

REQUEST FOR PROPOSALS SPECIALIZED ONE STOP CAREER CENTER

**Issued: May 9, 2014
Due: June 16, 2014 4:00 p.m.**

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Director
Mayor's Office of Employment Development**

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Mayor
City of Baltimore**



**REQUEST FOR PROPOSAL
SPECIALIZED ONE STOP CENTER**

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**REQUEST FOR PROPOSAL
SPECIALIZED ONE STOP CAREER CENTER**

BACKGROUND

OVERVIEW OF THE WORKFORCE INVESTMENT ACT

The Workforce Investment Act (WIA) of 1998 provides the framework for a national workforce preparation and employment system designed to be customer-focused in meeting both the needs of business for skilled workers and assisting individuals in easily accessing information and services necessary to begin and manage their careers.

The Mayor's Office of Employment Development (MOED) is the designated administrative entity and fiscal agent for the Baltimore City Workforce Investment Board (BWIB). It has been designated by the Governor as the Baltimore City One Stop Operator. As such, the MOED oversees the planning and implementation of a variety of workforce development programs in Baltimore City and is recognized as the primary agent of workforce development services for employers, new workers, career changers, laid-off workers and dislocated workers.

The MOED receives guidance from the BWIB which is a mayoral appointed board comprised of representatives from business, economic development, education, organized labor, community based organizations, veterans, social services and state and local government agencies.

The Mayor, BWIB and the MOED envision a city where every person maximizes his or her potential and where all employers have the human capital needed to grow and prosper. More information on the public workforce system may be found at:

1. Workforce Investment Act: <http://www.doleta.gov/usworkforce/wia/act.cfm>
2. Maryland Department of Labor Licensing and Regulation:
<http://www.dllr.state.md.us/employment/>
3. Baltimore Workforce Investment Board: <http://www.baltoworkforce.com>
4. Mayor's Office of Employment Development: <http://oedworks.com>
5. Baltimore City's Integrated Local Workforce Investment Plan:
http://www.oedworks.com/resources/Five%20Year%20Plan_2012_Final.pdf
6. Career Center Network: <http://www.oedworks.com/jobseek/index.htm>

ABOUT BALTIMORE CITY'S REQUEST FOR A SPECIALIZED ONE STOP CAREER CENTER

The Mayor's Office of Employment Development (MOED), acting on behalf of the BWIB, announces the issuance of a Request for Proposal (RFP) to seek one (1) experienced organization to manage a Specialized One Stop Career Center currently co-located at the Maryland State Department of Labor, Licensing and Regulation, Division of Adult Learning and Workforce Development, 1100 N. Eutaw Street, Baltimore, Maryland 21201.

The objective of this procurement is to select an entity to effectively and efficiently manage and deliver specialized services to connect adult and dislocated workers, with a focus on long-term unemployed, to

good jobs. As noted by President Obama in his remarks made on January 31, 2014, “...folks who have been unemployed the longest often have the toughest time getting back to work.” And according to the U. S. Bureau of Labor Statistics (BLS), Current Employment Statistics Survey (seasonally adjusted) approximately 10.2 million U.S. workers are unemployed. Of particular concern is the 3.6 million unemployed workers that are long-term unemployed, meaning they have been unemployed for 27 weeks (six months) or longer (BLS, Current Population Survey (CPS), not seasonally adjusted, Table A-35). In Maryland, it is estimated that 42% of unemployed workers have been out of work for more than 27 weeks. And as noted by the Department of Labor, Licensing and Regulation (DLLR), Division of Unemployment Insurance, Emergency Unemployment Compensation (EUC) claimants as of November 30, 2013 numbered three thousand three hundred ninety-three (3,393).

The selected One Stop manager will be required to:

- 1) Develop and implement a comprehensive outreach and recruitment plan to engage dislocated workers, employers and partners in the services available through the One Stop.
- 2) Identify and implement creative strategies designed to address the unique challenges of adult and dislocated workers who are experiencing long-term unemployment.
- 3) Manage the flow of adult, dislocated workers, particularly long-term unemployed workers, through the tiers of services in accordance and in compliance with the Workforce Investment Act of 1998.
- 4) Create a comprehensive individualized employment plan for each adult, dislocated worker, particularly long-term unemployed worker, to address barriers to success; and deliver a comprehensive set of support services to assist adult and dislocated workers, particularly long-term unemployed workers, in reaching their career potential; and create and implement activities specifically designed to re-enter the workforce.
- 5) Maintain a close working relationship with and become a partner of the One Stop Career Center Network (CCN), inclusive of MOED’s Workforce Operations, and MOED’s Business Services to promote delivery of “seamless services.”
- 6) Offer professional business services, including customized workforce solutions, to Baltimore area businesses and utilizing the Employ Baltimore – Ready to Work for You strategy.
- 7) Achieve the performance measures established by the United States Department of Labor; the State of Maryland Department of Labor, Licensing and Regulation, and MOED. Performance elements include but are not limited to:
 - a) Entered employment and job retention rate, post exit average earnings, and customer satisfaction for dislocated workers and employers.
 - b) Training enrollments, training completions and credentials.
 - c) Post Program activities to assist adults and dislocated workers with employment retention.
 - d) Timely preparation and submission of reports.
- 8) Ensure operational and recordkeeping compliance with all federal and state regulations governing the Workforce Investment Act and for all other federal, state, and local programs and activities.

