for NCWorks One-Stop Operator, describe your start-up plan and proposed transition period, including a timeline of events and staff training planned or anticipated.
- Program Description – Describe the overall plan of services that will be made available for the target customer groups to be served, including priority populations.
- Describe how the following activities will be provided:

NCWorks Career Center Once-Stop Operator

1. Describe your organization's plan or vision to deliver NCWorks services in the Western Piedmont Region. Address the major responsibilities outlined in the Scope of Services section of this RFP. Describe in detail the Proposer's plans including diagrams to implement services and offer a timeline noting key process events you will track, if awarded a contract.
2. Describe your plans to be involved in workforce development activities. How will you be the "face" of NCWorks and make sure partners are represented? Describe how you will manage workforce development activities on behalf of the system, ensuring that workforce-focused events have appropriate levels of coverage and partner representation.
3. Describe how you plan to coordinate or assist with Employer Services in conjunction with the WPWDB Business Services Representative. What employer services will be given priority?
4. Describe your organization's experience in managing and providing services to businesses. Include in that description experience in:
 - a. Identifying the workforce development needs of businesses that can be met by the NCWorks system and expanding services to meet future needs;
 - b. Matching the hiring needs of businesses with individuals who meet their minimum qualifications, thus eliminating the referrals of unqualified candidates;
 - c. Improving the services to businesses while also increasing the use of the NCWorks system by businesses.
5. Describe how you will ensure services are in alignment with current local and regional labor market demands.
6. Describe your plans to ensure that NCWorks Career Centers meet performance measures. Specifically, how the WIOA and Wagner Peyser programs will meet performance measures and what role the One-Stop Operator will have in assisting the program provider in achieving these goals.
7. Describe your plan and approach to delivering career services and training services. Include the services you will provide and a general description of how they will be provided. Include locations, access points and a staffing plan for the operations of the center (partner staff can be used in the staffing plan and can be considered in access points). Include a "Customer Flow Chart" for the center and the various services that may be provided both in the

Resource area as well as individualized services by staff members. (Partner referrals may also be included)

8. Describe your management philosophy as it relates to functional supervision. How will you ensure partners have input into Center decisions? How will you encourage and foster integrated “customer centered” teams? How will you evaluate the effectiveness of center operations?
9. Describe your process for initially assessing customers’ needs and directing customers to the appropriate services. List and describe partnerships that you have developed or will develop to provide career and employer services under WIOA. How will the Proposer ensure that customers that cannot be served by the Proposer’s program are referred to appropriate services elsewhere? How will referrals be tracked and documented?
10. Describe how you will service numbers of diverse individuals. In your description, include services for individuals with limited English proficiency, persons with limited literacy or computer skills and individuals who have been involved in the justice system. Include your plan for services for the more highly skilled job seeker.
11. Describe your plans to accomplish the following (include timelines if applicable)
 - a. Establish customer service expectations, surveys and strategies for improvement.
 - b. Achieve/Maintain One-Stop Certification Standards.
 - c. Draft and execute Standard Operating Procedures.
 - d. Develop Staff Training Plans for Center staff including partners.
 - e. Establish Resource Room Coverage plans.
 - f. Establish One Stop Center communication protocols.
 - g. Incorporate the State and Western Piedmont WDB Strategic Plans into Service Delivery.
 - h. Investigate and implement best practices for employers and job seekers.
 - i. Establish connections with community partners and share with Center staff.
 - j. Establish and maintain access points.
12. Describe how the Proposer’s on-site staff will balance their responsibilities to their employer and to being responsive to the WPWDB, if offered a contract.

13. Describe how you will ensure timely communication is given to all NCWorks Career Center Staff (and community partners as appropriate), including employer and partner information.
14. Describe how the One-Stop Operator will manage disputes that may arise among partners. How will the Proposer ensure that a firewall exists between the One-Stop Operator and the program services offered in the NCWorks Career Center. How will the proposer avoid favoritism?

Outreach

- Describe how you will conduct outreach in the Western Piedmont area, promoting both employer and job seeker services.
- Describe how the proposer will ensure that target customer groups in local communities are aware of NCWorks and career services.
- Describe what relationships, partnerships, and community group organizations are essential to your outreach plan.

