



Request for Proposals

Workforce Innovation and Opportunity Act (WIOA) One-Stop Operator and Adult/Dislocated Worker Program Operator for the Northern Virginia Workforce Area #11

ADVERTISED: March 26, 2021

DUE: April 23, 2021 5:00 p.m. (EDT)

Virtual Pre-Proposal Conference: April 8, 2021 11 a.m. (EDT)

Virginia Career Works - Northern
8300 Boone Blvd., Suite 450
Vienna, VA 22182
(703) 827-3782
www.vcwnorthern.com

The SkillSource Group, Inc. is an Equal Opportunity Employer/Program. Auxiliary aides and services are available to individuals with disabilities. TDD-VA Relay: 711.

David Hunn | EO Officer | (703) 827-3782 | david.hunn@vcwnorthern.com

The services provided through this RFP are 100% funded by the Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker Programs through the U.S. Department of Labor - Employment and Training Administration. No costs of this program are financed by non-governmental sources. The Northern Virginia PY 2020 Federal WIOA Title I funding allocations are: WIOA Adult: \$671,517 and WIOA Dislocated Worker: \$1,041,309.



NORTHERN REGION

1.0 Introduction

The *SkillSource* Group, Inc. (SSG), the non-profit operating arm of the Virginia Career Works – Northern Region (VCWN), provides a variety of workforce and economic development services and support to Northern Virginia businesses and residents. These services include a broad range of activities which offer Northern Virginia’s workforce the skills, knowledge, and abilities needed to succeed in a growing and robust economy. SSG is issuing this Request for Proposal (RFP) for experienced organizations, or a qualified consortium of partners, to provide Federal Workforce Innovation and Opportunity Act (WIOA) One-Stop and Adult and Dislocated Worker Program Operator services to include center operations/management, and services to adults, dislocated workers and employers, within the Northern Virginia Workforce System (Area #11) in the Commonwealth of Virginia. The provision of these services is to be funded by WIOA, Title I, Public Law 113-128.

WIOA helps job seekers and workers access employment, education, training and support services to succeed in the labor market and match employers with skilled workers they need to compete in the regional economy. The main goals of WIOA are:

Align Federal Investments to Support Job Seekers and Employers: At the State level, WIOA establishes a unified strategic planning across “core” programs which include Wagner-Peyser Employment Service; and Title I of the Rehabilitation Act programs.

Strengthen the Governing Bodies that Establish State, Regional and Local Workforce Development Priorities: WIOA streamlines membership of business-led, state and local workforce development boards. The Act emphasizes the role of boards in coordinating and aligning workforce programs and adds funds to develop strategies to meet worker and employer needs.

Help Employers Find Workers with the Necessary Skills: WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. The Act adds flexibility at the local level to provide incumbent worker training and transitional jobs as allowable activities and promotes work-based training. The law also emphasizes training that leads to industry-recognized post-secondary credentials.

Align Goals and Increases Accountability and Information for Job Seekers and the Public: WIOA aligns the performance indicators for core programs and adds new ones related to services to employers and postsecondary credential attainment. Performance goals must reflect economic conditions and customers characteristics. It makes available data on training providers’ performance outcomes and requires third party evaluations of programs.

All proposing organizations must be committed to following the regulations of the Federal Workforce Innovation and Opportunity Act, as released by the U.S. Department of Labor Employment and Training Administration (DOLETA), including the [FY 2020 Federal Award Terms and Conditions](#). Offerors must adhere to any new Federal and State policies and guidance in regards to the Workforce Innovation and Opportunity Act.

1.1 Solicitation

SSG hereby solicits proposals, using a competitive bid process, to qualified organizations or a qualified consortium of partners, to provide WIOA Adult, Dislocated Worker and One-Stop Operator services for the Northern Virginia Workforce System (Area #11) in the Commonwealth of Virginia. Services may be expanded to include other applicable workforce opportunities as they become available regardless of the funding source. This RFP does not commit the SSG to accept any proposal submitted, nor is the SSG responsible for any costs incurred by the Respondents in the preparation of responses to this RFP.

The SSG reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, to award multiple contracts, or the contract in whole or in part as is deemed to be in the best interest of the SSG. The SSG reserves the right to negotiate with any Respondent after proposals are reviewed, if such action is deemed to be in the best interest of the SSG.

1.2 RFP Release, Timeline and Questions

Beginning March 26, 2021, the RFP will be available for download from the SSG's website at www.vcwnorthern.com. If you have difficulty downloading the proposal, or have any questions regarding this proposal, please contact SSG by phone at (703) 827-3782 or by email at seema.jain@vcwnorthern.com.

An optional virtual Pre-Proposal Conference will be held via Zoom on April 8, 2021 at 11:00 am EDT for prospective bidders. Please dial-in at least 5 minutes before the start of the Pre-Proposal Conference. While attendance will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend.

Please RSVP to seema.jain@vcwnorthern.com by 5:00 pm EDT on April 6, 2021.

The link to access the virtual Pre-Proposal Conference on April 8, 2021 at 11:00 am EDT is: <https://us02web.zoom.us/j/87096918350?pwd=aXJqZEtaeTZVYllFeThXUnQzYnhrQT09>.

Questions regarding this solicitation can be submitted to seema.jain@vcwnorthern.com by April 15, 2021. Responses to questions submitted to SSG or asked during the Pre-Proposal Conference will be posted on the SSG website (www.vcwnorthern.com).

Proposers will be notified of selection in early June 2021. Funds will become available July 1, 2021.

