



REGIONAL EMPLOYMENT BOARD
OF HAMPDEN COUNTY, INC.

Your Connection to Workforce Development

REQUEST FOR PROPOSALS

FOR:

WIOA YEAR-ROUND YOUTH SERVICES FOR HAMPDEN COUNTY

PROGRAM DURATION: JULY 1, 2018 TO JUNE 30, 2019

(With possible 1-year extension)

FUNDING SOURCE:

**U.S. Department of Labor Workforce Investment & Opportunity Act (WIOA)
grant to: MA Executive Office of Labor and Workforce Development /
Department of Career Services**

***EQUAL OPPORTUNITY EMPLOYER/PROGRAM
AUXILIARY AIDS AND SERVICES AVAILABLE ON REQUEST TO
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Auxiliary aids and services are available upon request to individuals with disabilities
Equal Opportunity Employer/ Program

Issued: March 1, 2018

Bidders' Conference: March 6, 2018 at 9:00 AM

Location: TD Bank Conference Center

1441 Main Street, Springfield, MA 01103

Original & Ten Copies Due at the REB office: April 13, 2018 by 12:00PM

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This RFP and Related Materials Available on: <http://www.rebhc.org>

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SECTION I - INTRODUCTION and GENERAL INFORMATION

The Regional Employment Board of Hampden County, Inc. (REB) is seeking proposals from interested parties to provide outreach, recruitment, case management, summer and year-round work experience, work readiness preparation activities, post-participation follow-up and related services who are participating in Workforce Innovation and Opportunity Act (WIOA) funded programs in Hampden County, MA.

a. PURPOSE OF THIS REQUEST FOR PROPSOAL (RFP) SOLICITATION

The purpose of this RFP is to fund creative and innovative proposals to serve WIOA eligible youth. Specifically, this solicitation is requesting proposals from bidders who will either directly, or through formal partnerships, provide:

- outreach and recruitment,
- intensive case management,
- summer and year-round work experience, particularly in areas aligned with the REB's sector strategies in health care, advanced manufacturing and financial-business services (including IT) as well as in hospitality,
- leadership development activities,
- work readiness and *career pathway preparation* activities,
- educational activities to lead to high school graduation or it's equivalency (for out-of-school youth high school drop-outs),
- financial literacy activities,
- follow up activities that will support youth for at least 12 months subsequent to their exit from the WIOA program including "transition planning" for what the youths' "next steps" are in their career pathway, and
- activities to link youth, as needed, with other program elements required by WIOA, as needed for each youth based on their individual service strategy plan.

Proposals will be accepted for two options:

- 1) Services for eligible in-school youth that are entering their junior or senior year of high school in the fall of 2018, or**
- 2) Services for eligible out-of-school youth 16-24 years of age, with the focus on high school dropouts.**

A bidder must submit a separate proposal for either option but may bid on both (note: proposals will be reviewed separately and if both were funded; separate contracts would be negotiated). The REB will allocate a minimum of 75% of the WIOA funds to provide activities to out-of-school youth. The final percentage will be based on the final WIOA Youth Allocation and the responses received and reviewed.

It is anticipated that some youth that participated in WIOA in FY-2018 will carry-in to FY-2019. WIOA service providers selected through this RFP may be requested to provide ongoing services to these youth. In this event, the provision of services to "carry-ins" will be negotiated with the REB.

Section II and Attachment A of this RFP provide further information regarding eligibility requirements for WIOA funded youth services. **Attachment B** of this RFP provides further information regarding the required outcomes for youth as they complete WIOA funded services. Final performance outcome goals for FY-2019 will be negotiated with the State at a later date and these standards are subject to change. *Section IV marks the start of the application packet.*

b. WHO MAY APPLY

Community-based organizations, certified One-Stop Career Centers, WIOA Core Partners' Funded Programs (WIOA Title II Adult Literacy via MA Department of Elementary and Secondary Education; WIOA Title IV Vocational Rehabilitation via MA Rehabilitation Commission and MA Commission for the Blind and MA Department of Transitional Assistance funded programs), public or private agencies, public school systems, local School-to-Career Partnerships, governmental units, labor groups, private businesses and employers, faith-based organizations, community colleges, proprietary schools, and other qualified educational and training institutions who have **demonstrated successful performance** in serving youth, especially low-income youth, are encouraged to apply. Partnerships among eligible applicants are permissible as long as proposals clearly delineate roles and the budget includes any sub-contractual arrangements.

Facilities where services are provided should be accessible to persons with disabilities, and programs selected for funding must operate in full compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, as well as other applicable Federal and State Laws.

Applicants may subcontract with sub-group(s) to provide the specific services they propose to offer in their overall proposal. **All subcontracting arrangements must be described in detail in the proposal (see Subparts 6 and 7 (pg. 27) and be included as a separate line item in the budget. Further, you must include a letter of commitment from the proposed financial subcontractor with your proposal.** The contract document with any sub-groups must be approved by the REB prior to the final contract execution and is subject to all conditions and stipulations of the WIOA, as well as, the Commonwealth of Massachusetts.

c. FUNDS AVAILABLE

Information on the amount of the regular formula WIOA allocation for Fiscal Year 2019 (July 1, 2018 through June 30, 2019) has not been issued to the REB as of the release of this RFP. In FY18 the REB had approximately \$1M available to fund proposals that provided comprehensive year round employment, training, career development and case management services to in-school and out-of-school youth who reside in Hampden County and meet WIOA eligibility requirements. Final funding availability for FY19 will not be known until after the RFP is issued and is subject to change. The REB expects that final allocation figures will be available prior to the execution of contracts. Based on the funds available:

- The REB anticipates funding at least one proposal that includes serving Springfield and at least one proposal that includes service to youth in the balance of Hampden County for both the in-school and out of-school allocations. Bidders may propose serving youth in more than one area.

- Each proposal should plan to spend no more than 60% of the funds during the summer months with the remainder spent between September 1, 2018 and June 30, 2019. However, this RFP does not solicit programs that operate only during the summer months.
- Service providers must offer at least 5 weeks of paid summer employment. Youth participating in an employment activity that combines work experience and education may be paid a stipend of \$75 per week for 15-20 hours a week in lieu of minimum wage. Youth participating in all other WIOA paid work experience or internships are to receive at least the MA minimum wage of \$11/hour for 15-20 hours per week during the summer. Older youth maybe paid a higher wage, up to \$12/hour maximum. In all cases, payments will be adjusted based on actual attendance. Policies for prorating payments will be described by the bidder in their proposal.
- Also, this RFP requires that at least 10% of the bidders' total WIOA budget be allocated for paid work experience occurring between September and June to ensure services year-round. Youth may receive a wage or stipend as described above.
- Total aggregate *youth-related* work experience expenses (youth wages, fringe benefits, taxes and/or stipends), for summer and year-round, must be at least 30% of the total budget. These, and other expenses related to the development and oversight of the work experience component in excess of the 30% minimum, must be tracked and reported pursuant to the REB's invoice template.

The REB will also ask bidders to outline **matching resources** to leverage the WIOA funds in the proposal budget. No minimum amount is prescribed; although significant match will be favorably reviewed. All WIOA reimbursed costs at the vendor level will be defined as program dollars.

The REB will retain WIOA resources which are separate from the funds distributed through this RFP. Service providers may request these funds from the REB to:

1. Provide incentives/bonuses for recognition and achievement of basic skills and work readiness goals by eligible youth,
2. Provide approved support services that cannot be paid for by other means including HiSET-GED exam fees, and
3. Purchase DESE ABE/HiSET-GED/ESOL seats and/or
4. Purchase WIOA Occupational Skills Training through individual training account (ITA) contracts with approved providers that are aligned with our sector strategies and which support the youths' career pathway development as outlined in their individual service plan.

The REB will manage the disbursement of these funds and *bidders should not include these costs in their proposal budgets.*

d. BACKGROUND

The United States Department of Labor's strategic vision for WIOA youth programs states that "WIOA outlines a broader youth vision that supports an integrated service delivery system and provides a framework through which states and local areas can leverage other Federal, state, local, and philanthropic resources to support in-school youth (ISY) and OSY. WIOA affirms the Department's commitment to providing high-quality services for all youth and young adults, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, such as pre-

apprenticeships or internships, and culminating with a good job along a career pathway, enrollment in post-secondary education, or a Registered Apprenticeship. All of the Department's youth-serving programs continue to promote evidence-based strategies to assist in achieving high-levels of performance, accountability, and quality in preparing young people for the workforce. A minimum of 75 percent of WIOA youth funds is required to be spent on Out-of-School Youth (OSY). WIOA youth programs will provide a needed continuum of services to help disconnected youth navigate between the educational and workforce systems.” Eligibility criteria for WIOA youth are outlined in Attachment A as well as on page 13.

The WIOA legislation places emphasis on serving youth within a year-round comprehensive workforce development system. Program operators under WIOA will be required to develop strategies for comprehensive programs based on an approach that at a minimum is built around four themes: 1) preparation for and success in employment through career readiness preparation, 2) improving educational achievement via an academic plan, 3) skills development tied to a career pathway via work-based learning and/or occupational skills development and 4) support services to that provides a holistic approach to the youths needs.

