

Eastern Area Workforce Development Board

A Proud Partner of the American Job Center Network

REQUEST FOR PROPOSALS (RFP)

Youth Services

Issue Date: April 1, 2019

Due Date: 12:00pm MDT May 10, 2019

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I. INTRODUCTION

A. PURPOSE OF THIS REQUEST FOR PROPOSALS

The Eastern Area Workforce Development Board (EAWDB) seeks experienced organizations to provide workforce development services for in-school youth ages 16-21 and out-of-school youth ages 16-24, with the ultimate goals of helping customers obtain skills, credentials and work experience, and for businesses to connect with a qualified workforce. The EAWDB will evaluate all timely submissions in response to this Request for Proposals (RFP) and competitively award contracts to bidders whose submission are most responsive to the need for services described herein. Proposers cannot propose a portion of services but must submit a plan and process to deliver all required program elements.

The EAWDB envisions a system of seamless coordination across its providers and partners in the workforce system that can connect residents, particularly those with barriers to employment, to career pathways leading to family-sustaining jobs in growing industries. The following set of policy principles reflect the priorities in WIOA to guide the selection of contractors and the allocation of funding through the RFP process. These include:

- A results-oriented system that delivers high-quality training, placements, retention, and other outcomes;
- Services and performance metrics tailored to the needs of New Mexico's population;
- Strong strategic partnerships that include leveraging of other public and private funds or resources;
- Coordinated, increased and improved employer engagement, particularly through sector strategies
- Increased opportunities for employer-driven training such as apprenticeships.

B. BACKGROUND INFORMATION

1. Workforce Development Board History, Mission, and Vision

The EAWDB was established in 2000 under the Workforce Investment Act (WIA) and covers 44,000 square miles encompassing twelve counties with a population of over 367,000. Of the 367,000 over 19% live in poverty and 71,000 individuals over the age of 25 do not possess a high school diploma per 2015 census data. The twelve counties include: Union, Harding, Quay, Guadalupe, Lea, Eddy, Curry, Roosevelt, De Baca, Chaves, Lincoln and Otero.

The EAWDB's vision is to create a better prepared, more highly qualified workforce to support economic growth, diversity and self-sufficiency throughout its service delivery area. The vision can be realized by improving the availability of a highly skilled, well developed workforce and promoting improvements to the workforce development system that aligns partners, education, training providers, local communities, economic and small business developers and area employers.

The Board's priorities include;

- a high-quality customer experience for employers and individuals seeking services in the workforce connection centers,
- alignment of workforce connection center staff and resources into a seamless service delivery model that maximizes services to job seekers and the upcoming workforce,
- increased services to rural and outlying communities utilizing partners, technology or innovative design models,
- increased use of technology for outreach, recruitment and service delivery,
- minimization or elimination of duplication of services across partner programs, including eliminating the need for customers of the system to provide duplicative information and assessment information across partners to receive services.

2. LMI and other local workforce statistics

Unemployment across the area remains relatively stable at around 5% for the last year. This figure represents a significant decrease since 2016 but remains higher than the national average. Currently, Health care, Government, Oil and Gas, Leisure & Hospitality, Material Moving and Construction/Trades represent the largest projected growth areas.

3. Priority Industry Sectors and Career Pathways

The intent of business services is to connect employers to resources with the goals of strengthening and growing the economy, supporting job creation, and meeting the hiring needs of employers. Per WIOA law, the EAWDB will lead regional sector strategies and business services, and as such, will contract with agencies through this RFP for services staff who will work with and on behalf of the EAWDB to meet the needs of business.

The area will continue to focus on demand occupations, career pathways and industry sectors that represent the highest growth and provide pathways to self-sufficiency. The board is also focusing on aligning industries across the regional economy to identify opportunities to assist with the development of apprenticeship models that will provide earlier access to well-paying jobs for individuals that are not interested in pursuing a college degree or certificate.

The board through the one stop operator in conjunction with education, its services providers, its partners and its New Mexico Workforce Connection Center (NMWCC) offices work to develop training and placement opportunities for career pathways in priority sectors. Service providers under contract through this RFP will be required to work to assist with the identification and development of these opportunities as well as new and emerging opportunities in a cohesive, comprehensive and coordinated manner.

C. SCOPE OF PROCUREMENT

The EAWDB anticipates funding contracts for a one-year period (contingent upon funding) from July 1, 2019 through June 30, 2020. Pending performance, compliance, quality deliverables and available

funding, contracts will be renewable for 3 additional option years, contingent upon subsequent funding through June 30, 2023. Bidders are asked to submit budgets for a single one-year period. The EAWDB anticipates awarding a single contract of up to \$800,000.00 to provide Youth services 2019-2020 contract year. This amount is subject to change based upon the actual allocation and/or changes approved by the EAWDB and its Chief Elected Officials (CEOs).