Submission of Proposals

To be considered for this contract (s), one (1) original and five (5) signed and completed copies of the proposal must be received at the SSG offices either by mail or in-person **no later than 5:00 pm EDT on Friday, April 23, 2021.** Proposals submitted via e-mail or fax **will not** be considered. All responses should be addressed to:

The *SkillSource* Group, Inc.
WIOA One-Stop and Adult/Dislocated Worker Program Operator
for Northern Virginia Workforce Area #11

The *SkillSource* Group, Inc.
Attention: David Hunn
8300 Boone Boulevard., Suite 450
Vienna, VA 22182

All proposals received after the deadline will not be considered and will be returned to the Offeror.

2.0 Background

Virginia Career Works - Northern (VCWN) is the largest local workforce area, based on population, in the Commonwealth of Virginia, serving over two million residents and tens of thousands of businesses in Fairfax, Loudoun, and Prince William counties, and the cities of Fairfax, Falls Church, Manassas and Manassas Park. VCWN and its non-profit fiscal agent, the *SkillSource* Group, Inc. (SSG), have been established to oversee operations of American Job Centers, or Virginia Career Works Centers, and the Workforce System throughout Northern Virginia. The Centers were developed to bring together employment and training services that work with all people in one place and make it easier for job seekers and employers to use these services. Businesses can utilize the Virginia Career Works Centers for recruiting, hiring and retaining an outstanding workforce. In FY 2019, Virginia Career Works - Northern Centers were visited by nearly 49,000 adults seeking to enter the workforce or to upgrade their skills for a better job, and over 34,000 visits from July 1, 2019 – February 29, 2020, prior to the Centers closing in mid-March 2020 due to the COVID-19 pandemic.

On July 22, 2014, President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law ([WIOA Public Law 113-128](#)). SSG reserves the right to at any time, modify or adjust eligibility requirements, priorities of service or scope of services based on new policies under the Workforce Innovation and Opportunity Act upon notification from the U.S. Department of Labor Employment and Training Administration. At such time, all contracts will be modified to reflect the new policies.

2.1 Virginia Career Works - Northern Centers

The Northern Virginia Workforce System brings together a wide variety of Federal, State and local program partners, integrates the provision of their services and provides a full-range of assistance to job seekers and employers currently at six (6) Virginia Career Works – Northern Centers located around the Northern Virginia region (see map in Attachment A). *SkillSource* also operates two Satellite *SkillSource* Employment Centers serving incarcerated job seekers within the Fairfax County Jail Alternative Incarceration Branch in Fairfax, Virginia and the Prince William – Manassas Regional Adult Detention Center in Manassas, Virginia.

Examples of services provided at each of the Virginia Career Works – Northern Centers include:

- Job-search and job-placement assistance
- Free access to computers, internet, fax machines and printers for job search purposes
- Access to job listings
- Labor market information
- Assistance in preparing resumes

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- Comprehensive assessment of job skills, abilities, aptitudes and needs
- Career coaching
- Workshops on topics such as interviewing skills
- Case management
- Pre-vocational services
- Information on Unemployment Insurance
- Individual employment plans
- Referrals to training, education and related supportive services
- Outreach and recruitment for business
- Employer Services

Prior to the start of the COVID-19 pandemic in March 2020, these services were primarily delivered in-person. As a result of the pandemic, services shifted to being primarily delivered virtually, through use of technology such as Zoom and virtual job fair platforms. It is expected that services will continue to be delivered both virtually and in-person, as COVID-19 restrictions are lifted, and more in-person services are able to resume. The One-Stop Operator should be prepared to offer options through a hybrid approach.

The role of the One-Stop Operator will vary within each of the Virginia Career Works - Northern Centers. Some Centers will require complete oversight and management of daily operations, while other Centers will only require the assignment of WIOA case management services. The six (6) Virginia Career Works – Northern Centers, including one (1) Comprehensive Workforce Center, and two (2) Satellite Employment Centers at the Fairfax County Alternative Incarceration Branch and the Prince William – Manassas Regional Adult Detention Center, are currently located at:

Virginia Career Works — Fairfax Annandale Center
Heritage Center
7611 Little River Turnpike (West Wing), Suite 300W
Annandale, VA 22003
(703) 533-5400

Virginia Career Works — Fairfax Alexandria Center
8350 Richmond Highway, Suite 327
Alexandria, VA 22309
(703) 704-6286

Virginia Career Works — Fairfax Reston Center
11484 Washington Plaza West, Suite 110
Reston, Virginia 20190
(703) 787-4974

** This site will no longer be a Virginia Career Works certified Center as of July 1, 2021.*

Virginia Career Works - Prince William Center (A Comprehensive Workforce Center)
13370 Minnieville Road
Woodbridge, Virginia 22192
(703) 586-6800

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Virginia Career Works – Cherokee Avenue Center
5520 Cherokee Avenue, #100
Alexandria, VA 22312
Phone: (571) 327-2206

Virginia Career Works - Loudoun Workforce Resource Center
A **SkillSource** Affiliate
102 Heritage Way, N.E.
1st Floor, Rear Entrance
Leesburg, VA 20176
(703) 777-0150

SkillSource Pre-Release Employment Center (Satellite)
Fairfax County Alternative Incarceration Branch
10520B Judicial Drive
Fairfax, VA 22030
703-246-4478

SkillSource Pre-Release Employment Center (Satellite)
Prince William – Manassas Regional Adult Detention Center
9320 Lee Avenue
Manassas, VA 20110

Each Virginia Career Works Certified Center and affiliates are subject to Center monitoring visits by SSG staff twice a year and a Center Certification process every three (3) years, through a State Certification process.

In FY 2019, Virginia Career Works - Northern Centers were visited by nearly 49,000 adults seeking to enter the workforce or to upgrade their skills for a better job, and over 34,000 visits from July 1, 2019 – February 29, 2020, prior to the Centers closing in mid-March 2020 due to the COVID-19 pandemic (see chart below).