“Common Performance Measures” were developed that will be tracked by WIOA programs. These measures do not differentiate between younger and older youth, or in-school or out-of-school youth – they are outlined in Attachment B. The WIOA law describes how these objectives shall be achieved by connecting eligible youth with required “program elements” that service providers must make available in a comprehensive youth-centered system.

e. PROGRAM ELEMENTS

The full list of the 14 program elements under WIOA section 129(c)(2) consists of:

1. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential;
2. Alternative secondary school services, or dropout recovery services, as appropriate;
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - a. summer employment opportunities and other employment opportunities available throughout the school year;
 - b. pre-apprenticeship programs;
 - c. internships and job shadowing; and
 - d. on-the-job training opportunities;
4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local Board determines that the programs meet the quality criteria described in WIOA sec. 123;
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
6. Leadership development opportunities, including community service and peer- centered activities encouraging responsibility and other positive social and civic behaviors;

7. Supportive services;
8. Adult mentoring for a duration of at least 12 months that may occur both during and after program participation;
9. Follow-up services for not less than 12 months after the completion of participation;
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;
11. Financial literacy education;
12. Entrepreneurial skills training;
13. Services that provide labor market and employment information about in- demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
14. Activities that help youth prepare for and transition to post-secondary education and training.

The challenge is to learn how to successfully deploy these components in a holistic approach that is accessible to the maximum number of at-risk young people on a year-round basis. The organizations selected to operate WIOA youth programs do not have to directly provide all of the WIOA program elements. However, the proposals submitted in response to this RFP must clearly articulate, in detail, how the program operator will connect youth with other organizations and agencies in the community that can provide the needed program elements, if the bidder does not provide the elements directly. *Each youth may not need all of the program elements, however, the full menu of program elements must be available if needed* by a youth, based on an assessment of their needs.

The youth development model that the Hampden County REB follows is one that:

- Focuses on a young person's assets;
- Communicates high expectations;
- Encourages and supports academic achievement and life-long learning;
- Prepares youth with the literacy, technical/occupational, work readiness, decision-making and interpersonal skills needed to successfully transition to employment and post-secondary education;
- Provides opportunities for leadership;
- Encourages a sense of personal identity;
- Broadens a young person's perspective;
- Provides youth with safe surroundings;
- Connects youth with caring adults and provides supports to overcome barriers;
- Values the diversity of the youth in our community;
- Prepares youth to meet the challenges of work, family and community responsibilities;
- Promotes collaboration and coordination between service providers to meet the needs of youth; and
- Ensures access to the information and services available through the One-Stop delivery system.

f. COORDINATION OF SERVICES, HAMPDEN YOUTH MOU & CAREER PATHWAY DEVELOPMENT

All WIOA funds and activities for youth must be coordinated with existing public and private resources and activities geared towards serving youth, i.e., Other WIOA Core Partners (See h.

WIOA Core Partners for more details), YouthWorks, Westover Job Corp, One-Stop Career center youth activities, and school-based programs such as School-to-Career Connecting Activities in line with the Hampden County Youth MOU. The MOU will be reviewed, updated as needed, and resigned as of July 1, 2018 for a 2-year period.

See link below for current executed MOU:

<http://www.rebhc.org/wp-content/uploads/2018/01/Hampden-Youth-MOU-Final-Signed.pdf>

WIOA places an emphasis on the development of Career Pathways. Attached to the MOU is the agreed upon Career Pathway Model for Hampden County. The REB will be considering service providers who can demonstrate the ability to provide career pathways for youth. Employer engagement is a critical component for developing career pathways. Local areas should take into account Labor Market Information data (LMI) when considering career pathway industry and design. Career Pathways are designed to transition youth from education to the workforce. Career Pathways are an integrated collection of programs and services intended to develop a youth's core academic, technical and employability skills, provide them with continuous education, training and place them in high-demand jobs. The alignment of employment, training, education, and support services is necessary to develop and implement career pathways that lead to recognized post-secondary credentials for youth. The term "career pathway" means a combination of rigorous and high-quality education, training, and other services that -

- Aligns with the skill needs of industries in the regional economy;
- Prepares individuals to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships;
- Includes counseling to support an individual in achieving the individuals' education and career goals;
- Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- Organizes education, training and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
- Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and
- Helps an individual enter or advance within a specific occupation or occupational cluster.

WIOA incorporates career pathways as part of both the objective assessment and development of the individual service strategy. Career pathways should be designed to result in industry recognized credentials that will lead to sustainable careers. While the attainment of an industry recognized credential is a goal for youth to achieve as a result of participation in a career pathway, local areas will be held accountable to the Credential Attainment performance indicator which includes participants who obtain a post-secondary degree, a secondary school diploma, or its recognized equivalent and who have obtained or retained employment or are in an education or training program leading to a recognized postsecondary credential within 1 year after exit from the program. (see Attachment B for Performance Outcomes). All programs should be designed with these principles in mind.

g. LOCAL ROLES UNDER WIOA

- **The Regional Employment Board (REB) of Hampden County, Inc. as the Workforce Development Board (WDB) of Hampden County and WIOA Fiscal Agent: The REB, as**

the WDB, will provide policy, guidance and oversight for all WIOA activities. The REB has appointed a **Youth Council** that is chartered to:

- design a youth development system that meets the need of Hampden County youth,
- select youth services providers,
- coordinate youth activities; and
- conduct oversight and evaluation of program activities of funded youth service providers.

Additionally, as the **WIOA Fiscal Agent**, the REB will serve as the contract administrator for WIOA. In this capacity, the REB will:

- execute contracts with youth service providers and monitor program compliance;
- reimburse contractors pursuant to their WIOA contract agreements;
- issue incentive and support service payments to eligible youth pursuant to Hampden County policies;
- oversee issuance of Individual Training Accounts or On-the-Job Training contracts to youth between the ages of 18-24 who are assessed to be in need of ABE/HiSET-GED/ESOL and/or Occupational Skills Training and who would then be co-enrolled into the WIOA adult services component (approved ITAs include Registered Apprenticeship or Pre-Apprenticeship opportunities)*;
- oversee and manage WIOA youth funds to purchase ABE/HiSET-GED/ESOL and/or Occupational Skills Training for youth on an individual referral basis*;
- oversee and evaluate the programmatic, fiscal and administrative performance of all funded youth services providers.

*Must be contracts with approved providers that are aligned with our sector strategies and which support the youths' career pathway development as outlined in their individual service plan.

"Framework Design" services as specified in the WIOA Rules and Regulations will also be provided by the REB in its role as the WIOA Fiscal Agent. These services will include:

- **intake, objective assessment and referral** activities leading to referral to programs funded through this RFP. Objective assessment will include a determination of academic and occupational skill levels, as well as, the service needs of each youth;
- **determination of eligibility** for all WIOA youth participants; and
- **development of an initial individual service strategy** for each youth participant. The service provider selected through this RFP may modify the individual service strategies as needed.

▪ **Hampden County's One-Stop Career Centers: CareerPoint and FutureWorks** will:

- provide career, educational and labor market information;
- deliver basic computer workshops;
- offer access to job opportunities, especially for out-of-school youth; and
- serve as an entry point for youth to access all WIOA funded activities, as well as, stand-alone projects funded through State grants and by the private sector.

Consistent with the intent of the WIOA legislation, all customers, including youth, must be able to access information and services through a One-Stop delivery system and youth programs must develop and enhance linkages with the One-Stop Career Center system. This is consistent with the Hampden County Youth MOU. All service providers selected through this RFP must work

in close cooperation with the two One-Stop Career Centers to build a comprehensive, integrated youth delivery system. Since a primary outcome for out-of-school youth is job placement, bidders are required to ensure that all out-of-school youth register at a Career Center.

h. WIOA CORE PARTNERS

Given that WIOA broadens the required program elements and focuses on a more difficult to serve population, partnering is even more critical under WIOA. A primary goal of WIOA is to bring together, in strategic coordination, the core programs of Federal investment in skill development. WIOA encourages alignment and leveraging, as appropriate, of the Title II Adult Education and Family Literacy Act (AEFLA) and the Title IV Vocational Rehabilitation (VR) program resources and policies. These are operated by MA Department of Elementary and Secondary Education and MA Rehabilitation Commission/MA Commission for the Blind respectively. In addition, MA included as a WIOA Core Partner the MA Department of Transitional Assistance funded employment and education related programs. The REB will work with all funded WIOA Youth contracted service providers to facilitate co-enrollment and possible co-funding of youth eligible for such co-enrollment pursuant to the Hampden County Youth MOU. Possible scenarios are outlined below:

Title II Adult Education - Individuals who are 16 years old or older and not enrolled in secondary school or required to be enrolled in secondary school under State Law and meet the requirements of Section 203(4)(C) are eligible for Title II services. Additionally, under WIOA, AEFLA expands what activities can be provided to eligible individuals. New activities include workforce preparation and integrated education and training, two activities that are prominent in the WIOA Youth program. This presents an opportunity for Title I youth and Title II programs to coordinate to ensure successful education and employment outcomes for OSY. Examples of where coordination can occur include:

- **Integrated Education and Training, Workforce Preparation, and Career Pathways:** WIOA promotes the integration of adult education with occupational education and training and workforce preparation, as well as the creation of career pathways for youth in Title I WIOA Youth Programs. The definition of "career pathway" is codified in WIOA Section 3(7). Title II authorizes the use of funds for integrated education and training and workforce preparation activities. Leveraging funding between WIOA Title II and the Title I Youth Program provides an opportunity to create a service strategy that concurrently enrolls OSY in education programs combined with workforce preparation and training.