GRANT PERIOD

The term of this agreement shall be for a period of nine months beginning on October 1, 2014 and ending on June 30, 2015. (Dates are tentative conditioned on the final approval of the award by the Board of Estimates for Baltimore City)

The Contract may be extended for an additional one-year period at the sole discretion of the City (MOED).

GRANT AMOUNT

MOED will make sufficient funding available through City sources to deliver the services requested in this RFP. The proposer is responsible for proposing a reasonable total cost for delivering the services described in this RFP. Funding for this service will not exceed \$225,000 for the nine month agreement period.

ELIGIBLE APPLICANTS

Applicants must have at least three years of experience serving adult and dislocated workers under an one stop center model and demonstrate existing expertise, capability and capacity to manage an one stop center and deliver workforce development services as described in this RFP. Funding is not available to allow for training of an inexperienced bidder.

PROPOSAL SUBMISSION

Typewritten proposals must include:

1. Cover page
2. Abstract (see section V.)
3. Proposal Narrative (see section V.)
4. Budget (see section VII)

The required proposal document must be prepared using 12-point font, double spaced, and on numbered pages. The Proposal Narrative must be limited to 10 pages.

One digital copy of this proposal must be submitted by email and four hard copies must be hand delivered or sent by U.S. mail. Proposals must be received by **4:00 p.m. June 16, 2014** to the:

Attn: Mary Sloat, Assistant Director
Mayor's Office of Employment Development
417 E. Fayette Street, Suite 468
Baltimore, MD 21202
msloat@oedworks.com

COST OF PREPARING PROPOSALS

Costs for developing, preparing and submitting the proposals are solely the responsibility of the bidders. MOED will not provide reimbursement for such costs.

QUESTIONS

Any bidder having questions regarding this solicitation must submit them in writing to Ms. Mary Sloat at msloat@oedworks.com. Each question shall be specific and reference a specific section page and item of this solicitation. Any information resulting from questions that causes a change in the solicitation will be provided to all bidders.

CLARIFICATION PROCEDURES

All clarifications or changes to submitted proposals must be in the form of a written addendum and received prior to 4 p.m. Monday, June 16, 2014.

WITHDRAWALS

A submitted proposal may be withdrawn prior to the due date. A written request to withdraw the proposal must be submitted electronically to msloat@oedworks.com.

BIDDER'S CONFERENCE

An informational Bidder's Conference is scheduled for:

Thursday, May 15, 2014
3:00 p. m. to 4:30 p.m.
Eastside One Stop Career Center
3001 E. Madison Street
Baltimore, Maryland 21205

(Email eblake@oedworks.com if you plan to attend the Bidders Conference)

Parties who plan to submit a proposal are strongly encouraged to attend and/or be represented by an individual authorized to act on the bidder's behalf. The bidder agrees to assume full responsibility for any information not received due to non-attendance.

PUBLIC RECORDS

Applicants are advised that most documents in possession of the Mayor's Office of Employment Development are considered public records and subject to disclosure under the Maryland Public Information Act.

EVALUATION TIMELINE

Subcontractor will be notified of award on or about June 27, 2014.

**REQUEST FOR PROPOSAL
SPECIALIZED ONE STOP CAREER CENTER**

QUALIFICATIONS AND RESPONSIBILITIES

All businesses/organizations must meet a minimum level of administrative and fiscal capacity in order to contract with MOED. Therefore, all applicants given selection notification must provide the following Documentation of Qualifications by 4 p.m. Monday, June 30, 2014. Failure to satisfactorily provide the following documentation could result in disqualification of proposed award.

Documentation of Organizations Qualifications

- Formal documentation that organization is in good standing with the Maryland Department of Assessment Taxations at time of proposal submission
- Legal Entity (Proof of Incorporation, 501(c) (3), etc.) *<Must submit document proving legal entity.>*
- Written Personnel Policies *<Must submit table of contents of personnel policies.>*
- Written Conflict of Interest Policy for Staff and Board *<Must submit copy of Conflict of Interest Policy.>*
- Written Grievance Procedure for Customers/Clients *<Must submit copy of grievance procedure.>*
- Ongoing Quality Assurance Process for Services *<Must submit descriptions of process.>*
- For organizations with an Annual Budget of at least \$100,000 *<Must submit most current annual budget document.>*
- For organizations that have more than one revenue source *<Must submit revenue documentation identifying the various sources and amounts.>*
- Proven Fiscal Capacity including Capacity for Fund Accounting *<Must submit bound copy of most recent formal audit report completed within last year including the A-133 report. Must satisfactorily address all findings.>*
- Verify that the program has procured and will maintain during the life of the contract the following required insurance coverages (professional liability, errors and omissions; commercial general liability insurance, including contractual liability insurance; business automobile liability (if applicable); worker's compensation coverage; and employee dishonesty insurance *<Must submit copies of certificates of insurance with contract. >*
- Adequate Method to Collect Client Information & Demographics *<Must submit sample of format or report. >*
- Demonstrated Ability to Collect Outcome Data that measures Performance to Plan *<Must submit report showing actual to planned performance. >*
- A networked computer connected to the Internet with a browser that is compatible with any current cloud applications or databases required by the agency; the system should have a PDF reader, office applications compatible with the current version of Microsoft Excel and WORD, and email accounts for all individuals accountable for this contract. *<(Must submit letter describing how organization currently addresses or plans to address these criteria.>*

Documentation of Qualifications Submission

- Do not include any information that is not specifically requested.
- Include a cover letter properly identifying the organization and signed by an individual authorized to represent the organization, to act on behalf of it, and to legally bind it in all matters related to a contract.