Partnerships

- Describe your organization's current level of partnership with each of the WIOA mandated partners in your local WPWDB area. Discuss how the partnership results in an increased quality and quantity of services available to WIOA customers.
- Describe your organization's current level of partnership with other organizations in the Western Piedmont area and Northwest Prosperity Zone that are not specifically mandated by WIOA. Discuss how the partnership results in an increased quality and quantity of services available to WIOA customers. If your organization is not located in the Western Piedmont area, describe partnerships you currently have in your area.
- Describe the partner referral system you will put in place within the NCWorks Center(s) and throughout the NCWorks System.

Budget

Western Piedmont Workforce Development Board is issuing this RFP to solicit cost-effective proposals to provide WIOA One-Stop Operations for Alexander, Burke, Caldwell, and Catawba counties.

Award Amount* WIOA One Stop Operations - \$25,000

**Amounts are approximate and will be finalized during contract negotiations*

PROGRAM AND FINANCIAL MANAGEMENT

Instructions: Please complete the following section. Areas that address compliance issues must identify the appropriate member of the agency's staff who will be responsible for compliance. Add any comments you find necessary for clarification.

Equal Employment Opportunity (EEO)

Name of EEO Officer:

Position Title:

Phone number:

Internal Program Management and Monitoring Procedures

Staff Name:

Email:

Phone number:

GENERAL PROVISIONS AND REQUIREMENTS

- This RFP does not commit the WPWDB to award a grant.
- Proposals must be submitted in the format set forth in the Proposal Format and Required Forms section of the RFP and adhere to the minimum requirements specified therein.
- Formal notification to award a contract and the actual execution of a contract are subject to the following:
 - Results of negotiations between selected service providers and WPWDB administrative staff.
 - Any changes to the WIOA program, the NC WIOA Plan, or the WPWDB WIOA Plan, may result in changes to contracting and requirements. In such instances, the WPWDB will not be held liable for what is in the offeror's proposal or this RFP package.
 - Each offeror submitting a proposal will be notified in writing of the WPWDB decision concerning its proposal.
 - Proposals submitted for programs operated must be consistent with the federal WIOA legislation, all applicable federal regulations, the NC Division of Workforce Solutions policies and issuances, the WPWDB policies and procedures.
 - WPWDB may require selected service providers to participate in negotiations and to rewrite their proposals as agreed upon during the negotiations.
 - If through the negotiation process, it becomes evident that the proposed service provider may not be able to fulfill contract expectations, the WPWDB reserves the right not to enter into contract with the organization, regardless of WPWDB approval of the offeror's proposal.
 - The WPWDB is required to abide by all WIOA legislation and its subsequent regulations. Therefore, the WPWDB reserves the right to modify or alter the requirements and standards as set forth in this RFP based on program requirements mandated by state or federal agencies.
 - Service providers will be expected to adhere to WPWDB procedures to collect, verify and submit any required monthly or quarterly reports as well as monthly invoices to the WPWDB.
 - All grievances arising out of WIOA or this RFP must be filed according to WPWDB's established grievance procedures as specified in the WPWDA RFP Appeals (The appeal process is integrated into the [WPWDA Procurement and Contracting Policy](#)).
 - All service providers must ensure equal opportunity to all individuals. No individual in the Western Piedmont Local Area shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation

or belief. (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation, or belief, and for beneficiaries only, citizenship or participation in any WIOA Title I financially assisted program or activity. This applies to all programs, projects and activities funded in whole, or in part with federal employment and training funds received directly or indirectly through the WPWDB area, and any other non-relevant factor.

- Service providers must accept liability for all aspects of any WIOA program conducted under contract with the WPWDB.
- Service providers will allow access to all WIOA records, program materials, staff, and participants to local, state, and federal representatives.

ASSURANCES and CERTIFICATIONS

Assurances and Certifications are to be signed by authorized signatory and will be included with the RFP and signed contract where applicable.