Vocational Rehabilitation (VR) - WIOA emphasizes and increases the requirements for the workforce system to meet the needs of individuals with disabilities, including students and youth with disabilities. WIOA places significant emphasis on serving students and youth with disabilities by increasing work opportunities to improve workplace skills, including internships and apprenticeships. The Rehabilitation Act expands not only the population of students with disabilities who may receive certain services under the VR program, but also the kinds of services the VR agencies may provide to students and youth with disabilities who are transitioning from secondary school to postsecondary education and employment. WIOA encourages pro-active engagement between the workforce development system and VR agencies around the strategic planning process, including the strategic vision and goals for preparing and

educating all individuals served by the workforce system and for meeting the needs of employers. Examples of coordination opportunities include:

- **Pre-Employment Transition Services:** WIOA amendments to the Rehabilitation Act require VR agencies to reserve at least 15% of Federal VR funds for the provision of pre-employment transition services to assist students with disabilities who need such services. Pre-employment Transition Services include: job exploration counseling; work-based learning experiences in an integrated environment in the community (including internships); counseling on enrollment in comprehensive transition or postsecondary educational programs; workplace readiness training to develop social skills and independent living; and instruction in self-advocacy, including peer mentoring; and other authorized activities (if funds are available and remaining after the required activities are provided). WIOA requires VR agencies and state and local educational agencies (LEAs) to coordinate and ensure the provision of pre-employment transition services for students with disabilities.

MA Department of Transitional Assistance (DTA) – DTA funds a number of programs where coordination with WIOA Youth providers may be possible, including their Employment Services Programs (ESP), Young Parent Programs (YPP) for teen pregnancy prevention and parenting education, Father Readiness programs, Supplemental Nutrition Assistance Program funded employment and training (SNAP E&T) programs, and more.

i. HAMPDEN COUNTY APPROACH TO SUMMER ACTIVITIES

All programs are to provide some work experience during the summer; however, this RFP does not solicit programs that operate only during the summer months. Although summer work experience opportunities are one important component of a comprehensive array of service strategies, bidders must propose year-round services that connect youth with all of the ten required program elements needed to achieve educational and employment preparation goals. This emphasis upon year-round services allows for substantial interventions in the lives of youth to attain meaningful goals of skill attainment, as well as entry into post-secondary education, occupational training and employment. The types and levels of service provided to each youth will be determined through an initial assessment and the development of an Individual Service Strategy by the REB and ongoing assessments and service plan modifications by the WIOA vendors.

The Hampden County youth development system emphasizes collaboration and coordination between service partners and the utilization of all available resources, including non-WIOA funds, to meet youth needs. The need to connect with other programs is particularly important in the summer. The REB will oversee several summer jobs initiatives funded by both public and private resources and WIOA service providers will be expected to closely coordinate their summer employment activities with these projects. More detailed information will be provided as funding levels and operational parameters for these summer initiatives are finalized.

j. EMPHASIS ON WORK EXPERIENCE AND INTERNSHIPS

A large body of evidence suggests that early work experience, like schooling, can have significant long-term impacts on future labor market outcomes. Even part-time work and summer jobs can have an important impact on future employability because they help young

people develop the work behavior traits that are highly valued by today's employers. In general, youth with early work experience tend to earn more and have higher labor force attachment rates as adults.

Therefore, service providers must offer at least 5 weeks of summer employment. Youth participating in an employment activity that combines work experience and education may be paid a stipend of \$75 per week for 15-20 hours a week. Youth participating in all other WIOA paid work experience or internships are to receive at least the MA minimum wage of \$11/hour for 15-20 hours per week during the summer. Older youth maybe paid a higher wage, up to \$12/hour maximum. In all cases, payments will be adjusted based on actual attendance. Policies for prorating payments will be described by the bidder in their proposal.

Also, this RFP requires that at least 10% of the bidders' total WIOA budget be allocated for paid work experience occurring between September and June to ensure services year-round. Youth may receive a wage or stipend as described above.

Also, to further emphasize work experience, the REB's local policy is that total aggregate **youth-related** work experience expenses (youth wages, fringe benefits, taxes and/or stipends), for summer and year-round, must be at least 30% of the total budget. These, and other expenses related to the development and oversight of the work experience component in excess of the 30% minimum, must be tracked and reported pursuant to the REB's invoice template.

To ensure high quality work experiences and internships, the REB requires that the MA Work-Based Learning Plan (MWBLP) be used in all cases. The MWBLP will define the work readiness and educational competencies to be addressed at the work-site and will provide both the youth and employer a structured means for evaluating progress and recording the competencies demonstrated.

All WIOA service providers shall use either the Youth Council approved "Work Readiness Certificate Program" or the CommCorp Signaling Success Curriculum (if approved by CommCorp) as the minimal standard for work readiness preparation. The "Work Readiness Certificate Program" may be adapted for various venues and populations; however, the core competencies, curriculum and benchmarks of the program may not be changed.

The REB is also particularly interested in seeing quality worksites be developed that are aligned with our current sectoral initiatives in health care, advanced manufacturing and financial-business services (including IT), as well as in hospitality, for both summer and year-round placements.

k. TIME FRAME FOR PROPOSAL SUBMISSION, REVIEW AND SELECTION

One original and 10 hard copies of your completed proposal are due at the REB office, 1441 Main Street, 1st Floor, Springfield, MA 01103, no later than 12:00 noon, April 13, 2018 to be considered for funding. Proposals arriving after this deadline, will be refused, and therefore not considered for funding. *Telefaxed or e-mailed proposals will not be accepted.*

Bidders must refer to and complete the Proposal Checklist (Attachment C) of this RFP to ensure that the proposal is complete and meets minimum threshold requirements.

Procurement timelines for this RFP are listed in **Attachment D**. A Bidders Conference will be held at the REB in the TD Bank Conference Center on March 6, 2018 at 9:00 AM. An **Intent to Bid Form** is requested of all bidders by March 12, 2018. This form is **Attachment E**.

Complete proposals received by the submission deadline that meet all threshold requirements listed will be reviewed by a team of independent reviewers and then their recommendations will be forwarded to the WIB's Youth Council and then the REB's Executive Committee will make final approvals on May 16, 2018. Scoring Criteria are available in **Attachment F**.

The REB is asking bidders to provide past performance information as **Attachment G**. Verification of such information as provided may be conducted during the review process. At the discretion of the review team, highest ranked bidders may be interviewed by review team members and the results of these interviews may be factored into the final recommendation for funding.

Final funding decisions will take into consideration the results of individual proposal scores in each category (in-school or out-of-school) in combination with the equitable distribution of funds and services to youth throughout the county. Proposals will only compete with other proposals from the same option category.

Bidders whose proposals have been selected for funding will be notified promptly. Final award amounts and contract specifications will be established during contract negotiations with the REB. The appeals process is available as **Attachment H**.

The REB reserves the right to:

- reject any or all proposals,
- not fund any or all proposals,
- to partially fund any or all proposals as submitted in response to this RFP, and/or
- to increase vendors contract amounts and/or solicit additional providers of year-round or summer youth programming should additional federal funds be allocated to our region and expanded vendor capacity is required.

All proposals become the property of the REB.

SECTION II: YOUTH PROGRAM INFORMATION

The WIOA youth program will serve disadvantaged youth residing in Hampden County, MA.

a. ELIGIBILITY INFORMATION – See Attachment A

Other eligibility related definitions:

- Being **deficient in "basic literacy skills"** includes a determination that the youth:
 - A. has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or
 - B. is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

- **Attending School** means a youth who is enrolled and attending a secondary or post-secondary educational program is considered in-school unless the individual attends a high school equivalency program or is enrolled in non-credit postsecondary courses in which case the individual is considered out-of-school. According to the Department of Labor, providers of Adult Education under Title II of WIOA, YouthBuild Programs, and Job Corps programs are not considered schools. WIOA youth programs may consider a youth to be out-of-school for the purposes of WIOA youth program eligibility if they are attending Adult Education provided under Title II of WIOA, YouthBuild, or Jobs Corps.

- **School Dropout** means an individual who is no longer attending any school (per school department records) and who has not received a secondary school diploma or its recognized equivalent. Youth attending an alternative school are NOT considered a drop-out.

- **"Offender"** means a juvenile (under the age of 18) who is or has been subject to any stage of the criminal justice process, for whom services under this Act may be beneficial; or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

- **"Youth who require additional assistance"** for which WIOA Boards must establish a local definition for. The following was approved by the Hampden Board:
 - **In-School Youth:**
 - Who is one or more grade levels below their actual grade level in reading or math ;
 - Who was placed on probation or suspended from school one or more times during the past two years; and/or
 - Whose MCAS performance levels were at Failing or Needs Improvement in 1 or more areas at most recent testing session

 - **Older, Out-of-School Youth:**
 - Who has not held a full-time job for more than three consecutive months and lacks work readiness skills necessary to obtain and retain employment
 - Who has been fired from a job within the 12 months prior to program application

 - **Any Youth who: Has never held a job**

b. REQUIRED WIOA PROGRAM ELEMENTS

Prior to being enrolled in programs funded through this RFP, the REB will ensure that all youth will:

- receive an orientation and information on all the youth services available in the region;
- complete the intake process and be determined eligible;
- complete an objective assessment; and
- complete an Individual Service Strategy with a staff member.