Northern Virginia Workforce Area #11 Number of Adult Job Seeker Visits



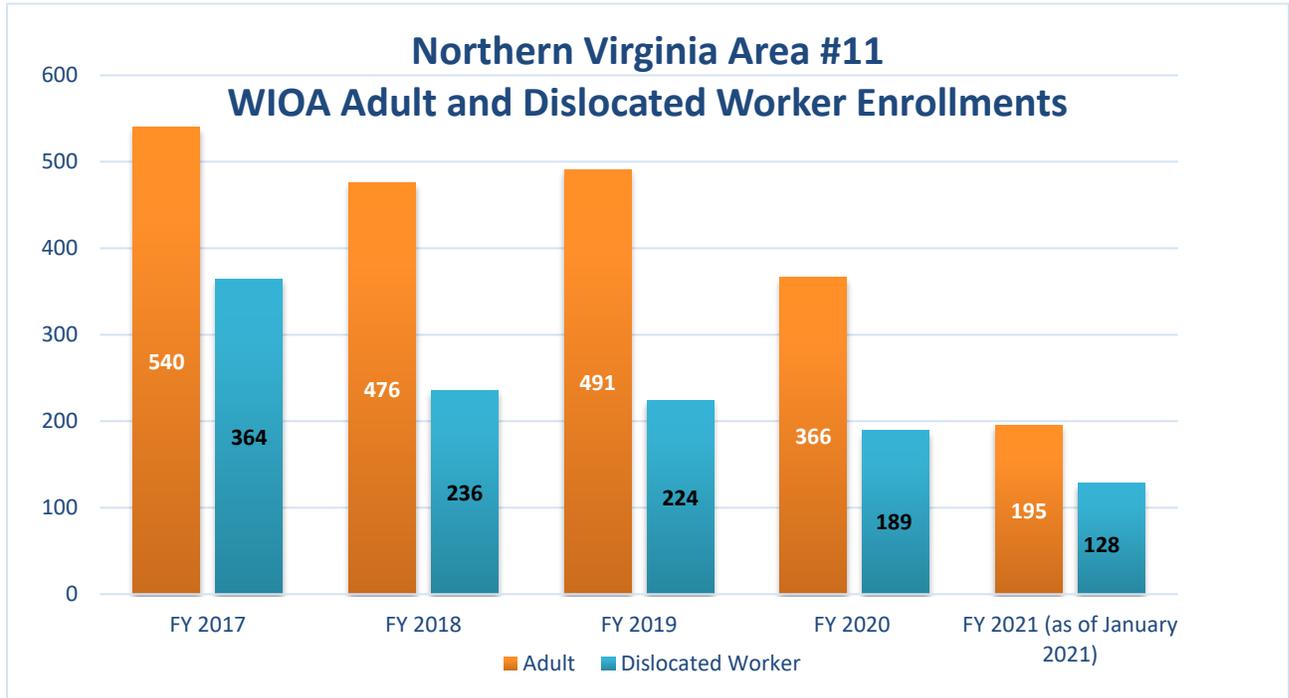
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Under WIOA, mandated Northern Virginia Workforce System partners include the following (Section 121 (b)(1)):

- WIOA Title I programs (Core partner)
- Wagner-Peyser programs (Core partner)
- Adult Education and Literacy programs (Core partner)
- Rehabilitation Act programs (Core partner)
- Older Americans Act programs
- Perkins postsecondary vocational education activities
- Trade Adjustment Assistance and NAFTA-TAA programs
- Veterans Employment and Training
- Community Service Block Grant employment and training activities
- HUD employment and training activities
- Unemployment compensation programs
- Second Chance Act Programs
- Temporary Assistance for Needy Families (TANF) (unless opted out by the Governor)

2.2 Northern Virginia WIOA Adult and Dislocated Worker Programs

Northern Virginia WIOA Adult and Dislocated Worker Programs are currently delivered through the network of Virginia Career Works - Northern Centers, as well as virtually. In FY 2020, the Northern Virginia WIOA Adult and Dislocated Worker programs enrolled 555 participants into the program (see chart below).



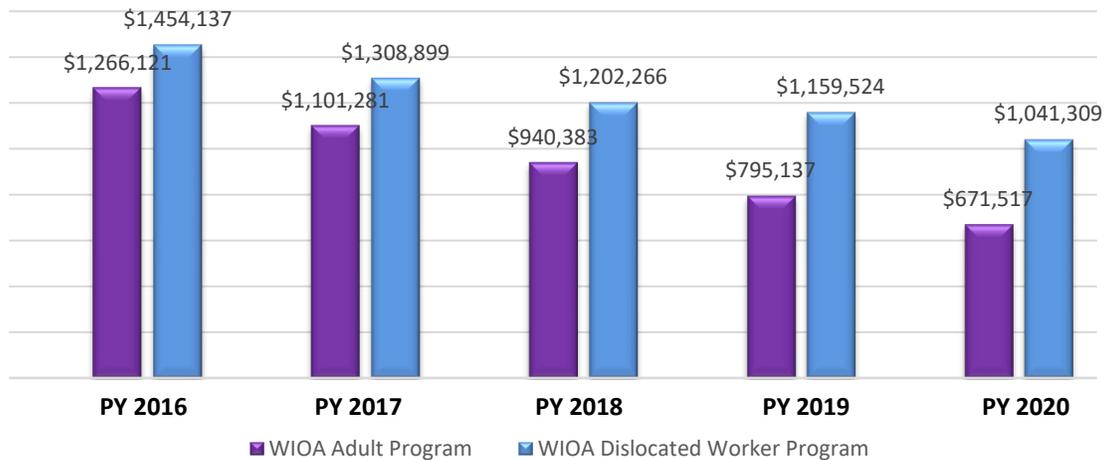
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Click on the following links for more information on eligibility requirements for the WIOA Adult and Dislocated Worker programs.