1. That it will fully comply with the requirements of the Workforce Innovation and Opportunity Act (WIOA); all federal regulations issued pursuant to the Act; policies issued through the Division of Workforce Solutions; and local workforce policies of the Western Piedmont Workforce Development Board.
2. That it will designate appropriate job titles for staff who work with WIOA participants and detailed job descriptions will be available for each job title. These job titles will consistently be used with external customers.
3. That it will maintain customer files according to local area policies and guidance.
4. That it will administer the program in full compliance with safeguards against fraud and abuse as set forth in the law and regulations.
5. That no portion of its program will in any way discriminate against, deny benefits or employment to, or exclude from participation any person on the grounds of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation, or belief, and for beneficiaries only, citizenship or participation in any WIOA Title I financially assisted program or activity. This applies to all programs, project. and activities funded in whole, or in part with federal employment and training funds received directly or indirectly through the WPWDB area, and any other non-relevant factor.
6. That it will operate the program in full compliance with health and safety standards established under state and federal law and that conditions of employment and training will be appropriate and reasonable in light of such factors as the type of work, geographical area, and proficiency of the participant.
7. That ineligible applicants will be referred to other appropriate services, including the career services available at the NCWorks Career Center.
8. That reports to the Western Piedmont Workforce Development Area will be provided in a timely fashion, as requested.
9. That all required information will be keyed into www.ncworks.gov in accordance with any State or local Workforce area policy, both in terms of content and timeframe expectations.
10. That eligibility verification will be completed and documented in accordance with federal and state policy.
11. That it will, in carrying out the contract, refrain from activities involving either actual or the appearance of conflict of interest (NC-GS-234).
12. That it will comply with Title VI of the Civil Rights Act of 1964 (PL 88-352).
13. That it will comply with the nepotism provisions as they relate to federally funded programs.

14. That it will comply with the Immigration Reform and Control Act of 1986 by ensuring that an I-9 form will be completed for each WIOA funded employee(s) and each participant receiving WIOA funded wages.
15. That it will comply with the Uniform Relocation Assistance and Real Property Acquisition Act of 1970 (PL 91-646) which requires fair and equitable treatment of persons displaced as a result of federally assisted programs.
16. That the organization is not debarred, suspended, proposed for debarment, or declared ineligible from participation in this project.
17. For grants, contracts, and subcontracts in excess of \$100,000, or where the Division of Workforce Solutions(DWS) has determined that orders under an indefinite quantity agreement in any year will exceed \$100,000, or if a facility to be used has been the subject of a conviction under the Clean Air Act (42 USC 1319 (c)) and is listed by the Environmental of the proposed grant is on the EPA List of Violating Facilities; and (2) prior to award, it will notify the DWS of the receipt of any communication from the Director of Federal Activities, USEPA, indicating that a facility to be used for a contract is under consideration to be listed.
18. That participants will not be charged fees for placements or referrals as referenced in Section 195(5).
19. E-VERIFY. Service Provider shall comply with the requirements of Article 2 of Chapter 64 of the General Statutes. Further, if CONTRACTOR utilizes a subcontractor, CONTRACTOR shall require the subcontractor to comply with the requirements of Article 2 of Chapter 64 of the General Statutes.

(Printed Name of Signatory Official)

(Printed Job Title of Signatory Official)

(Signature of Signatory Official)

(Date)

STATEMENT OF COMPLIANCE

I hereby certify:

1. That the proposer does hereby agree to execute all work related to this application in accordance with the WIOA grant, the NC Division of Workforce Solution policies, WPWDB policies and guidelines, and other administrative requirements issued by the Governor of North Carolina. The vendor shall notify the WPWDB within 30 calendar days after issuance of any amended directives if it cannot so comply with the amendments.
2. That the proposer will ensure special efforts to prevent fraud and other program abuses, such as but not limited to, deceitful practices, intentional misconduct, willful misrepresentation, and improper conduct which may or may not be fraudulent in nature.
3. That the contents of the application are truthful and accurate and the above named proposer agrees to comply with the policies stated in this application.
4. That this application represents a firm request subject only to mutually agreeable negotiations.
5. That the proposer is in agreement that the WPWDB reserves the right to accept or reject any proposal.
6. That the proposer has not been debarred or suspended from receiving federal grants, contracts, or assistance; and that if awarded a contract for the service, assures that no sub-contracts, grants or assistance will be made, or permitted to any debarred or suspended organization as provided under Executive Order 12549.