The REB may, as needed, provide these design framework services at sites other than vendor locations or at the Career Centers. Alternative locations may include schools or community centers or other locations convenient to the youth.

ALL bidders responding to this RFP must ensure that their program makes provisions to connect ALL youth with the required design elements that are defined in Section IV, Subpart 4A (pages 22-26). While every youth may not need all the program elements to meet their educational/employment goals, all these elements must be made available to those youth, as needed.

Intensive, on-going case management to track a youth's progress, connect the youth with needed program elements and address support service needs will be critical to the success of the program. It is required that all youth be provided with case management services, the level and intensity of which will be based on individual need.

In addition to providing outreach, recruitment, case management, summer and year-round work experience opportunities, leadership development and work readiness preparation activities, literacy and numeracy skills development (for out-of-school youth) and linkages with program elements and supports services, all WIOA service providers will provide follow-up activities for at least 12 months. Follow-up activities will track a youth's progress and offer ongoing support to youth once they complete program activities and provide a "transition plan" for their next steps.

c. POLICY-PROGRAMMATIC CONSIDERATIONS

- All WIOA funds and activities for youth must be coordinated with existing public and private resources and activities geared towards serving youth, i.e., Other WIOA Core Partners (Vocational Rehabilitation, Adult Literacy for older youth, DTA funded Young Parent Programs), YouthWorks, Westover Job Corp, One-Stop Career center youth activities, and school-based programs such as School-to-Career Connecting Activities in line with the Hampden County Youth MOU. The MOU will be reviewed, updated as needed, and resigned as of July 1, 2018 for a 2-year period.
- In-school youth should receive sequenced or concurrent services that build their basic and work readiness skills, dropout prevention interventions that result in school completion and preparation for entry into post-secondary education, training, employment and/or apprenticeships.
- Out-of-school youth should receive sequenced or concurrent services that build their literacy/numeracy skills and help them complete their secondary school education, work readiness competencies, and occupational skills as needed, that prepare them to enter post-secondary education, training, employment and/or apprenticeships.
- Youth 18 and older may be considered as adults and may be concurrently served via the adult One-Stop delivery system. The REB will facilitate co-enrollment in the WIOA youth and

adult (formula and/or other grant) funds for purposes of accessing Individual Training Accounts, On-the-Job Training or Registered Apprenticeship activities.

- For youth under 18 that have dropped out of school, re-enrollment into traditional and/or alternative school should be attempted first prior to consideration for HiSET-GED preparation.
- All youth involved in work experience or internships must have a MA Work-Based Learning Plan that integrates work and learning and worksite development that includes an emphasis on employers aligned with REB sectoral initiatives (e.g., health care, manufacturing, and financial-business services (including IT), as well as in hospitality), wherever possible and appropriate, is expected.
- All WIOA service providers shall use either the Youth Council approved “Work Readiness Certificate Program” or the CommCorp Signaling Success Curriculum (if approved by CommCorp) as the minimal standard for work readiness preparation. The “Work Readiness Certificate Program” may be adapted for various venues and populations; however, the core competencies, curriculum and benchmarks of the program may not be changed.

d. SERVICE DESIGN

▪ In-School Youth

Program designs for in-school youth must demonstrate the following:

- The use of an Individual Service Strategy, based on assessment results, that identifies a coordinated service strategy that includes program elements such as academic support, work readiness preparation, work experience, leadership development, career development/ exploration, counseling and guidance, support services and case management;
- Clear strategies to enhance and support an eligible youth’s educational goals, including reading and math remediation, tutoring and MCAS academic support;
- Clear strategies and activities that will assist youth to complete high school, enroll in post-secondary education, enroll in long-term training or the military or gain employment following high school graduation;
- Clear strategies that integrate academic learning with work experience and other work-based activities;
- Activities that provide work readiness preparation and career exploration linked with projected labor market demand and service strategies that emphasize career pathway development;
- Clear linkages with organizations in the community that may provide any of the WIOA program elements and assist youth in meeting the goals identified in their Individual Service Strategies; and
- Follow up activities that will support youth for at least 12 months subsequent to their exit from the WIOA program including “transition planning” for what the youths’ “next steps” are in their career pathway.

▪ Out-of-School, Drop-Out Youth

Program designs for out-of-school youth must demonstrate the following:

- The use of an Individual Service Strategy, based on assessment results, that identifies a coordinated service strategy that includes program elements such as tutoring, preparation for the HiSET-GED or high school diploma, literacy/numeracy skills development, work readiness preparation, work experience, occupational skill training, leadership development,

career development/exploration, counseling and guidance, support services and case management;

- Clear strategies to re-engage youth in education;
- Clear strategies that support successful transition to work including work readiness preparation, work experience/internships or occupational skills training linked with labor market demand and service strategies that emphasize career pathway development;
- Clear strategies and activities that will assist youth to complete high school or pass the HiSET, achieve skill gains in literacy and/or numeracy, enroll in post-secondary education, enroll in training that grants a recognized certificate, join the military or gain employment;
- Clear linkages with organizations in the community that may provide any of the WIOA program elements and assist youth in meeting the goals identified in their Individual Service Strategy;
- Clear connections with a One-Stop Career Center to ensure that all out-of-school youth are registered at a Career Center and have access to the career education, labor market information, job search assistance and employment services available through the One-Stop system; and
- Follow up activities that will support youth for at least 12 months subsequent to their exit from the WIOA program including “transition planning” for what the youths’ “next steps” are in their career pathway.

Note: Out-of-school that are at least 18 years of age and have achieved the minimum academic standards to qualify for occupational training, may be referred to a skills training program that is funded by either the WIOA adult grant or the WIOA youth grant. The REB will facilitate co-enrollment in the WIOA youth and adult (formula and/or other grant) funds for purposes of accessing Individual Training Accounts, On-the-Job Training or Registered Apprenticeship/Pre-Apprenticeship activities and again, bidders should not include any costs for occupational skills training in their budgets.

SECTION III - CONTRACT INFORMATION

a. TYPE OF CONTRACT

Selected bidders will enter into cost reimbursement contract(s) with the REB. Reimbursement shall be consistent with the contractor's approved line-item budget and documentation for all expenditures will be provided to the REB. All contracts written with service providers will include required compliance language regarding EEO/AA, workplace safety, discrimination, participant grievance procedures, etc. as required by WIOA. REB contract boilerplate is available for review upon request.

b. PROGRAM DURATION

The bidders selected will be awarded a one-year contract for WIOA commencing July 1, 2018. Additional WIOA funding of up to one year may be awarded at the option of the REB, contingent upon the future review of program design and policy decisions developed by the Youth Council, the availability of funds and the contractor's successful performance as determined by the REB and Youth Council.

The budget should reflect costs and program outcomes for the WIOA period covering July 1, 2018 through June 30, 2019. **No planned expenditures may extend beyond June 30, 2019.**

c. AWARD OF CONTRACT

Award of any contract(s) arising out of the RFP is entirely predicated upon receipt of a grant award from the Commonwealth of Massachusetts and final contract negotiations between the bidder and the REB. Expenses incurred by bidders in responding to this RFP shall in no way obligate the REB to indemnify the bidder for such costs.

B. Program Goals from 7/1/18 through 6/30/19: (Also provided in Excel – ON THREE TABS)

Complete goals for the proposed population to be served.

In-School Youth	
High School Juniors and Seniors	
Total Served	
Total Completing (Exiting WIOA)	
Total Attaining Basic, Work Readiness or Occupational Skills Prior to Exit from WIOA	
Total Positive Completions (Exits from WIOA)	
* total attaining HS Diploma	
* total attaining a certificate	
* total entering post-secondary education/training	
* total entering employment or the military	
Out-of-School Youth	
Aged 16-24 Years Old	
Total Served (see note below)	
Total Completing (Exiting WIOA)	
Total Positive Completions (Exits from WIOA)	
* total attaining HS Diploma or GED	
* total attaining a certificate	
* total entering post-secondary education/training	
* total entering employment or the military	

Note: All out-of-school youth assessed as basic skills deficient must enroll in an academic support activity to increase literacy and/or numeracy skills.

Cost Information from 7/1/18 through 6/30/19: (Also provided in Excel – ON THREE TABS)

Complete information only for the proposed population to be served.

In-School Youth	
Total Funding Request for In-School Youth:	
Cost Per In-School Youth Served	
Cost Per In-School Youth Completion	
Cost Per In-School Youth Positive Outcome	
Out-of-School Youth (aged 16-24)	
Total Funding Request for Out-of-School Youth:	
Cost Per Out-of-School Youth Served	
Cost Per Out-of-School Youth Completion	
Cost Per Out-of-School Youth Positive Outcome	
Cost Per Out-of-School Youth Entering Employment	

Expenditure Break-out for Summer and Non-Summer Months:

\$ to be Expended on:	Summer Months (7/1/18 - 8/31/18)	Non-Summer Months (9/1/18 - 6/30/19)	TOTAL
For In-School Youth			
For Out-of-School Youth			
	No more than 60% for Summer Months:	At least 40% for Non- Summer Months:	
In-School % Calculation:			
Out-of-School % Calculation:			

Total Wages/Fringes/Stipends Paid to Youth for Work Experience During Non-Summer Months: \$ _____

(Minimum 10% of total budget)

Total Wages/Fringes/Stipends Paid to Youth for Work Experience During FY: \$ _____

(Minimum 30% of total budget)

PROPOSAL NARRATIVE

Each subpart below should be addressed in the detail necessary to provide reviewers with sufficient information to score your proposal. Unnecessarily long proposal narratives beyond those which are sufficient to present a complete and effective description are not desired.