- WIOA: <http://www.doleta.gov/WIOA/>
- State Workforce System: <https://virginiacareerworks.com/>
- Policies for Eligibility Requirements for Adult and Dislocated Workers, Definitions, Acceptable Verification and Documentation, Priority of Service, Selective Service Requirements and other state policies and guidance <https://virginiacareerworks.com/practitioners-corner/>

Current and prior WIOA Adult and Dislocated Worker Program funding allocations for Northern Virginia Workforce Area #11 are highlighted below.

Northern Virginia Workforce Area #11 WIOA Adult and Dislocated Worker Program Funding Allocations



The Virginia Acts of Assembly 2015 session amended the Code of Virginia by adding in Chapter 4.2 section 2.2-2472.2 establishing that all local workforce development boards in Virginia must allocate a minimum of 40% of WIOA Adult and Dislocated Worker funds to training services as defined under WIOA. SSG must adhere to this legislation and annually expend a minimum of 40% of WIOA Adult and Dislocated Worker Program funding on training costs allowable under WIOA. More information on this policy can be found in [Virginia Workforce Letter #14-17, Change 2](#).

3.0 RFP Response

3.1 Offeror Eligibility Criteria

Any governmental, educational or not-for-profit organization or agency engaged in a public service may apply. Private for-profit organizations engaged in providing employment and training and educational opportunities for eligible adults may apply.

Up to five (5) additional bonus points will be awarded to proposals comprised of a consortium of three (3) or more mandated WIOA One-Stop partners, outlined in Section 2.1 of this solicitation. This must be evidenced through letters of commitment from each mandated partner that should be attached to the proposal response.

Entities that are presently debarred, suspended, or proposed for debarment, are not eligible to receive a contract.

3.2 Instructions

Respondent(s) must complete and submit a two-part proposal consisting of a Technical Proposal and a Business Proposal.

All proposals should clearly demonstrate the Respondent's qualifications and ability to provide the WIOA Adult and Dislocated Worker Program services, as well as One-Stop Operator services. **The Technical Proposal should be no longer than twenty (20) double-spaced pages, excluding Cover Page, Table of Contents, Executive Summary, Business Proposal and Attachments.** Brief proposals are welcomed.

3.3 Formatting Requirements

In order to simplify the review process and obtain the maximum degree of comparison, each Technical Proposal shall be organized as follows:

- Font size: 12 point
- Font style: Times New Roman
- Line spacing: Double spaced
- Margins: One-inch margins on all sides
- Pages: Single sided
- Page number: Centered at the bottom of each page
- Language: English
- Other: Proposals should not be placed in binders or folders; use one staple or binder clip in the upper left hand corner to secure all pages. Each section should be clearly marked.

3.4 Proposal Guidelines

- **Cover Page** – Includes name, address, phone number, and contact information for the Authorized Representative of the Respondent or company, and if a corporation, when and where incorporated as well as appropriate Federal, State and County Tax ID numbers.
- **Table of Contents** – Includes a table of contents that identifies the material in the proposal by section and page number.
- **Executive Summary** – Includes an executive summary that provides a brief overview of the proposal not to exceed one (1) single-spaced page.

The Technical Proposal shall include the following:

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- **Proposer Qualifications** – A description of the organization(s) and staff experience in delivering workforce programs, particularly Federal WIOA Programs for Adult and Dislocated Workers, and the services requested. Include resumes of key staff and clearly identify how they will contribute to the provision of services, including their relationship to the contracting organization (full-time, part-time, consultant) and amount of time to be devoted to the project. Respondent should provide a list of references familiar with Respondent's past work.

Offerors should indicate the organization's ability to implement the Workforce Innovation and Opportunity Act and how the organization has adapted to the new workforce legislation.

If the Offeror is a consortium of partners, information on organizational and staff qualifications should be included for each partner.

- **Service Area Operations** – Qualified offerors must have the capacity to design, deliver and continuously improve workforce programs for Adults and Dislocated Workers within the seven (7) jurisdictions that comprise the Northern Virginia Local Workforce Area #11. Offerors are asked to identify the location(s) of its proposed service delivery sites/facilities and provide a description of these site/facilities, including how it will operate within the network of the Virginia Career Works - Northern Centers or propose new Center locations within Northern Virginia. Offerors must also outline their intention and plan on delivering services virtually, in addition to delivering services in-person. Offerors must demonstrate an understanding of the need for services in the selected jurisdiction. It is the intent of SSG to select offerors that have the ability and capacity to deliver services throughout the entire Northern Virginia Workforce Area #11. If an Offeror proposes to deliver services in selected sites and not in a comprehensive manner, the Offeror must show why that is advantageous to SSG, the Northern Virginia Workforce Area #11 and the general public to be served by the Offeror.
- **Service Delivery Strategies** – Qualified offerors must submit a proposal that identifies the service delivery strategy for both WIOA Adults and Dislocated Workers. Offerors should provide examples of current or proposed recruitment and retention strategies to attract both populations throughout the region.

Offerors must also demonstrate the ability to provide comprehensive services to Northern Virginia employers and how they will identify the employment needs of employers within high-growth industry sectors and occupations throughout the region. Offerors are also required to follow State policy, which requires One-Stop Operators to certify that at least 60% of all service delivery staff at local One-Stop Centers in Virginia must be certified as a Workforce Development professional.

Offerors must provide a proposed work plan or strategy for accomplishing each of the tasks identified in Section 4, Scope of Services. Offerors should demonstrate an awareness of the difficulties in the completion of the work and a plan for surmounting them. Offerors

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should also describe how they intend to track data and measure performance in order to meet WIOA Common Measures.