SUBCONTRACTOR RESPONSIBILITIES

Program success is contingent upon the ability of the subcontractor to meet the demands of managing and administering the initiative/service. Contracts awarded will be based on cost reimbursement with allowable costs limited to those reasonable and necessary for the effective and efficient performance of the contract services. With the advance written approval of MOED, the subcontractor may be permitted to subcontract specific activities, with conditions. ***(It is suggested that all organizations have a minimum of two months operating capital on-hand throughout the term of the contract.)***

Subcontractor responsibilities include but are not limited to:

1. Program operations and fiscal management
2. Monitoring/evaluation
3. Client tracking and documentation
4. Timely billings and reports
5. Timely reporting of required data/information
6. Cooperation and coordination with MOED staff and one stop partners
7. Achieving outcomes stated in contract

SECTION III.

REQUEST FOR PROPOSAL SPECIALIZED ONE STOP CAREER CENTER

PROGRAM SPECIFICATIONS

KEY PROGRAM COMPONENTS

The subcontractor will operate one of MOED's three one stop career centers targeting eligible adult and dislocated city residents under Title I, Chapter 3 of the Workforce Investment Act of 1998 (WIA) (PL105-220) with a focus on the long term unemployed. The intent of WIA is to increase employment, retention and earnings of participants in the WIA program and increase occupational skills attainment for participants. Services to be provided include, but are not limited to:

- Making appropriate connections for all universal and self-directed (core) job seekers who want services.

- Providing the initial assessment, which maps out each participant’s educational skill level, work history and barriers to success (such as learning disabilities, substance abuse, homelessness, health issues, parental obligations, etc.).
- Creating and/or updating an Individual Employment Plan (IEP) with each participant to address all personal barriers to success.
- Providing job readiness preparation; supporting participants’ employment searches; referring eligible and qualified participants to occupational skills or customized training.
- Maintaining a computer lab to support basic information technology literacy.
- Referring participants, when appropriate, to a literacy program or computer literacy classes.
- Providing basic literacy, pre-GED, and GED services on-site through one stop partner relationships.
- Providing WIA intensive and training services.
- Providing job placement services.
- Providing follow-up support services for all participants for a minimum of twelve months after exit.

TARGET POPULATION

The subcontractor will maintain a monthly active pool of adult and dislocated workers with a focus on long-term unemployed workers. Active pool is defined as a group of participants who have completed registration as an adult or dislocated worker, particularly long-term unemployed worker, and are not yet exited within the Maryland Workforce Exchange. Participants must meet eligibility requirements for WIA dislocated workers or WIA Adults.

To be eligible as an Adult or Dislocated Worker, a customer must be at least eighteen (18) years of age and be eligible to work in the United States. If male and born on or after January 1, 1960, they must be registered for Selective Service. All individuals enrolled in training must have an annualized family income that does not exceed 100 percent of the lower living standard income level as defined by the U.S. Department of Labor.

Individual Adults and Dislocated Workers who have participated in at least one core service, and have demonstrated a need for a more in depth level of assistance, may qualify for intensive services. Similarly, individual Adults and Dislocated Workers have made use of at least one intensive service and have demonstrated a need for more in depth level of assistance may qualify for training services. Additionally, when funding is limited, the local “priority of service” policy will be implemented for Adults and Dislocated Workers.

Dislocated workers are defined as:

- Unemployed and have been terminated or laid off from employment, or currently possess a notice of impending termination or layoff from employment; and
 - Are eligible for or have exhausted unemployment compensation benefits in connection with or as a result of the layoff/termination; or
 - Have been employed, but not eligible for Unemployment Compensation due to insufficient earnings; or
 - Performed services for an employer that were not covered under a State Unemployment compensation law; and
 - Are unlikely to return to the industry or occupation from which they were (will be) laid off/terminated.

OR

- Terminated or laid off during the past three (3) years, or are unemployed and possess a notice of termination/layoff as a result of any permanent closure of or any substantial layoff at a plant, facility, or enterprise.
 - At least thirty-three percent (33%) of the employees (excluding employees regularly working less than twenty (20) hours per week); and at least fifty (50) employees (excluding employees regularly working less than twenty (20) hours per week); or
 - At least five hundred (500) employees (excluding employees regularly working less than twenty (2) hours per week).

OR

- Self-employed (including farmers and ranchers) and are currently unemployed as a result of general economic conditions in the community where they reside or because of natural disasters, subject to regulations prescribed by the Secretary of Labor.

OR

- Is a DISPLACED HOMEMAKER defined as an individual who has been providing unpaid services to FAMILY members in the home and who:
 - Has been dependent either on:
 - Public assistance and whose youngest child is within two (2) years of losing eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et. Esq.); or
 - The income of another FAMILY member but is no longer supported by that income; and
 - Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

For this agreement, a “long-term unemployed worker” is defined as an individual who:

- Meets the general eligibility for a WIA Adult or Dislocated Worker as defined above
AND
- Has had some work history
AND
- Has been unemployed for at least 27 weeks prior to registration

STAFFING AND STAFF DEVELOPMENT

The subcontractor will provide a staffing configuration that will effectively support the following functions:

- Supervision
- Case Management, Career Assessment and Counseling, and Job Readiness
- Job Development and Job Placement

PERFORMANCE OUTCOMES

The subcontractor will be required to complete monthly reports to assess progress in each aspect of program performance. These reports are generally required to be submitted to MOED early in the following month. Program quality, accountability, and outcomes will be monitored continuously by MOED. In addition, MOED will provide capacity building and continuous technical assistance to subcontractor, focusing on management techniques, effective service delivery, and maintenance of fiscal, performance and general management information systems.