Organization (proposer)

_____ County, _____
State

I certify that the following person(s) personally appeared before me this day, acknowledging to me that he or she signed the foregoing document: Name(s) of principals(s) _____.

Date: _____

Official Signature of Notary

Official Seal

_____, Notary Public
Notary's printed or typed name

My commission expires

**CERTIFICATE REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY
and VOLUNTARY EXCLUSION**

Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (Pages 19160-19211).

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

1. The prospective recipient of federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

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

Organization (proposer)

Authorized Representative Signature

Printed Representative Name and Title

INSTRUCTIONS FOR CERTIFICATION-LOWER TIER TRANSACTIONS

- By signing and submitting this proposal, the prospective recipient of federal assistance funds is providing the certification as set out below.
- The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
- The prospective recipient of federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “participant,” “person,” “primary covered transaction,” “principal,” “proposal,” and “voluntarily excluded,” as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- The prospective recipient of federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
- The prospective recipient of federal assistance funds further agrees by submitting this proposal that it will include the clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier covered Transactions,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may but is not required to check the List of parties Excluded from Procurement or Non-procurement Programs.
- Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the DOL may pursue available remedies, including suspension and/or debarment.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

The grantee certifies that it will or will continue to provide a drug-free workplace by the following:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition.
2. Establishing an ongoing drug-free awareness program to inform employees about:
 - a. The dangers of drug abuse in the workplace.
 - b. The grantee's policy of maintaining a drug-free workplace.
 - c. Any available drug counseling, rehabilitation, and employee assistance programs.
 - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a).
4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will:
 - a. Abide by the terms of the statement.
 - b. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction.
5. Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (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 grant 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.
6. Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted:
 - a. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

- b. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).
 8. The proposer may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place(s) of Performance (street address, city, county, state, zip code):

Check [] if there are workplaces on file that are not identified here.

Agency

Signature of Signatory Authority

Date

Signatory Title

RESPONSE PACKAGE COVER SHEET

2024-2025 Workforce Innovation and Opportunity Act
One Stop Operator Services
Western Piedmont Local Area

Agency Name: _____

Street Address: _____

Mailing Address: _____

Contact Person(s): _____

Telephone Number(s): _____

Fax Number(s): _____

E-Mail: _____

Federal ID#: _____

Type of Organization. Check the appropriate box which describes your organization.

- () Unit of Local Government () Private Non-Profit Organization
() Private For-Profit Organization () Other (explain): _____

Proposed Number of jobseekers to be served through 6/30/25: _____

Proposed Number of businesses to be served through 6/30/25: _____

Are funds from other sources being requested to implement this program?
_____ Yes _____ No

If the answer to the above question is yes, please indicate sources, amounts and expected dates of funding approval.

<u>Other Sources of Funds</u>	<u>Expected Amount</u>	<u>Approval Date</u>
\$ _____	\$ _____	_____

Proposed One Stop Operator Services Budget: \$ _____

The following proposal is hereby submitted in response to WPWDB WIOA-RFP to provide WIOA One Stop Operator services to include jobseekers and employer services. Please indicate with a “Yes/NO” response in the chart below, the counties where you are proposing to provide the WIOA One Stop services.

	Yes/No		Yes/No
Alexander County		Burke County	
Caldwell County		Catawba County	

CERTIFICATION: I certify that the information contained in this proposal, fairly represents this entity and its operating plans to conduct the proposed WIOA One Stop Operator Services & Program Activities described herein. I acknowledge that I have read and understand the requirements of the RFP and that this entity is prepared to implement the proposed activities as described herein. I further certify that I am authorized to sign this proposal and any contractual agreement emanating there from on behalf of the entity submitting the proposal.

_____/_____
 (SIGNATURE and DATE of Signatory Official)

_____/_____
 (Typed or Printed NAME and JOB TITLE of Signatory Official)