SSG is particularly looking for Offerors to identify innovative and proven strategies that emphasize assisting adults in obtaining Industry Recognized Credentials that are in-demand by Northern Virginia employers.

- **Collaboration** – Qualified offerors should include at least three (3) employers or employer associations with which they have prior experience working with. Offerors are expected to link extensively with employers, as well as with existing programs and resources in the community, in collaboration with SSG and the VCWN.
- **Attachments** – Offerors can attach any other pertinent materials related to their services, such as examples of outreach materials, letters of support, resumes, and any best practices. Attachments are not to exceed 10 pages in total.

The Business Proposal shall include the following (excluded from 20 page limit):

The Business Proposal shall contain the justification for the cost of the services. It shall also contain data adequate to establish the reasonableness of the proposed costs. Delineate personnel costs, travel, supplies, equipment, job seeker training, support services or other expenses, as appropriate, by the WIOA Adult and Dislocated Worker Programs. Offerors must follow the Federal allowable cost principles that apply under WIOA. Offerors must also follow State policy to annually expend a minimum of 40% of WIOA Adult and Dislocated Worker Program funding on allowable training activities.

Offerors will be evaluated on their ability to offer high quality services while keeping costs reasonable for the services provided. Offerors should also describe the financial systems in place to operate the programs listed in the RFP and the internal controls present to ensure all costs are allowable and expenditures are tracked for reporting purposes. Offerors will maintain a financial management and accounting system that is sufficient for the accurate and timely accounting and reporting of all financial transactions under the contract.

If the Offeror is proposing to be reimbursed for a Federally Approved Indirect Cost Rate (ICR), the Offeror must submit a copy of the approved indirect cost plan that has been approved by the Federal cognizant agency for the organization for indirect costs to be considered for payment. Applicants must follow the guidelines established in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. If the Offeror does not have an approved ICR, SSG reserves the right to negotiate possible indirect costs with the recipient after contract award.

This is a cost reimbursement contract that provides for the reimbursement of all allowable costs under WIOA, which are approved in the contract budget. The Offeror must maintain the documentation necessary to support all costs and expenses, and ensure that costs are broken out by WIOA Adult, Dislocated Worker, and Administration expenses.

Up to seven (7) additional bonus points will be awarded to applicants that demonstrate and document leveraged resources for staff, leased space and other operating costs.

4.0 Scope of Services to be Provided by Respondent(s)

4.1 Career Services

Career and Training services include:

- Eligibility Determination for funding and services
- Outreach, intake and orientation to the information and other services available, both virtually and in-person, through the Virginia Career Works - Northern Workforce Centers;
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
- Job search and placement assistance and, in appropriate cases, career counseling, including information on in-demand industry sectors and occupations and nontraditional employment; appropriate recruitment and other business services on behalf of employers;
- Referrals to and coordination of activities with partner programs and services, particularly through the use of the State's [Virginia Career Works Referral Portal](#);
- Workforce and labor market employment statistics information, which includes job vacancy listings, job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements and opportunities for advancement within those career pathways; and
- Performance information and program cost information on Eligible Training Providers (ETPs);
- Referrals to supportive services or other needed assistance;
- Information and assistance regarding filing claims for unemployment assistance; and
- Information and assistance regarding establishing eligibility for financial aid assistance for training and education programs.

Other career services needed in order for an individual to obtain or retain employment consist of:

- Comprehensive and specialized assessments of the skill levels and service needs of Adults and Dislocated Workers, which may include use of assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
- Individual coaching;
- Career planning;
- Short-term pre-vocational services, including development of learning skills, communication skills, and interviewing skills;
- Workforce preparation activities;
- Financial literacy;

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- English language acquisition and integrated education and training programs; and
- Follow-up services, including counseling regarding the workplace for customers in WIOA activities that are placed in unsubsidized employment for not less than 12 months after the first day of the employment as appropriate.

Each customer should receive an orientation of available services, including all partner services and any other pertinent resources to ensure successful return to employment. The orientation shall include a complete overview of the processes and procedures for gaining maximum benefits from engagement with the Northern Virginia Workforce System. Information on orientations must be posted on the SSG website at www.vcwnorthern.com.

4.2 Training Services

Upon completion of orientation and assessments, customers may be deemed appropriate for training services if the customer is unlikely to obtain or retain self-sufficient employment. The selection of targeted training should focus on in-demand industry sectors or occupations in demand in Northern Virginia.

Occupational skills training shall be provided through Individual Training Accounts from an approved Northern Virginia Eligible Training Provider, which can be found on the [State Eligible Training Provider List](#). Other training activities, such as cohort training, may be proposed.

Training Services are described as:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training;
- Incumbent worker training (as authorized by the Board);
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs;
- Job readiness training provided in combination with other training services such as occupational skills training;
- Adult education and literacy activities including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with other training services and
- Customized training conducted with a commitment by an employer or group of employees to employ an individual upon successful completion of the training.

All customers that receive training services must be determined eligible for WIOA funding.

As referenced on page 9 of this Solicitation, all Offerors MUST detail annual expenditures of a minimum of 40% of WIOA Adult and Dislocated Worker Program funding on training activities allowable under WIOA.

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The Offeror will be expected to utilize non-WIOA funding sources for WIOA jobseeker training opportunities, ideally to supplement training programs funded through the WIOA funding streams. For example, the Virginia Community College System funds skills training through the Fast Forward Program. Another non-Federal funding initiative is Virginia Ready, provides funding incentives for jobseekers to gain new credentials and skills. The Offeror will be requested to regularly report the utilization of non-WIOA funding accessed for WIOA-enrolled jobseekers to the Virginia Career Works Northern Region.