In this proposal, the subcontractor must commit to achieving and carrying out the following:

- Register no less than 1,125 job seekers (average 125 per month) for self-directed (core) services into the Maryland Workforce Exchange (MWE) at the center.
- Enroll no less than 225 dislocated workers into WIA (average 25 per month) and enroll no less than 150 adults into WIA (average 17 per month) with a focus on the long-term unemployed workers (defined by Bureau of Labor Statistics as unemployed 27 weeks (6 months). Customers who meet the eligibility criteria for both funding titles may be co-enrolled.
- Place 171 eligible dislocated workers (average 19 participants per month) into unsubsidized employment earning at least \$10.00 per hour and 80% (134) must be eligible for either medical benefits; fringes; or both within one year of start date and place 113 eligible adults with a focus on long term unemployed workers (average 13 participants per month) into unsubsidized employment earning at least \$9.50 per hour and 80% (90) must be eligible for either medical benefits; fringes; or both within one year of start date. Customers who meet the eligibility criteria for both funding titles may be co-enrolled.
- Assist 200 additional jobseekers (average 22 per month) from the core level of service in obtaining unsubsidized employment earning at least \$10.00 per hour and 80% (160) must be eligible for either medical benefits; fringes; or both within one year of start date.
- Enroll long term unemployed adults and/ or dislocated workers into 40% of all available training opportunities under WIA funding. A minimum number of enrollments into occupational skills training/customized training will be defined prior to signed contract.
- 80% of all participants enrolled in an occupational training/customized training program will complete and be hired in training-related jobs. A minimum number of enrollments to occupational skills training/customized training will be defined prior to signed contract.

General responsibilities include:

- **Registration:** Registration information for all self-directed (core) job seekers must include a service entered into the MWE exchange.
- **Orientation:** The subcontractor will provide weekly orientation to job seekers on the nature, scope, and value of all services to be provided as part of this request for proposal. Participants will be encouraged to sign a release of information form. Equal Employment Opportunities (EEO) and grievance procedures must be explained, and copies of grievance procedures must be given to each job seeker.
- **Adult and Dislocated Worker Enrollment:** Eligibility determination and data validation documents must be collected as a part of adult and dislocated worker enrollment, and will be tracked using MWE and documented in a hard copy case file.
- **Participant satisfaction:** The subcontractor is expected to independently collect participant satisfaction information on a quarterly basis, or participate in a system-wide collection of participant satisfaction information for dislocated workers enrolled. MOED will provide a standard customer satisfaction form.
- **Data collection:** The subcontractor is responsible for entering their own participant data in the MWE case management system. The subcontractor is responsible for weekly monitoring of their own data in the MWE, including but not limited to: enrollments as a dislocated worker, all services for core, intensive, and placement services, performance outcome data, and follow up services.
- **Follow Up:** Quarterly follow up must be conducted for each participant after exit for a minimum of twelve months. Follow up activity is defined as a contact with the participant to discuss employment or job recruitments occurring in the center, other events/ activities occurring throughout the network, or offering additional resources required to maintain employment. These quarterly follow up contacts must be entered into the MWE and documented in each case file.
- **Compliance:** The subcontractor is responsible for operational and recordkeeping compliance in accordance with all federal and state regulations governing the Workforce Investment Act and all other applicable federal, state, and local programs and activities.

SECTION IV.

**REQUEST FOR PROPOSAL
SPECIALIZED ONE STOP CAREER CENTER**

FUNDING/BUDGET GUIDELINES

Funds for the nine (9) month agreement period will not exceed \$225,000. This amount is provided as a planning figure only and does not commit the MOED to award a contract for this amount.

The subcontractor will leverage resources in order to meet described outcomes by establishing working relationships with, at a minimum, all mandatory one stop partners.

The subcontractor will not be responsible for space rental and security at the co-located One Stop Career Center at the Maryland State Department of Labor, Licensing and Regulation, Division of Adult Learning and Workforce Development, 1100 N. Eutaw Street, Baltimore, Maryland 21201.

SECTION V.

**REQUEST FOR PROPOSAL
SPECIALIZED ONE STOP CAREER CENTER**

ABSTRACT

The one-page abstract should summarize the proposed initiative, including a short description of the population to be served and participants' overall needs and demographics. Include a description of objectives and activities. Previous/current awardees must include information on past performance outcomes (literacy/numeracy, attainment of degree or certificate, and placement in employment or education).

COVER PAGE

A one-page cover page should include the name of the organization, address, telephone number, email address, and the name and title of the person authorized to answer any questions about the proposal, negotiate the contract terms and contractually bind the proposer. The cover page should be signed by the signatory authority for the organization.

PROPOSAL NARRATIVE FORMAT

Please respond to the following questions, limiting responses to 10 pages, double-spaced using a 12-point font. In addition, applicants must include and budget information entered into the attached forms.

1. Introduction: Provide a brief overview of your organization and its mission, vision and values. Describe how the Specialized One Stop Career Center model fits into your organization's mission and goals. Describe your experience serving dislocated workers, adults and the long term unemployed in a one-stop center model. Describe your expertise and capacity to manage a Specialized One Stop Career Center. Outline the target population and geographic area to be served.