Subparts 1 through 6 should be briefly and completely presented and the narrative section must be **limited to no more than TWENTY-FIVE (25) pages of typewritten material using typeface no smaller than 12 pt. with one inch margins (double-sided copying is permissible)**. You may choose to give more space to one part than to another. **Proposal narratives, however, which exceed the 25 page limit will not be reviewed.**

Each subpart should be headed by the designation and topical heading: e.g., Subpart 1; Program Summary, followed by your narrative. The text of the varying parts of the Proposal Narrative (Subparts 1 through 6) may be written consecutively, i.e., when you have finished with one subpart, double space and designate the next subpart in sequence, thereby using the full page.

Subpart 7 - **Budget Narrative** - is not considered part of the 25-page limit.

SUBPART 1. PROGRAM SUMMARY

Summarize the overall design of your program. Highlight the strengths of your proposal and how it will contribute to the overall goals of serving the WIOA eligible youth targeted by this RFP.

SUBPART 2. DEMONSTRATED SUCCESSFUL PERFORMANCE

Describe your organization's past experience in serving the target group proposed in your application, especially low income and targeted populations described in this RFP. Be specific about:

- past experience in outreaching and serving youth who may meet the eligibility criteria mentioned in the RFP Section II (a) and what those groups were;
- prior experience in operating employment and training and educational programs; and
- prior coordination and linkages with community organizations, state agencies, and employers established to provide such services.

Please complete appropriate sections of *Attachment G - Past Performance Worksheet*.

SUBPART 3. OUTREACH AND RECRUITMENT STRATEGIES

- Describe your organization's planned strategies to recruit youth to participate in your planned program and what agencies you will coordinate with. When relevant, be specific regarding how and what methods you will use to reach out to youth who have dropped out of school or your planned coordination efforts and connections with school departments, One-Stop Career Centers and other WIOA Core Partners (Adult Literacy, Vocational Rehabilitation, Department of Transitional Assistance) and Job Corp and other Youth Programs.
- Describe the planned number and/or % of youth that will be served from various cities and towns.

SUBPART 4. PROGRAM DESIGN

As you complete this narrative, it is important that you provide a detailed description of the services you will provide and the specific organizations and agencies you will partner and work with to connect youth with the WIOA “program elements”. Please respond where appropriate to the target population you propose to serve (in-school or out-of-school).

A) Describe plan for addressing all WIOA required program elements, as follows:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential and
2. Alternative secondary school services, or dropout recovery services, as appropriate. Describe the methods and approaches you will use to provide these educational services and the process for testing all basic skill deficient out-of-school youth for literacy and numeracy skills if serving this population.
3. Paid and unpaid work experiences that have as a component *academic and occupational education*, which may include:
 - summer employment opportunities and other employment opportunities available throughout the school year;
 - registered pre-apprenticeship programs (for youth 18 and older through possible co-enrollment with Adult funding);
 - internships and job shadowing; and
 - on-the-job training opportunities (for youth 18 and older through possible co-enrollment with Adult funding)

In any of the above cases, provide specific examples of how this will be accomplished, i.e., describe supervision, worksite development, worksite monitoring, contextual learning experiences, what skills and pre-employment competencies will be developed at the work-site, if youth will earn school credit for the experience, and how documentation of such learning will occur through the use of a MA Work-Based Learning Plan that is tied into the youths' Individual Service Strategy, etc. Also describe how worksite development will include an emphasis on employers aligned with REB sectoral initiatives (e.g., health care, advanced manufacturing, and financial-business services (including IT) as well as in hospitality), wherever possible and appropriate.

Notes:

- Summer work experience should be for at least 5 weeks beginning no earlier than July 2, 2018.
- Budgets must include provisions for the payment of wages with fringe benefits, or stipends, based on the guidelines described in Section 1, pages 10-11, of this RFP. Also, Workers' Compensation costs should be included in the budget submitted with this proposal. All employment must be in accordance with MA Child Labor Laws and youths' individual school requirements.

- Please remember that paid work experience must account for at least 10% of the total budget between September and June and 30% of the total annual budget (as calculated by wages-fringe-stipends paid directly to youth).
 - Youth participating in an employment activity that combines work experience and education may be paid a stipend of \$75 per week for 15-20 hours a week. Youth participating in all other WIOA paid work experience or internships are to receive MA minimum wage of \$11/hour for 15-20 hours per week during the summer and 15 hours per week during non-summer (year-round) months, with exceptions for older youth for a higher wage. In all cases, payments will be adjusted based on actual attendance. Policies for prorating payments are to be described by the bidder in their proposal budget narrative.
4. Referral to occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupation in the local area involved.

Note:

- Youth 18 and older may be considered as adults and may be concurrently served via the adult One-Stop delivery system. The REB will facilitate co-enrollment in the WIOA youth and adult (formula and/or other grant) funds for purposes of accessing Individual Training Accounts, On-the-Job Training or Registered Apprenticeship/Pre-Apprenticeship activities.
5. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.

Strong, effective and long-term case management is a critical element in program design!
Please provide your ratio of counseling/case management staff to youth served.

6. The provision of leadership development which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate. Provide specific examples of the kinds of activities you will provide, which may include:
- exposure to post-secondary educational opportunities;
 - work readiness preparation including the use of the “Work Readiness Certificate Program” (All WIOA service providers shall use this as the minimal standard for work readiness preparation or, with approval of Commonwealth Corporation, their “Signaling Success program). The curriculum may be adapted for various venues, focus on particular industries, and for populations; however, the core competencies, curriculum and benchmarks of the program may not be changed);
 - community and service learning projects;
 - peer-centered activities, including peer mentoring and tutoring;
 - organizational and team work training, including team leadership training;
 - training in decision-making, including determining priorities and problem solving;
 - citizenship training, including life skills training such as parenting and work behavior training;
 - civic engagement activities which promote the quality of life in a community; and
 - other leadership activities that place youth in a leadership role such as serving on youth leadership committees or local boards.

Positive social and civic behaviors are outcomes of leadership opportunities, which are incorporated by local programs as part of their menu of services. Positive social and civic behaviors focus on areas that may include the following:

- positive attitudinal development;
- self-esteem building;
- openness to work with individuals from diverse backgrounds;
- maintaining healthy lifestyles, including being alcohol- and drug-free;
- maintaining positive social relationships with responsible adults and peers, and contributing to the well-being of one's community, including voting;
- maintaining a commitment to learning and academic success;
- avoiding delinquency; and
- positive job attitudes and work skills.

7. Supportive services - Connection and referral to existing resources in the community for the delivery of any supportive services required by the youth.
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.

Note: Final WIOA regulations adds additional requirements regarding mentoring:

- Be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee;
- While group mentoring activities and mentoring through electronic means are allowable as part of the mentoring activities, at a minimum, the program must match the youth with an individual mentor with whom the youth interacts on a face-to-face basis; and
- May include workplace mentoring where the local program matches a youth participant with an employer or employee of a company.

9. Provision of follow-up services for a period of not less than 12 months after exit from WIOA. This includes "transition planning" for what the youths' "next steps" are in their career pathway.

Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services for youth may include:

- The leadership development and supportive service activities listed above;
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Assistance in securing better paying jobs, career pathway development, and further education or training;
- Work-related peer support groups;
- Adult mentoring; and/or
- Services necessary to ensure the success of youth participants in employment and/or post-secondary education.

All youth participants must receive some form of follow-up services for a minimum duration of 12 months. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. However, follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

10. Financial Literacy Education: The financial literacy education program element includes activities which:

- Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions;
- Support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;
- Teach participants about the significance of credit reports and credit scores; what their rights are regarding their credit and financial information; how to determine the accuracy of a credit report and how to correct inaccuracies; and how to improve or maintain good credit;
- Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions;
- Educate participants about identity theft, ways to protect themselves from identify theft, and how to resolve cases of identity theft and in other ways understand their rights and protections related to personal identity and financial data;
- Support activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials;
- Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them to benefits planning and work incentives counseling;
- Provide financial education that is age appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings; and/or
- Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant strategies and channels, including, where possible, timely and customized information, guidance, tools, and instruction.

11. Entrepreneurial skills training which provides the basics of starting and operating a small business. Such training must develop the skills associated with entrepreneurship. Such skills include, but are not limited to, the ability to:

- Take initiative;
- Creatively seek out and identify business opportunities;
- Develop budgets and forecast resource needs;
- Understand various options for acquiring capital and the trade-offs associated with each option; and
- Communicate effectively and market oneself and one's ideas.