4.3 WIOA Program Requirements for Job Seeker Services

WIOA Sec. 3 (24) defines an “individual with a barrier to employment” means a member of one or more of the following populations:

- a. Displaced Homemakers
- b. Low-Income Individuals
- c. Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in Section 166
- d. Individuals with disabilities, including youth who are individuals with disabilities
- e. Older individuals
- f. Ex-Offenders
- g. Homeless Individuals (as defined in Section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6)), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)).
- h. Youth who are in or have aged out of the foster care system
- i. Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- j. Eligible migrant and seasonal farm workers, as defined in Section 167(i)
- k. Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- l. Single parents (including single pregnant women)
- m. Long term unemployed individuals
- n. Such other groups as the Governor determines to have barriers to employment

Prior to the start of the COVID-19 pandemic in March 2020, these services were primarily delivered in-person. As a result of the pandemic, services shifted to being primarily delivered virtually, through use of technology such as Zoom and virtual job fair platforms, and with State guidance. It is expected that services will continue to be delivered both virtually and in-person, as COVID-19 restrictions are lifted, and more in-person services are able to resume. The WIOA Operator should be prepared to offer options through a hybrid approach.

Utilization of the Virginia Online Common Referral Portal:

The Commonwealth of Virginia administers an online Common Referral Portal that quickly and easily connect jobseekers to critical training, career and support resources. The selected Offeror(s)

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is expected to utilize the online Common Referral Portal for all jobseekers served during the term of this contract. The link is at <https://app.virginia.myjourney.com>.

Eligibility Verification/Validation/Documentation: The Offeror shall be responsible for determining, verifying, and certifying WIOA eligibility for each Adult or Dislocated Worker customer by obtaining acceptable records/documents to verify each required eligibility item. Verification documents and other necessary paperwork must be maintained in paper and electronic case files and the offeror also will be responsible for directly entering such information into the Virginia Workforce Connection (VaWC) case management system on a regular and ongoing basis. Documentation of services, referrals, progress, activities, and follow-up is also required. Documentation should provide information related to successes and barriers related to the completion of the service plan along with potential next steps of services. The Offeror is expected to follow the VCWN Priority of Service policy, which can be found [here](#).

Assessments: SSG currently requires that the CareerScope be used for assessing occupational skills, interests, and aptitudes and the TABE assessment be used to assess basic skills. Assessments of the skill levels and service needs of Adults and Dislocated Workers may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. The goal of the assessments are to identify skills, strengths, and deficiencies, and attitudes relating to vocational training, basic education, and employment. Assessments may also be used for career interest and discovery.

The Offeror shall provide information on the proposed assessment tools they will utilize when conducting assessments of basic skills, abilities, interests, evaluation of work history, and evaluation of support service needs for WIOA Adult and Dislocated Worker customers. All assessment processes and tools must be approved by SSG prior to implementation and must be applied in a consistent and equitable manner.

Individual Employment Plans: Each Adult/Dislocated Worker customer enrolled into WIOA services will have an individualized employment plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals, including providing information on Eligible Training Providers, and career pathways to attain career objectives. Employment plans should be flexible and responsive to the individual needs of each customer as they move through needed career services and/or training services, keeping in mind that employment is the ultimate goal for all customers. Each plan will identify educational goals, pre-employment steps, selected learning objectives, training and work based learning (when provided) and any other preparation for unsubsidized employment. The plan will set clear and realistic goals for educational advancement, entry into employment in a targeted industry, and any continued learning and development, as needed. The IEP is to be periodically reviewed with the participant and adjusted, as warranted, and is to be developed within thirty (30) days of the date of program enrollment and reviewed every sixty (60) days thereafter. Offerors will be expected to maintain a formal participant eligibility file and will be subject to periodic case file monitoring reviews.

Case Management: The selected Offeror will be required to provide experienced Case Managers to meet the needs of the active and follow-up WIOA customers of the current and future caseload in Northern Virginia Workforce Area #11. Case Management should be provided through both

virtual and in-person methods, to ensure all customers are successful. Case Management strategies should include, but are not limited to:

- Regularly scheduled contact must be maintained with all customers. The frequency of the contact is based on an assessment of the customer's needs as they move through the process. At a minimum, contact every 30 days must be made with each customer. More frequent contact may be needed in certain circumstances and encouraged.
- Use of the IEP benchmarks to measure progress such as increasing TABE, Work Keys, or College entrance exam scores, finding unsubsidized employment, attaining occupational and work readiness skills, attaining a high school diploma or GED, occupational license, certificate, or degree, etc.
- Monthly case notes entered into the State VAWC online case management tool in a timely manner. Case notes are not limited to but should detail contacts per customer, missed appointments and attempts to contact the customer, career services provided to the customer, progress, barriers, interventions, and successes of the customer, etc.
- Provision of linkages, referrals, coordination of services and resources that support the achievement of customer's IEP.
- Collaboration with other service providers, training providers, businesses, and community agencies.

Follow-Up: The successful Offeror is expected to provide services to Adults and Dislocated Worker through the completion of the participant's service plan, which includes the minimum 12 months of follow-up services.

The Offeror will be responsible for maintaining participant enrollment and service activity and outcome records, and documenting and verifying applicable performance metrics. The Offeror also will be responsible for directly entering such information into the VAWC case management system on a regular and ongoing basis. Programmatic reports will be provided to SSG on a monthly basis throughout the fiscal year.

4.4 WIOA Program Requirements for Employer Services

Serving the needs of employers is a principle focus for WIOA and SSG, as employers are a primary customer with the continuing need of finding and hiring candidates. Employer service staff shall take a lead role in understanding the needs of employers and in communicating those needs to the broader workforce system, as part of the Northern Virginia Employer Solutions Team.