2. **Organizational Operation:** Describe your organization’s capacity to provide oversight and support of this project. Describe your past experience and results delivering services in similar projects and/or to similar populations. Include a list of all current staff members that will be involved with the program, their titles, and primary responsibilities.
3. **Recruitment:** Describe your planned targeted outreach and recruitment strategies for the target population. Include partnerships with other services agencies, community groups, faith-based organizations, etc. Describe how you will provide outreach and accommodate services to dislocated workers with disabilities or those whose primary language is not English.
4. **Engagement:** Describe your strategy to address the unique challenges of adult and dislocated workers who are experiencing long-term unemployment and successfully connecting those experiencing long-term unemployment to jobs.
5. **Participant Services:** Describe your planned orientation/assessment activities. Describe how your program will develop an “Individual Employment Plan” and how participants’ individual goals will be developed, evaluated, and coordinated. Describe your project’s case management strategy for providing consistent support, follow-up for service plans and referrals, and tracking for individual participants. Describe available support services.
6. **Employment and Career Development Services:** Describe the career development activities and job readiness/preparation services that will be offered to job seekers. Describe how these activities will be linked to employment objectives and how you will ensure that employer-defined skills and labor market information are used to guide career development activities. Describe existing and relevant partnerships you have in place with local employers. Describe specific services and activities to be implemented that address the challenges faced by the long term unemployed.
7. **Performance:** What planned strategies will be in place to ensure that the performance measures outlined by MOED are consistently achieved? How will you monitor dislocated worker progress against established benchmarks? Please share how participants will be tracked, what measurements will be recorded, and how that data will be shared and with whom.

**REQUEST FOR PROPOSAL
SPECIALIZED ONE STOP CAREER CENTER
EMPLOY BALTIMORE EXECUTIVE ORDER**

- A. On December 18, 2013 the Mayor signed an Executive Order entitled Employ Baltimore. The Order applies to this REI. The Subcontractor's requirements are summarized below. (For more information, go to:

http://www.oedworks.com/resources/Employ_Baltimore_exec_order_revised.pdf).

- (1) Bidders shall complete the Employ Baltimore Certification Statement (See above referenced website for the form) contained in the Bid Document and submit it with their bids.
- (2) Within two (2) weeks of receiving notice of the Board of Estimates approval of a City Contract, the Subcontractor shall schedule a meeting with the Mayor's Office of Employment Development (MOED) at the address below to: (a) assess its employment needs, and (b) discuss other services provided by MOED. If applicable, MOED will then tailor specific hiring and/or training programs to benefit the Subcontractor. **The Subcontractor will not receive its first progress payment under the contract; unless and until the meeting has been scheduled with MOED and the Compliance Form for First Payment has been completed by MOED.**

**Rosalind Howard or Susan Tagliaferro
Employ Baltimore/Local Hiring Law
Mayor's Office of Employment Development
3001 East Madison Street
Baltimore, Maryland 21205
Phone 443-984-3014 Fax 410-361-9648
rhoward@oedworks.com
stagliaferro@oedworks.com
or
employbaltimore@oedworks.com**

- (3) If the Subcontractor's workforce plan indicates a need to fill new jobs, the Subcontractor must agree to post these positions through MOED and its One Stop Career Center Network for a period of seven (7) days prior to publicly advertising the openings. This will enable MOED to identify and refer qualified City residents to the Subcontractor as candidates for these job opportunities.
- (4) Each contractor shall submit and Employ Baltimore Employment Report to MOED on June 30th, and December 31st during each and every year of its contract and at the end of the contract. The Report shall indicate the number of City residents on its payroll. **The submission of the Employment Reports as required shall be a condition precedent to the**

City's release of final payment or any and all retainage held by the City, pursuant to the contract. (See above referenced website for the form)

**BALTIMORE CITY WORKFORCE INVESTMENT BOARD
REQUEST FOR PROPOSAL**

BUDGET FORMAT

ORGANIZATION: _____

PROJECT NAME: _____

FUNDING PERIOD: _____ TO _____

COST PER PARTICIPANT \$ _____

TOTAL PROJECT BUDGET: October 1, 2014 – June 30, 2015

\$ _____ [\$225,000 maximum]

BUDGET CATEGORIES

Object Class Categories	Grant Program, Function or Activity Total
A. Personnel	\$
B. Fringe benefits	\$
C. Staff travel and training	\$
D. Space rental and utilities	\$
E. Equipment	\$
F. Supplies	\$
G. Participant expenses	\$
H. Contractual	\$
I. Other	\$
J. Total direct program costs (sum of A-I)	\$
K. Administrative costs (A maximum of 10% of lines J, Total Direct Charges)	\$
L. Totals (sum of J and K)	\$

Object Class Category (A): PERSONNEL					
A. Position**	B. Annualized salary* (FT)	C. % of time (FTE)	D. Monthly Salary/Wage (BxC/D)	E. # of Months	F. Cost
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
			TOTAL PERSONNEL COSTS		

(*At a full-time level)

(** Administrative staff costs should be captured on the Administrative Costs budget page.)