Approaches to teaching youth entrepreneurial skills include, but are not limited to, the following:

- Entrepreneurship education that provides an introduction to the values and basics of starting and running a business. Entrepreneurship education programs often guide youth through the development of a business plan and may also include simulations of business start-up and operation.
- Enterprise development which provides supports and services that incubate and help youth develop their own businesses. Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants that are needed to begin business operation and by providing more individualized attention to the development of viable business ideas.
- Experiential programs that provide youth with experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business that young people participating in the program work in and manage. Or, they may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.

12. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services. This may include on-line career exploration via MA CIS and other tools as highlighted at <http://www.rebhc.org/youth-development-14-24-year-olds/career-information/> as well as at <http://www.rebhc.org/hampden-countylabormarketinformation/>

13. Activities that help youth prepare for and transition to postsecondary education and training. Describe any other activities that are not already detailed that assist with this transition.

14. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. This program element reflects the integrated education and training model and requires integrated education and training to occur concurrently and contextually with workforce preparation activities and workforce training. This program element describes how workforce preparations activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway. This is tied to element #3 with work experiences that include academic and occupational education in the workplace.

B) Outline a typical plan of service for the target population you propose to serve:

- the kinds of activities that would be provided on a weekly basis during the year,
- the number of hours the youth would participate in each activity you propose, and
- the total contact hours you would have with a youth on a weekly basis.

A schedule of events/activities can be submitted as an attachment to your proposal.

C) Outcomes:

Describe how program activities will result in desired outcomes that are appropriate and challenging for the target population you propose to serve. Refer to Attachment B for definitions of required performance outcomes.

SUBPART 5. DIVERSITY/GENDER EQUITY

The REB is committed to ensuring that all programs that it sponsors address the critical importance of promoting and valuing ethnic, racial, cultural and gender diversity. Describe the activities your organization/agency will implement to promote the valuing and understanding of diversity and complete **Attachment K** to indicate the diversity of your Board or other governing (not advisory) entity. **Also**, identify your overall organization make-up in terms of staff gender and ethnicity %s, as well as the sub-set of those to be funded with WIOA dollars.

SUBPART 6. ADMINISTRATIVE CAPABILITY

Describe your organizations systems for managing information and finances. Summarize internal evaluation and control procedures to ensure compliance with financial, regulatory, reporting and contractual requirements. Please attach one copy of the following with the original proposal:

- an organizational chart;
- job descriptions for all positions relating to the expenditure of WIOA funds;
- the organization's most recent audit or financial statements.

(Attachments are not considered part of the 25 page limit for purposes of this narrative)

If you propose to sub-contract any services to another organization, describe what services will be provided and by whom, how you will manage and oversee those services, and how accountability will be ensured.

SUBPART 7. BUDGET NARRATIVE

(Not considered part of the 25 page narrative limit)

Please provide narrative explanations to your budgeted line item expenses. ***Again, all sub-contracted funds must be detailed. A letter of commitment from all financial subcontractors must be included with this proposal.***

Note that the budget forms ask that matching funds be identified. While there is no minimum percentage of matching funds that is required, higher levels of matching contributions that help to improve the cost effectiveness of your proposal will be looked upon favorably during the review process. ***In the narrative,*** we ask that you describe how your matching resources will help to leverage WIOA dollars and add to the overall year-round sustainability of the program.

Examples of match include in-kind staff time; space contributions; equipment contributions; and any other supporting expense related to the delivery of WIOA youth services for which you are not requesting grant funds.

If you are applying a Federally-Approved Indirect Cost Rate under "Other" expenses, you must attach a copy of the letter with your approved rate.

PLEASE PROCEED WITH COMPLETION OF THE BUDGET SHEETS.

**Budget Package
W.I.O.A. Title I Youth**

Contractor Name: _____

From: July 1, 2018

Program Activity: _____

To: June 30, 2019

Funding Source: WIOA TITLE I

Line Item	Cost Category	TOTAL EXPENDITURES
01	Salaries/Wages	\$ -
02	Fringes	\$ -
03	Travel	\$ -
04	Facilities: Rent	\$ -
05	Facilities: Utilities	\$ -
06	Facilities: Space Contribution	\$ -
07	Office Expense: Equipment	\$ -
08	Office Expense: Supplies	\$ -
09	Office Expense: Telephone	\$ -
10	Office Expense: Postage	\$ -
11	Office Expense: Reproduction	\$ -
12	Office Expense: Printing	\$ -
13	Office Expense: Advertising	\$ -
14	Office Expense: Payroll Svcs.	\$ -
15	Office Expense: Other	\$ -
16	Instructional: Equipment	\$ -
17	Instructional: Supplies	\$ -
18	Instructional: Other	\$ -
19	Stipends	\$ -
20	Participant: Wages	\$ -
21	Participant: Fringes	\$ -
22	Other (Indirect and Other)	\$ -
	TOTAL:	\$ -

Vendor:
Fiscal Year 2019

1. Salaries/Wages Regular Work Week is _____ Hours per Week

2. Fringes

Position*	Actual Weekly Salary	% of Time	Weekly Salary Based on % of Time	# of Wks	Total Wages	FICA	Workers Comp.	Health Ins.	Life Ins.	Total Fringes			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
										\$ -			
					Total Wages:	\$	-				Total Fringes:	\$	-

* Attach job description for each position listed above.

EXCEL Instructions: Wages: No calculation is set for wages of individual positions, but please complete all columns for each. Grant Total Wages will automatically calculate. **Fringes:** Individual fringe items will add up automatically to "Total Fringes" for each position as well as the Grand Total Fringes. (Note: Excel will cause some rounding to occur.)

Vendor:

Fiscal Year 2019

FACILITIES

4. Rent

Location	Is Cost Pro Rated (Y/N)	Utility Included (Y/N)	# of Square Ft. used for program	Rate per Square Foot	# of Months	Amount
						\$ -
						\$ -
Total:						\$ -

5. Utilities

Item	Is Cost Pro Rated (Y/N)	Cost per Month	# of Months	Amount
				\$ -
				\$ -
				\$ -
Total:				\$ -

6. Space Contribution

Item & Detailed Explanation	Is Cost Pro Rated (Y/N)	Cost per Month	# of Months	Amount
				\$ -
				\$ -
				\$ -
Total:				\$ -

Vendor:

Fiscal Year 2019

OFFICE EXPENSES

7. Equipment

# of Items	Detailed Description of Items	Is Cost Pro Rated? (Y/N)	Unit Cost	Rent Per Month	# of Months	Amount
						\$ -
						\$ -
						\$ -
Total:						\$ -

8. Supplies

Item	Is Cost Pro Rated? (Y/N)	Cost per Month	# of Months	Amount
				\$ -
				\$ -
				\$ -
Total:				\$ -

		Is Cost Pro Rated? (Y/N)	Cost per Month	# of Months	Amount
9	Telephone				\$ -
10	Postage				\$ -
11	Reproduction				\$ -
12	Printing				\$ -
13	Advertising				\$ -
14	Payroll Services				\$ -
15	Other				\$ -
Total:					\$ -

Vendor:

Fiscal Year 2019

INSTRUCTIONAL

16. Equipment

# of Items	Detailed Description of Items	Purpose of Acquisition	Is Cost Pro Rated? (Y/N)	Unit Cost	# of Months	Amount
Total:						\$ -

17. Supplies

# of Items	Detailed Description of Items	Purpose of Acquisition	Is Cost Pro Rated? (Y/N)	Unit Cost	# of Months	Amount
Total:						\$ -

18. Other

# of Items	Detailed Description of Items	Purpose of Acquisition	Is Cost Pro Rated? (Y/N)	Unit Cost	# of Months	Amount
Total:						\$ -

WIOA YOUTH INCOME ELIGIBILITY

WIOA Out-Of-School Youth is defined as an individual who is:

- (a) Not attending any school (as defined under State law);
- (b) Not younger than 16 or older than 24 at the time of enrollment; **and**
- (c) Meets one or more of the following conditions:
 - (1) School Dropout;
 - (2) Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter. School year calendar is based on how a local school district defines its school year quarters;
 - (3) Recipient of a secondary school diploma or its recognized equivalent who is low-income and basic skills deficient or an English language learner;
 - (4) Subject to the juvenile or adult justice system;
 - (5) A homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
 - (6) Pregnant or parenting;
 - (7) An individual with a disability;
 - (8) Low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

WIOA In-School Youth is defined as an individual who is:

- (a) Attending school (as defined by State law);
- (b) Not younger than 14 or (unless an individual with a disability who is attending school under State law) older than 21 at the time of enrollment;
- (c) Low-income; **and**
- (d) Meets one or more of the following conditions:
 - (1) Basic Skills Deficient
 - (2) An English Language Learner
 - (3) An Offender
 - (4) Homeless, a runaway, in foster care or has aged out of foster care system, a child eligible for assistance under 477 of the Social Security Act (42 U.S.C), or in an out-of-home placement.
 - (5) Pregnant or parenting
 - (6) An individual with a disability
 - (7) Requires additional assistance to complete an educational program or to secure or hold employment.