WIOA emphasizes Sector Partnerships as a key method to engage businesses in the design of workforce services, including education available through public schools, colleges, and universities with the goal that education agencies and career centers understand and deliver training, education, credentials and guidance to provide defined Career Pathways into targeted industry sectors. These sectors must also be aligned with economic and business development efforts to maximize effectiveness. Employer service staff is expected to lead efforts at developing and supporting these Sector Partnership efforts.

The successful proposer will be responsible for coordinating or delivering the following employer services with partner staff:

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- Onsite Recruitment and Placement Assistance for Employers
- On-the-Job (OJT) Training Subsidies
- Federal Bonding Program
- Customized Occupational Skills Training
- Incumbent Worker Training
- Work Opportunity Tax Credit Program
- Rapid Response Services
- Transitional Work Experience Program
- Information on Business Start-Up, Retention and Expansion Services
- Access to Labor Market Information
- Workplace Accommodations for Persons with Disabilities;

The Offeror will be required to be a member of the Northern Virginia Employer Solutions Team, composed of staff from SSG and other WIOA partners that work directly with employers. The Offeror will be responsible for tracking services to employers and will enter such information into the Salesforce system utilized by the Northern Virginia Employer Solutions Team on a regular and ongoing basis.

4.5 Capacity to support the Northern Virginia Workforce System approach to the delivery of services and how Adults and Dislocated Workers will be connected to utilize and benefit from the services available at each Virginia Career Works – Northern Center.

In the interest of establishing a seamless delivery of services, outreach and recruitment functions associated with the delivery of any proposed WIOA Adult and Dislocated Worker Program activities are to be located and coordinated out of the Virginia Career Works - Northern Centers to the extent possible.

4.6 Proposed Outcomes

Under WIOA, there are five (5) required core performance measures for the WIOA Adult and Dislocated Worker Programs: Employment Rate 2nd Quarter after Exit, Median Earnings 2nd Quarter after Exit, Measurable Skills Gains, Employment Rate 4th Quarter after Exit, and Credential Attainment Rate. The proposer must be prepared to meet or exceed all negotiated WIOA and State performance measures. Offerors must include a chart similar to the one provided below that identifies proposed outcomes for, in addition to the WIOA Performance Measures, the numbers to be served, placed into employment, as well as the cost per participant for both Adults and Dislocated Workers.

Program	Numbers to be Served	Placed into Employment	Measurable Skills Gain	Credential Attainment	Retaining Employment Q2 and Q4 after Exit	Estimated Median Earnings Q2 after Exit	Estimated Cost per Participant Served
WIOA Adult							
WIOA Dislocated Worker							

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The Federal WIOA legislation includes provisions regarding Pay for Performance (P4P) strategies, which allows local workforce development boards to focus on longer-term strategies for improving outcomes through a focus on evidence-based interventions and outcomes-based payments. The Offeror should provide details regarding any experience with Pay-for-Performance, and their willingness to take part in future Pay-for-Performance or results-based contracting.

The current PY 2020 performance levels negotiated with the Virginia Community College System (VCCS) can be found below.

**Workforce Area #11 Adult and Dislocated Worker Programs Performance Measures –
VCCS Approved Levels PY 2020 and PY 2021**

PERFORMANCE MEASURE	ADULT	DISLOCATED WORKER
<i>Employment Rate 2nd Quarter After Exit</i>	83.90%	92.10%
<i>Median Earnings 2nd Quarter After Exit</i>	\$9,037	\$8,700
<i>Measurable Skill Gains</i>	60.00%	75.90%
<i>Employment Rate 4th Quarter After Exit</i>	85.00%	90.00%
<i>Credential Attainment Rate</i>	74.00%	70.00%

5.0 Insurance

5.1 The Contractor will be responsible for its work and every part thereof, and for all materials, tools, equipment, appliances, and property of any and all description used in connection therewith whether owned by the contractor or by the SSG. The contractor assumes all risks of direct and indirect damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the contract, or in connection in any way whatsoever with the contracted work.

5.2 The Contractor shall, during the continuance of all work under the Contract provide the following:

- a. Maintain statutory Worker's Compensation and Employer's Liability insurance in limits of not less than \$100,000 to protect the Contractor from any liability or damages for any injuries (including death and disability) to any and all of its employees, volunteers, or subcontractors, including any and all liability or damage which may arise by virtue of any statute or law in force within the Commonwealth of Virginia, or which may be hereinafter enacted.
- b. The Contractor agrees to maintain Comprehensive General Liability insurance in the amount of \$1,000,000 per occurrence, to protect the contractor, its subcontractors, and the interest of the VCWN/SSG, against any and all injuries to third parties, including bodily injury and personal injury, wherever located,

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resulting from any action or operation under the contract or in connection with contracted work. The General Liability insurance shall also include the Broad Form Property Damage endorsement, in addition to coverage's for explosion, collapse, and underground hazards, where required.

- c. The Contractor agrees to maintain owned, non-owned, and hired Automobile Liability insurance, in the amount of \$1,000,000 per occurrence, including property damage, covering all owned, non-owned borrowed, leased, or rented vehicles operated by the Contractor. In addition, all mobile equipment used by the Contractor in connection with the contracted work will be insured under either a standard Automobile Liability policy, or a Comprehensive General Liability policy.
- d. The Contractor agrees to maintain insurance in the amount of \$1,000,000 to cover each individual staff.
- e. The Contractor agrees to maintain liability insurance in the amount of \$1,000,000 to cover its operations.
- f. Liability insurance may be arranged by General Liability and Automobile Liability policies for the full limits required, or by a combination of underlying Liability policies for lesser limits with the remaining limits provided by an Excess or Umbrella Liability policy.
- g. The Contractor agrees to provide insurance issued by companies admitted within the Commonwealth of Virginia, with the Best's Key Rating of at least A: VI.
- h. The only exceptions to this are insurers of the London Syndicate and other recognized British and European insurers who are not rated by Best Guide.