Budget Narrative: PERSONNEL

Object Class Category (B.): FRINGE BENEFITS					
A. Position(s)	B. Benefits (s) (what type)	C. Rate (% of D)	D. Base Amount & Nature	E. Cost	
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10					
	TOTAL FRINGE BENEFITS COSTS				

Budget Narrative: FRINGE BENEFITS

**Object Class Category (C.):
STAFF TRAVEL/TRAINING**

A. Item	B. # of Staff	C. #of Units	D. Unit Type	E. Cost Per Unit	F. Cost
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10					
	TOTAL TRAVEL COSTS				

**Budget Narrative:
TRAVEL/TRAINING**

Object Class Category (D.): SPACE RENTAL/UTILITIES	
A. Brief Description	B. Cost
1.	\$
2.	
3.	
4.	
5.	
SPACE RENTAL/UTILITIES TOTAL COSTS	

Budget Narrative: SPACE RENTAL/UTILITIES

**Object Class Category (E.):
EQUIPMENT
(includes equipment costing \$5,000 or more and a useful life of more than one year)**

A. Item	B. # of Items	C. Cost per Item	D. Cost
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
		TOTAL EQUIPMENT COSTS	

**Budget Narrative:
EQUIPMENT**

**Object Class Category (F.):
SUPPLIES
(includes supplies/equipment costing less than \$5,000 per item)**

A. Item	B. # of Units	C. Cost per Unit	D. Cost
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
		TOTAL SUPPLY COSTS	

**Budget Narrative:
SUPPLIES**

Object Class Category (G.): PARTICIPANT EXPENSES			
A. Item	B. # of Units	C. Cost per Unit	D. Cost
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
		TOTAL COST OF PARTICIPANT EXPENSES	

Budget Narrative: PARTICIPANT EXPENSES

Object Class Category (H.): CONTRACTUAL	
A. Brief Description	B. Cost
1.	\$
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
TOTAL CONTRACTUAL COSTS	

Budget Narrative: CONTRACTUAL

**Object Class Category (I.):
OTHER COSTS
(including training expenses)**

A. Item	B. # of Units	C. Cost per Unit	D. Cost
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
		TOTAL COST OF OTHER COSTS-	

**Budget Narrative:
OTHER COSTS**

Administrative Costs
Administrative Costs may not exceed 10% of Total Direct Costs.

Bases and Dollar Amount

TOTAL ADMINISTRATIVE COSTS \$

Administrative Costs:
Budget Narrative

**BALTIMORE CITY WORKFORCE INVESTMENT BOARD
REQUEST FOR PROPOSAL**

EVALUATION CRITERIA

Program Description and Operations [questions 1-5] (40 Points)

- To what extent does the applicant have a successful history of designing and delivering high quality, comprehensive programming for the target population?
- Are program design, services, and operations appropriate to address the unique needs of the target population?
- Are program expectations, incentive strategies, and opportunities for leadership in program operations appropriate for the target population?
- Does the applicant have operational systems (orientation, recruitment, referrals for adult and dislocated workers not served, assessment, case management, staffing, individual service plans and services for job seekers with disabilities or limited English proficiency) in place to effectively deliver the program described? Will the program use TABE to assess job seekers? What other tools with the program use to identify 21st Century Job Readiness?

Program Components [questions 4 and 5] (20 Points)

Career Development and Employment Opportunities

- Has the applicant developed significant partnerships with employers to engage adult and dislocated workers, particularly long-term unemployed workers, into employment?
- Has the applicant demonstrated its ability to develop meaningful work-based training such as customized training or On-the-Job Training to train/retrain workers in specific skill sets required for open jobs?
- Has the applicant demonstrated effective employer engagement and support in program design that includes a commitment to hiring qualified workers?
- Has the applicant developed effective strategies that provide ample career development and 21st Century job readiness/preparation services to ensure that workers, particularly for long-term unemployed workers, are able to get back to work in middle to high-skill occupations?
- Does the proposed program describe how it will use local labor market information and employer defined skills in program career development and employment activities, particularly for the long-term unemployed?

Outcomes and Evaluation [question 6] (25 Points)

- How and to what extent does the proposed program ensure it will meet the outcome requirements of the RFP? Does the proposed plan include performance levels, benchmarks, and methods and tools that will guarantee achievement of the selected outcomes?
- Is there a plan or process in place to ensure ongoing as well as a final program evaluation for participating adult and dislocated workers?

Budget (15 Points)

- Is there evidence in the proposal of leveraging of resources and in-kind contributions, which will assist in meeting proposal outcomes?
- Does the cost per individual and the total allocation sought constitute the most effective use of MOED's resources?
- Does the projected budget effectively support the proposed program?