Low-Income: A low-income individual is an individual who:

- i. Receives, or in the past 6 months received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program (SNAP), or the supplemental security income program established under Title XVI of the Social Security Act, or State or local income-based public assistance;
- ii. Is in a family with total income that does not exceed the higher of –
(I) The poverty line; or; (II) 70 percent of the lower living standard income level;
- iii. A homeless individual
- iv. Receives or is eligible to receive free or reduced price lunch
- v. A foster child on behalf of whom State or local government payments are made
- vi. Is an individual with a disability whose own income meets the requirements above

Low income also includes youth living in a “high poverty area” defined as a Census Tract or a set of contiguous Census Tracts, that has a poverty rate of at least 30 percent as set every 5 years using American Community Survey 5-Year data.

Non Low-Income Exception

In accordance with WIOA Sec, 129 (3)(A)(i), a “covered individual” means any In-School Youth, or, an Out-Of-School Youth who meets the following conditions:

- Recipient of a secondary school diploma or its recognized equivalent who is low-income and basic skills deficient or an English language learner
- Low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment

In each local area not more than 5 percent of “covered individuals” may be persons that are not low income.

ATTACHMENT B - WIOA YOUTH PERFORMANCE STANDARDS

Current Performance Measures:

Measure	Definition of Measure	Local FY18 Goal
In Employment and/or Education during the 2nd Quarter After Exit	Number of Title I youth participants who exited* during the reporting period who are employed, in education (secondary education, postsecondary education, or occupational skills training), or in advanced training during the second quarter after exit	80.5%
In Employment and/or Education during the 4 th Quarter After Exit	Number of Title I youth participants who exited* during the reporting period who are employed, in education (secondary education, postsecondary education, or occupational skills training), or in advanced training during the fourth quarter after exit	73%
Credential Rate	Number of youth participants who exited during the reporting period that were in a postsecondary education or training program and who obtained a recognized postsecondary credential during the program or within one year after exit; <i>plus</i> the number of youth participants who exited that were in a secondary education program and who obtained a secondary education diploma or its equivalent during the program or within one year after exit AND who were also employed or enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit.	65%

* **Exclusionary Exit reasons** (must be identified and documented by the end of the 3rd quarter after exit) are:
Institutionalized, Health/Medical Care, Deceased, Reservist Called to Active Duty and Mandated to a Residential Program

The state has not finalized standards for FY-2019 and these goals are subject to change.

Proposed Measures still to be determined for WIOA Youth:

- the *median earnings* of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and *who are achieving measurable skill gains* toward such a credential or employment; and
- the indicators of *effectiveness in serving employers*

PROPOSAL CHECKLIST

The original and 10 copies (No Fax or E-Mail) are due at the Regional Employment Board Office, 1441 Main Street, 1st Floor, Springfield, MA 01103, no later than 12:00 NOON, April 13, 2018.

Proposal package includes (minimum threshold requirements for acceptance):

One (1) original and ten (10) copies of:

- Application Cover Sheet (pg. 18) and Program and Cost Information Sheets (pgs. 19-20)
- Response to Proposal Narrative Questions (Subparts 1-7, pgs. 21-27)
- Budget Summary Sheet (pg.28)
- Budget back-up sheets (pgs. 29-36), w/separate line item budget for subcontracted services, if appropriate
- Matching Contributions Sheet (pg. 37)
- Past Performance Information (**Attachment G**, pg. 45)

One (1) original and one (1) copy of:

- Job Descriptions
- Organizational Chart
- Signed Proposal Checklist (**Attachment C**, pg. 41)
- Certification Regarding Debarment (**Attachment I**, pg. 50)
- Anti-Lobbying Certification (**Attachment J**, pg. 51)
- Board Diversity Information (**Attachment K**, pg. 52)
- Most Recent Audited Financial Statements
- Letter of Commitment from Financial Subcontractor(s) if applicable
- Letter documenting Federally-Approved Indirect Cost rate, if applicable

In addition, the proposal package:

- Adheres to the 25 page limit for the proposal narrative (Subparts 1- 6, excluding budget narrative)
- Includes no other appendices or exhibits except those specifically requested in this RFP

I certify that the above requirements are met.

Authorized Signature _____
Date

DO NOT WRITE IN SPACE BELOW — FOR USE BY REB/WDB STAFF	
This proposal <input type="checkbox"/> meets <input type="checkbox"/> does not meet minimum threshold requirements.	
Staff Comments:	
_____ Authorized Staff Signature	_____ Date

WIOA YOUTH SERVICES PROCUREMENT SCHEDULE

2/23/18	Notification to Potential Bidders
2/26/16 – 2/28/18	Legal Announcement in Springfield Republican
3/1/18	RFP Available Electronically
3/6/18	Bidders' Conference Held 9:00 AM at TD Bank Conference Center, 1441 Main Street, Springfield
3/15/16	Intent to Bid Notification Due
4/13/18	Proposals Due At REB Office, 1441 Main Street, Springfield, Not Later than 12:00 PM (Noon)
4/16/18 – 5/4/18	Review Team Receives Proposals & Meets to Evaluate Proposals
> 5/4/18 and < 5/16/18	Review Team Recommendations Presented to Voting Youth Council Members
5/16/18	Executive Committee Votes on the Recommendations of the Youth Council

Notification of award to bidders will be made promptly after approval by the REB is finalized.

NOTE: This timetable represents the Regional Employment Board's best current estimate. It is subject to revision as necessary.

WIOA YOUTH SERVICES - INTENT TO BID FORM

Our organization intends to submit a proposal in response to the WIOA Youth Services RFP. The applicant proposes to serve the following target group for the primary YEAR-ROUND allocation formula funds:

In-School High School Youth that are Juniors or Seniors _____

Out-of-School Youth 16-24 Years of Age _____

If proposing BOTH, two separate proposals will be required outlining services to each youth group.

Name of Organization: _____

Address: _____

Phone Number: _____

Fax Number: _____

Email address: _____

Please identify any organizations you intend to partner and/or sub-contract with:

You must include a letter of commitment from all financial subcontractors when you submit your proposal.

Signature

Date

Return by mail, email or fax by **March 12, 2018** to the Regional Employment Board, 1441 Main Street, 1st Floor, Springfield, MA 01103. **Email:** Christine@rebhc.org **Fax:** 413-755-1364

This form will help us avoid a conflict of interest in the selection of the proposal review team. However, please be aware that failure to submit this intent form will **not** eliminate your proposal from competition for funding.

Request For Proposal for: WIOA Youth Services

Proposal Submitter: _____

Name of Scorer: _____ Signature: _____ Date: _____

Scoring Areas (Narrative Subparts Noted)	Points / Score	Comments			
1. Program Summary	0	No points assigned, but is required.			
2. Successful Past Experience (Subpart 2)	15				
<ul style="list-style-type: none"> Has successful prior experience with target groups 					
3. Outreach/Recruitment (Subpart 3)	15				
<ul style="list-style-type: none"> Specific outreach strategies detailed Coordination with agencies specified Cities/Towns to be targeted outlined 					
4. Program Design (Subpart 4)	30				
<ul style="list-style-type: none"> Includes plan for addressing all WIOA required program elements Development of quality Work Experiences Activities/services meet RFP requirements and will result in required outcomes that are age-appropriate Comprehensive case management services 					
5. Diversity/Gender Equity (Subpart 5, Att. K)	5				
<ul style="list-style-type: none"> Activities promoting diversity Staff/Agency Diversity 					
6. Administrative Capability (Subpart 6)	15				
<ul style="list-style-type: none"> Describes MIS/Fiscal capacities to sufficiently operate program Demonstrates Organizational Effectiveness Adequate staff qualifications 					
7. Budget/Cost Effectiveness (Budget Sheets, Narrative, Program/Cost Sheets)	20				
<ul style="list-style-type: none"> Budget Costs are Reasonable/Necessary Proposal is Cost Effective Budget In-Line with Proposed Activities 					
Proposal Rating # 2-7 (100 points maximum)	100	Pts.	Poor	Average	Excellent
		5	0-1	2-3	4-5
		10	0-4	5-7	8-10
		15	0-5	6-10	11-15
		20	0-8	9-15	16-20
		30	0-12	13-23	24-30
TOTAL SCORE					

PAST EXPERIENCE WORKSHEET

Bidder Name: _____

Complete and submit the applicable section based on past experience

a. Past Performance for In-School Youth: (In FY 2018 provide your year-to-date data)

	FY'16	FY'17	FY'2018 (partial)
1. Enrollments (Total # of participants served)			
2. Entered Employments			
3. Other Positives*			
4. Total Positive Outcomes (2 + 3)			
5. Other Terminations			
6. Cost per Participant			

b. Past Performance for Out-of-School Youth: (In FY 2018 provide your year-to-date data)

	FY'16	FY'17	FY'2018 (partial)
1. Enrollments (Total # of participants served)			
2. Entered Employments			
3. Other Positives*			
4. Total Positive Outcomes (2 + 3)			
5. Other Terminations			
6. Cost per Participant			

* Describe the type of “other positive outcomes” achieved for in-school or out-of-school youth:

c. Above performance history is based on training low income youth in a WIA-funded program:

YES NO If not, identify training population:

d. In brief, describe the type of program(s) for which you have provided a performance history in the space below:

e. For new programs, with no related performance history, please explain why you would be an effective provider of services, in the space below:

APPEALS PROCESS

After the REB/WDB completes its review of all proposals submitted in response to this RFP, the REB/WDB will notify all applicants in writing of the status of their proposal and whether or not they have been selected/approved. Only an unsuccessful bidder may appeal a decision of the REB/WDB in accordance with the applicable provisions of this RFP. Appeals may only be based upon a claim that the REB/WDB has failed in any material respect to follow the selection process outlined in this RFP. Generalized allegations of impropriety or dissatisfaction with the results of the process are not grounds for appeal.