Hold-harmless and Indemnification: Contractor shall indemnify, keep and save harmless the SSG, its agents, officials, employees and volunteers against claims of injuries, death, damage to property, patent claims, suits, liabilities, judgments, costs and expenses which may otherwise accrue against the SSG in consequence of the granting of a contract or which may otherwise result therefore, if it shall be determined that the act was caused through negligence or error, or omission of the Contractor or his or her employees, or that of the subcontractor or his or her employees, if any; and the Contractor shall, at his or her own expense, appear, defend, and pay all charges of attorneys and all costs and other expenses arising therefore or incurred in conjunction therewith; and if any judgment shall be rendered against the SSG in any such action, the Contractor shall, at his or her on expense, satisfy and discharge the same. Contractor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the SSG as herein provided.

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The Contractor will provide an original, signed Certificate of Insurance and such endorsements as prescribed herein, and shall have it filed with the VCWN/SSG before any work is started.

- i. If the Contractor delivers services from a SSG-leased facility, the Contractor is required to carry personal property insurance on all equipment installed and maintained on the premises.

5.3 No change, cancellation, or non-renewal shall be made in any insurance coverage without a forty-five day written notice to the SSG. The Contractor shall furnish a new certificate prior to any change or cancellation date. The failure of the Contractor to deliver a new and valid certificate will result in suspension of all payments until the new certificate is furnished.

5.4 Precaution shall be exercised at all times for the protection of persons (including employees) and property.

5.5 SSG, its employees and officers shall be named as an additional insured in the Automobile, General Liability and Professional Liability policies and it shall be stated on the Insurance Certificate with the provision that this coverage is primary to all other coverage the SSG may possess.

5.6 If an “ACORD” Insurance Certificate form is used by the Contractor’s Insurance agent, the words, “endeavor to” and “... but failure to mail such notice shall impose no obligation or liability of any kind upon the company” in the “Cancellation” paragraph of the form shall be deleted.

6.0 Monitoring

6.1 SSG staff may institute such monitoring activities as are reasonably needed to ensure that this contract is performed in accordance with its provisions.

7.0 News Releases by Contractors

7.1 The SSG does not endorse the products or services of a contractor. News releases concerning any resultant contract from this solicitation will not be made by a contractor without the prior written approval of the SSG.

8.0 Access to and Inspection of Work

8.1 SSG staff shall, at all reasonable times, have access to the work being performed under this agreement, wherever it may be in progress or preparation.

9.0 Evaluation Process

9.1 A Review Panel assembled by the *SkillSource* Group, Inc. will evaluate proposals as described in the following table:

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Criterion	Weighted (points)
Cover page (1 page limit)	0
Table of Contents (1 page limit)	0
Executive Summary (1 page limit)	0
Experience of the Respondent and Organizational Capacity in Providing WIOA Adult and Dislocated Worker Program Services	25 points
Overall quality of the Technical Proposal, including: <ul style="list-style-type: none"> • Quality of Proposed Plans to Provide One Stop Center Services • Quality of Proposed Plans to Achieve Service Levels and Outcomes • Demonstrated Ability to Collaborate and Form Relationships with Required Partners and Regional Employers 	40 points
Reasonableness and Competitiveness of Business Proposal	35 points
Proposal represents a consortium of WIOA mandated partners	Up to 5 bonus points
Leveraged resources for staff, leased space and other operating costs	Up to 7 bonus points

9.2 Upon receipt of the Technical and Business proposals, the Review Panel will evaluate the responses and rank the Respondent(s). SSG reserves the right to waive any informalities and to reject all proposals in whole or in part. Offerors may be required to deliver a presentation to the RFP Review Committee and/or to the full Virginia Career Works - Northern Board.

10.0 Contract Award and Details

10.1 The period of this contract shall be from July 1, 2021 through June 30, 2022. This contract may be renewed, upon agreement of both parties, for a total of four (4) one-year renewal years.

10.2 The subsequent contract will be a contract based on a comprehensive program proposal, including personnel and operating costs. Subsequent year contracts will be negotiated based on available WIOA Adult and Dislocated Worker Program funding allocations from the U.S. Department of Labor and the Virginia Community College System. Any additional work will be discussed in the future and price will be negotiated at that time.

10.3 Payments will be made by the SSG to the Contractor after acceptance of a properly completed invoice. Reimbursement requests should be separated by Adult and Dislocated Worker Program expenses, must include documentation that the expense has already occurred and provide supporting documentation before reimbursements will be honored. The Invoices should be sent to the following address no later than 15 days after the last day of the month that services took place:

The *SkillSource* Group, Inc.
8300 Boone Boulevard, Suite 450
Vienna, VA 22182
ATTN: David Hunn, President and CEO

Payment will be made by SSG within 30 days of receipt of completed invoices from the Contractor.

11.0 Attachments

The following attachments are included in this RFP:

- Attachment A Map of Northern Virginia Workforce Area and Centers

Additional Details

Addenda to this Request for Proposal

The SSG may, at any time, by written order, require changes in the services to be performed by the Respondent. If it becomes necessary to revise any part of this RFP, an addendum will be posted on the SSG's website. Any clarification, including responses to questions, will become an addendum to the RFP.

Right to Cancel

The SSG reserves the right to delay, amend, reissue, or cancel all or any part of this RFP at any time without prior notice. The SSG also reserves the right to modify the RFP process and timeline as deemed necessary.

Attachment A - Map of Virginia Career Works - Northern Centers