**BALTIMORE CITY WORKFORCE INVESTMENT BOARD
REQUEST FOR PROPOSAL**

DEFINITIONS

<p>Abstract: A brief, comprehensive summary of the contents of an article or a project; it allows readers to survey the contents of an article or project quickly.</p>
<p>Administrative Costs: The allocable portion of necessary and allowable costs that is associated with the overall management and administration of the workforce investment system and which are not related to the direct provision of the Employment and Training Services. These costs can represent both personnel and non-personnel categories and both direct and indirect classifications.</p>
<p>Advanced Training/Occupational Skills Training: An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.</p>
<p>Assessment, Objective: The ongoing, participant-centered diagnostic evaluation of a participant's employability, interests, values, aptitudes, abilities, educational and vocational history, barriers, motivation and existing skills that lead to the development of a comprehensive self-sufficiency plan for the removal of barriers to employment and the attainment of the individual's career goals. Assessment first occurs at intake and is an ongoing, continuous collection of information to evaluate the effectiveness of support services, training and education and to monitor the participant's progress.</p>
<p>Audit: A systematic review by a CPA to determine and report whether an organization's financial operations are being properly conducted, financial reports are being presented fairly and applicable laws and regulations are being complied with. All successful bidders must submit an audit of their organization.</p>
<p>Barriers to Employment: Hinder an individual's ability to participate in the labor force. These may include lack of a high school education or its equivalency, basic skills deficits, limited English, substance abuse, etc.</p>
<p>Basic Education - Adult Basic Education (ABE)/General Equivalency Degree (GED)/English as a Second Language (ESL): ABE/GED services include: structured, formal written curriculum designed to systematically address basic skills deficiencies and/or lead to passage of GED tests for adult students. Classes are usually self-paced with individualized instruction. The length of instruction depends upon student needs. Instruction is provided by an individual with specialized education or training in delivering basic skills/GED instruction. Individualized electronic instruction through computer based systems may be a delivery system but must include regular access to and assistance from instructors. Student progress is monitored and testing is done to measure student progress. English as a second language services (ESL) include: structured, formal written curriculum designed to systematically improve an individual's understanding of and use of the English language. Instruction is provided by an individual with specialized education or training in the delivery of ESL services.</p>
<p>Basic Skills: Those academic skills that include reading, writing and speaking English, and the skills involved in math applications, computing and solving problems.</p>
<p>Basic Skills Deficient: The individual computes or solves problems, reads, writes, or speaks English below the eighth grade level or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society. The Maryland State Department of Education (MSDE) definition: that which is recognized by the U.S. Department of education for "at or below High Intermediate Basic Education."</p>
<p>Basis Testing: An assessment instrument used to establish the participant's functional literacy level.</p>

Below Grade Level: One or more levels or credits below that which is appropriate for the person's age. (Can be calculated from the highest grade completed and reading /math levels)
Benchmark: Performance data used for comparison. A past agency or industry standard.
Case Management: The provision of a client-centered approach in the delivery of services, designed- (A) to prepare and coordinate comprehensive employment plans, such as service strategies, for customers to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) to provide job and career counseling during program participation and after job placement.
Credential: Written statement or certificate that validates achievement of educational or occupational skills.
Community-Based Organization: A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.
Cost Allocation Plan: A plan that identifies and distributes the cost of services and/or departments or function according to benefit received. It is the means to substantiate and support how shared costs of a program are charged to a particular cost objective.
Cost Reimbursement Contracts: An agreement format that provides for the reimbursement of all allowable costs that have been identified and approved in the contract budget. Contractors must maintain the documentation necessary to support the costs.
Customized Training: Training- (A) that is designed to meet the special requirements of an employer (including a group of employers); (B) that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and (C) for which the employer pays for not less than 50 percent of the cost of the training.
Data Collection: The collection and recording of information pertinent to a participant including: demographic, service and outcome data elements.
Date of Participation: Represents the first day, following a determination of eligibility, that the individual begins receiving a service funded by the program.
Date of Exit: Represents the last day on which the individual received a service funded by the program or a partner program.
Diploma: The term diploma means any credential that the state education agency accepts as equivalent to a high school diploma.
Economic Development Agencies: Agencies including local planning and zoning commissions or boards, community development agencies, and other local agencies and institutions responsible for regulating, promoting, or assisting in local economic development.
Employability: A demonstrated level of knowledge, skills, abilities, work behaviors and attitudes necessary to compete successfully in the labor market.
Employment Assessment: The ongoing participant centered diagnostic evaluation of a participant's employability, interests, values, aptitudes, abilities, educational and vocational history, barriers, motivation and existing skills that lead to the development of an ongoing, comprehensive plan for the removal of barriers to employment and the attainment of the individual's career goals. Assessment first occurs at intake and is an ongoing, continuous collection of information to evaluate the effectiveness of support services, training and education and to monitor the participant's progress.
Employment Documentation Assistance: Assistance obtaining identification, a food handler's card and/or other documentation necessary to get a job.
Follow Up: Active case management of participants for at least one year after exiting the program. Follow up services can include assessment/re-assessment, information & referral, additional training opportunities, support services, employment & education retention counseling, life skills/problem solving advocacy, services

<p>to support continued success for the participant or other program activities provided during the service period. Case notes are required on a monthly basis for follow-up.</p>
<p>Individual Employment Plan (IEP): A written outline of employment and training goals needed for a dislocated worker to attain self-sufficiency by finding and maintaining employment. The Individual Service Plan establishes short-term and long-term goals around post-secondary education and/or career employment, within the framework of the ten career clusters designated by Maryland State Department of Education and Baltimore City: Arts , Media & Communications, Business Management & Finance, Health & Bioscience, Manufacturing & Engineering Technology, Human Resource Services, Construction Technology, Transportation Technology, Travel, Tourism, and Hospitality, Information Technology and Law & Protective Services. An Individual Service Plan may include activities to prepare the participant for employment, services to remove barriers to employment, training and job search. Individual Service Plans must be regularly reviewed and updated as changes occur in employment goals, barriers, program services or needed support services.</p>
<p>Indicators: The specific characteristics or behaviors measured to track a program’s success in achieving its outcomes.</p>
<p>Individual with a Disability: In general: an individual with any disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).</p>
<p>Job Search Assistance: Job search skills training including job club, which provides the participant with the instruction and skills necessary to obtain full time employment. These skills may include resume writing, interviewing skills, telephone techniques, and job acquisition skills. Job search assistance must be offered to all customers.</p>
<p>Labor Market Information: Occupational supply and demand information for Baltimore City identifying areas of growth or decline for the labor market and assessment of the effects of such growth or decline. Review and evaluation of an area's employment possibilities, including projected openings, new employment, job skills needed, available training programs, wages and labor supply.</p>
<p>Limited English Speaker: An individual whose native language is not English or who has an inability to communicate in English orally or in writing, resulting in a barrier to employment or training.</p>
<p>Literacy: The term “literacy” means an individual's ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function on the job and in society.</p>
<p>Long Term Unemployed: The Bureau of Labor Statistics (BLS) defines long-term unemployed as meaning individuals that have been unemployed for 27 weeks (six months) or longer (BLS, Current Population Survey (CPS), not seasonally adjusted, Table A-35).</p>
<p>Lower Living Standard Income Level: That income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary based on the most recent lower living family budget issued by the Secretary.</p>
<p>Low Income Individual: An individual who-(A) receives, or is a member of a family that receives cash payments under a Federal, State, or local income-based public assistance program; (B) received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402)) that, in relation to family size, does not exceed the higher of— (i) the poverty line, for an equivalent period; or (ii) 70 percent of the lower living standard income level, for an equivalent period; (C) is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 U.S.C. 2011 et seq.); (D) qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302); (E) is a foster child on</p>