An unsuccessful bidder who wishes to appeal a decision must send a written statement that, to the bidder's satisfaction completely describes the grounds for appeal. This statement must be sent to the REB/WDB Chair at the REB/WDB's address before 11:59 PM on the earlier of (a) the fifth working day after the unsuccessful bidder's receipt of the notification of the REB/WDB's decision. All parties submitting a proposal in response to this RFP shall be notified by overnight mail of the decision of the REB/WDB, and the period of time within which an appeal may be filed shall be based upon the evidence of receipt received by the REB/WDB from the overnight mail service utilized by the REB/WDB.

Appeal request statements must be sent by overnight mail or delivered in person. ***For collaborative bids, the appeal request form must be signed by an authorized representative of each member of the collaboration.*** Upon the written request of an unsuccessful bidder, the REB/WDB will make available copies of those public records relating to this RFP process that are subject to the Freedom of Information Act and required to be furnished in accordance therewith.

The REB/WDB Chair will appoint an independent fact finding team, consisting of a minimum of three persons who are members of neither the REB/WDB Board of Directors nor the staff of the REB/WDB. The function of the team will be to make advisory findings of fact with respect to the factual issues raised by the appeal that the team determines to be relevant and to report those advisory findings to the REB/WDB Chair. The members of the team will be selected randomly by the REB/WDB Clerk from a ten-member pool—including two attorneys and two individuals with public sector procurement experience—nominated in advance by the Executive Committee. If available, at least one member of the team will be a person who has had experience with the procurement process in the public sector and at least one member of the team will be a lawyer. The random selection from the pool will include the drawing of names until one or both lawyers and individuals with procurement experience are drawn to select at least one of each, if available. Unless the City of Springfield or one of its agencies was a bidder, one member of the team will be a member of the Law Department of the City of Springfield. The independent fact finding team will determine whether it will require, or accept additional written material from the appellant and will establish a timetable for a final local decision on the appeal after reviewing the nature of the appeal request. The REB/WDB Chair will notify the appellant of the team's determinations with respect to these procedural matters within ten (10) working days of the submission of the appeal.

The fact finding team may choose to make a determination based solely on the information included in the file or conduct further investigation before issuing a written determination. If they are unable to contact the appellant for the purposes of obtaining additional information needed to resolve a complaint, a written request for information must be sent via overnight mail or through some other form of communication where receipt can be verified. If an appellant does not respond, the team must inform the appellant in writing that the matter is considered **resolved**.

Local Hearing Process:

The local fact finding team may also choose to resolve the appeal based solely on the information included in the appeal file or it may determine to convene a local hearing. Only a REB/WDB Chair-designated individual may preside at a local complaint hearing. If it is determined that a hearing is necessary, the appellant will be notified in writing that the matter has been scheduled for a formal hearing. The notice shall inform the parties of certain conditions of the hearing process that include:

- the date, time and location of the hearing,
- instruction that the local fact finding team will conduct and regulate the course of the hearing to assure full consideration of all relevant issues and that actions necessary to ensure an orderly hearing are followed, and
- instruction that the local fact finding team must rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.

***NOTE:** For clarity it must be stated that an administrative hearing is not the same as a Court of Law. Technical rules of evidence *do not apply*. It is up to the local fact finding team to follow principles and procedures that are designed to assure credible evidence that can be tested through cross-examination.

After receiving the report of the independent fact finding team, the REB/WDB Chair will decide the outcome of the appeal and will send written notification of his or her decision to the appellant **by overnight mail within ten (10) working days** of the date of receipt by the REB/WDB Chair of the report of the independent fact finding team. Notification must be given that the appellant may submit a request for a final State level appeal and/or hearing and that it must be made in writing **within five (5) working days** of the receipt of the local determination.

If the appellant is not satisfied with the decision of the REB/WDB Chair, the appellant may make a final appeal in writing to the MA Department of Career Services [REB/WDB will provide name & address]. The appellant must send its final appeal request before 11:59 PM on the fifth working day after receipt of the appeal decision notification and the period of time within which an appeal may be filed shall be based upon the evidence of receipt received by the REB/WDB from the overnight mail service utilized by the REB/WDB.

For purposes of this appeal procedure, “working day” means any day other than a Saturday, Sunday or other day on which Massachusetts state government offices, Hampden County government offices or City of Springfield government offices are closed.

Note: If the appeal is granted, the review and approval process may be reopened at the appropriate point. The REB/WDB reserves the right to award contracts on a conditional basis during the appeal period. Final full funding for all related proposals may await completion of the appeal process.

Note: Bidders are hereby notified that the REB/WDB reserves the right, at any time, without penalty, to cancel the procurement or reject any or all proposals whenever a fair, open and competitive process has been compromised, or whenever it is determined that such action is in the best interest of the REB/WDB.

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, sex (wages), genetics, retaliation, political affiliation or belief. Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunities Act of 2014 (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title-1 financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIOA Title 1-financially assisted program or activity; Providing opportunities in, or treating any person with regard to, such program or activity; or Making employment decisions in the administration of, or in connection with, such a program or activity.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think you have been subjected to discrimination under a WIOA Title 1-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

The recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does not give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT

Steve Trueman
Equal Opportunity Officer
Regional Employment Board
of Hampden County, Inc.
Springfield, MA 01103
(413) 755-1362

or

Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210
(202) 219-8927

Verizon Telephone Relay Service: TDD/TTY: **1-800-439-2370** Voice: **1-800-439-0183**

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

IGUALDAD DE OPORTUNIDAD ES LA LEY

Es contra la ley que este destinatario de asistencia financiera federal discrimine por las siguientes razones:

En contra de cualquier individuo en los Estados Unidos por razón de, raza, color, religión, sexo, edad, incapacidad, origen nacional, sexo (ingreso), genéticos, desquite, afiliación política o credo; y En contra de cualquier beneficiario de programas asistidos financieramente bajo el Título I de “Workforce Innovation and Opportunities Act” del 2014 (WIOA), por razón del estatus de ciudadanía siendo un inmigrante legalmente autorizado para trabajar en los Estados Unidos o de su participación en cualquiera de los programas o actividades financieramente asistidos por WIOA Título I.

El destinatario no discriminará en ninguna de las siguientes áreas:

Decidiendo quien será admito o tendrá acceso a cualquiera de los programas o actividades de WIOA asistidos financieramente por el Título I; Proveyendo oportunidades en o el tratamiento de cualquier persona con relación a semejante programa o actividad; o en la toma de decisiones de empleo en las administración de o en conección con semejante programa o actividad.

QUE HACER SI USTED CREE QUE HA EXPERIMENTADO DISCRIMINACIÓN?

Si usted cree que ha estado sujeto a discriminación bajo cualquiera de los programas o actividades de WIOA asistidos financieramente por el Título I, usted puede presentar una querella dentro de los primeros 180 días después de la alegada violación al Oficial de Oportunidad de Igualdad (Equal Opportunity Officer) del destinatario (o la persona designada por el destinatario para este propósito): o El director del Centro de Derechos Civiles (Civil Rights Center (CRC)), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

Si usted presenta un querella al destinatario, deberá esperar hasta que el destinatario expida una Notificación de Acción Final por escrito o hasta que pasen 90 días (lo primero que suceda), antes de presentar la querella al Centro de Drechos Civiles (Civil Rights Center) (vea la dirección arriba).

Si el destinatario no le provee una Notificación De Acción Final por escrito dentro 90 días de la fecha cuando usted presentó su querella, usted no tiene que esperar que el destinatario expida la notificación antes de presentar su querella al CRC. Sin embargo, deberá presentar su querella dentro de 30 días después del límite de 90 días (en otras palabras, 120 días depués de haber la querella al destinatario).

Si el destinatario le expideuna Notificación de Acción Final por escrito respondiendo a su querella pero usted no está satisfecho con la decisión o resolución, usted puede presentat su querella a CRC. Su querella deberá ser presentada al CRC dentro de 30 días de la fecha usted reciba su Notificación de Acción Final.

PARA INFORMACION O PARA REGISTRAR UNA QUERELLA, COMUNIQUESE CON

Steve Trueman	or	Director
Equal Opportunity Officer		Civil Rights Center (CRC)
Regional Employment Board		U.S. Department of Labor
of Hampden County, Inc.		200 Constitution Avenue NW, Room N-4123
Springfield, MA 01103		Washington, DC 20210
(413) 755-1362		(202) 219-8927

Verizon Telephone Relay Service: TDD/TTY: **1-800-439-2370** Voice: **1-800-439-0183**
Ayudantes auxiliares y servicios est'an disponibles para individuos con incapacidades siasi lo requieren.
Programa de oportunidades de igualdad del empleo

Certification 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, 34 CFR Part 85, Section 85.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211). Copies of the regulations may be obtained by contacting the person to which this proposal is submitted.

(1) The prospective lower tier participants 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 lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name and Title of Authorized Representative

Signature

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 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 subawards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all subrecipients 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 subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Contractee

Name of Certifying Official

Signature

Date