<p>behalf of whom State or local government payments are made; or (F) in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (A) or subparagraph (B), but who is a member of a family whose income does not meet such requirements.</p>
<p>Minimum Wage: The wage established as the lowest hourly salary that can legally be paid for labor. The current minimum wage is \$7.25/hour.</p>
<p>Nontraditional Employment: Occupations or fields of work for which individuals from one gender comprise less than 25 percent of the individuals employed in each such occupation or field of work.</p>
<p>Occupational Skills: Those skills identified as necessary to successfully perform work-related functions within an industry sector. Occupational skills can be attained through activities such as entering into an apprenticeship or internship program; completing a career-specific professional, technical or advanced job skill-training program; earning a college degree.</p>
<p>OES Code: The OES code is the five-digit Occupational Employment Statistics code used to describe an occupation. Code lists and statistical data are available through the Federal Bureau of Labor Statistics.</p>
<p>Offender: Any adult or juvenile who: (A) is or has been subject to any stage of the criminal justice process, for whom services under this Act may be beneficial; or (B) requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.</p>
<p>On-The-Job Training: Training by an employer that is provided to a paid participant while engaged in productive work in a job that: (A) provides knowledge or skills essential to the full and adequate performance of the job; (B) provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the costs of providing the training and supervision related to the training; and (C) is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, prior work experience of the participant, and service strategy of the participant.</p>
<p>Orientation: Provides information about the types of services available, develops motivation and interest in the project, explains the application, selection and eligibility process, and assists applicants in preparing for the process. The respondent will provide a clearly defined format for the orientation to ensure consistency in how the information is given to potential applicants. The proposal must specify the criteria for determining suitability for services.</p>
<p>Outreach/Recruitment: These are activities and strategies for identifying and contacting potential customers. These strategies will include procedures that assure access throughout the service area and address appropriate access for customers with barriers.</p>
<p>Outcomes: Benefits or changes to individuals or populations during or after participating in program activities. How a program changes the life of an individual or population.</p>
<p>Outputs: The direct products of program activities. (i.e., number of classes taught, number of counseling sessions, number of educational materials distributed, hours of service delivered, etc.)</p>
<p>Placement: A client securing employment while participating in the program. To be counted as a placement, employment must be 32 hours or more per week, with wages equal to or greater than the higher of either the state or federal minimum wage per hour, and be an unsubsidized position.</p>
<p>Postsecondary Educational Institution: An institution of higher education, as defined in section 481 of the Higher Education Act of 1965.</p>
<p>Pre-Vocational Services: Include but are not limited to learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills & professional conduct to prepare individuals for unsubsidized employment or training.</p>
<p>Program Year: A program year is a consecutive twelve-month period (ex. July 1-June 30), determined by funding source guidelines. Some services, such as educational services, are typically provided during only</p>

<p>some of the twelve months. Different organizations will have different program years; organizations delivering services from various funding sources may operate over a variety of defined program years. For purposes of this RFP, a program year is a consecutive twelve-month period of time during which services were delivered and/or administered. Organizations responding to the RFP should indicate their program year and the months of delivery and/or administration of services.</p>
<p>Public assistance: Federal, state, or local government cash payments for which eligibility is determined by a needs or income test.</p>
<p>Referral: Any eligible dislocated worker who is not enrolled to receive services at a contracted program must be given the referral information regarding the full array of applicable or appropriate service available through local programs.</p>
<p>Retention: Continued employment for a specific period after initial placement.</p>
<p>School Dropout: An individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent.</p>
<p>Target: A numerical objective for a program's level of achievement on an indicator. A projection.</p>
<p>Unsubsidized Employment: Full or part-time employment in a job not financed from funds provided by a federal or state grant. A job in which the wages paid to an employee are not financially supported by a state or local employment and training program.</p>
<p>Vocational Training: Provides customers with long or short-term training in a community college, university, vocational school or business environment to improve employability in the local labor market. The training can provide basic skills, upgrade current skills, develop new technical skills, improve language skills and prepare customers for employment in high growth occupations.</p>
<p>Work Readiness: Completion of one or more workforce readiness skill activities appropriate to the service plan developed for the participant, which could include: Career Related Assessment and Goal Setting, Pre-Employment Training, Work Experiences/Internships, Job Shadows, Career Explorations, On-the-Job Training.</p>