D. PROCUREMENT MANAGER

1. The EAWDB has assigned a Procurement Manager who is responsible for the conduct of this procurement whose name, address, telephone number and e-mail address are listed below:

Name: Tiffany Roth, Procurement Manager
Address: Eastern Area Workforce Development Board
P.O. Box 2546
Roswell, NM 88202

Telephone: (505)343-7612
Email: troth@nmwcc.com

It is expected that any questions or information requests will follow processes outlined later in this document and will be limited directly to the procurement manager. Any contact with EAWDB staff, site managers, one stop operator, CEOs, or EAWDB board members regarding this RFP, its scope or intent will result in the organization being disqualified from the RFP process.

E. WIOA

1. Overview

On July 22, 2014, President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA provides the authorizing legislation for programs previously authorized under the Workforce Investment Act (WIA). The Act began implementation on July 1, 2015.

WIOA represents an important transition for federally-funded workforce development programs and services in the United States. EAWDB and its contracted service providers will play critical roles in realizing the vision of WIOA for New Mexico businesses and job-seekers. WIOA reauthorizes and reforms the federal workforce system, providing several modifications and improvements that will enable job seekers to connect to good jobs and acquire skills needed to obtain them. Specific to the services being procured through this RFP are changes intended to provide jobseekers with access to high quality training and help them acquire industry-recognized credentials for in-demand jobs. WIOA encourages focusing resources and activities on:

- Training that leads to industry-recognized credentials;
- Design and use of career pathways in priority industry sectors to provide education, training, and

- employment assistance to accelerate job seekers’ educational and career advancement;
- Improved customer choice and quality through multiple methods, including Individual Training Accounts (ITAs), work-based learning models, pay for performance contracts, and direct contracts with education providers.

Documents issued by USDOL in relation to WIOA identify seven important features of high-quality, job-driven training and employment services. WIOA partners are required to “integrate these elements into their strategic planning and program operations.”

These elements include:

- Employer Engagement: Work up-front with employers, industry associations, and unions to determine local hiring needs and design responsive training and services and seek employer commitments to provide work-based learning opportunities and to hire program graduates.
- Earn-and-Learn: Offer work-based learning opportunities such as on-the-job training (OJT) internships, and apprenticeships as training paths to employment.
- Use of Data: Gather, analyze, and make use of labor market data to inform program offerings, guide job seekers, and improve provider accountability.
- Outcome Measurement: Measure and evaluate employment and earnings outcomes to inform job-seekers and to help programs continuously improve.
- Career Pathway “Stepping Stones”: Support job-seekers’ progression from one step to another toward education, credentials, and employment goals.
- Opening Doors: Provide supportive services such as transportation, child care, financial and benefits counseling, and career guidance, as well as accommodations for persons with disabilities, to allow all individuals to benefit from workforce opportunities.
- Regional Partnerships: Coordinate among One Stop Career Centers, employers, education and training providers, economic development agencies, labor, philanthropy, community-based organizations, and other private and public entities in order to leverage resources, design and implement sector strategies, and provide a network of employment, training, and related services.

2. New Mexico Strategic Plan

New Mexico’s Workforce System Strategies include the following:¹

- Strengthen workforce development and education linkages
 - Improving alignment between workforce training and education and promote cross-agency planning, communication, and goal setting between the Adult Education Program and workforce system partners through State Board and State Administrative Entity partnerships; and
 - Working to improve developmental education programs and curricula by:
 - Collaborating with employers and industry organizations to ensure postsecondary and adult education curricula are relevant to the needs of growing industry sectors and credentials validated by employers;

¹ New Mexico Workforce Innovation and Opportunity Act (WIOA) Combined State Plan Program Years 2016 – 2019.

- Integrating remedial material directly into occupational skills training to ensure postsecondary and adult education remedial course work and curricula are relevant to the job market;
 - Improving adult education and postsecondary collaboration and curriculum alignment to better provide remediation for matriculated postsecondary students; and
 - Leveraging resources across workforce development and the Adult Education Program, wherever possible.
- Emphasize work-based experiences for target populations
 - Promoting the value of occupational learning through paid work experience on the job, such as through the development of apprenticeships, paid internships, incumbent worker or customized training, and transitional jobs;
 - Encouraging public/private partnerships among business, education, community and civic organizations, and economic development to create work-based training opportunities that both feed career pathways for job seekers and satisfy job-driven strategies of employers and industries;
 - Using skills assessments and credentialing to promote the value of job ready individuals to potential employers in developing work-based experiences; and
 - Exploring the offerings of other related programs, outside of the state plan, that offer opportunities to help individuals gain increased skills and experience that can lead to potential future job opportunities and employment.
- Emphasize broader participation in career pathways and sector strategies.
 - Coordinating strategic planning efforts around high-demand sectors with local industries, community colleges, adult education and literacy programs, and workforce boards as a means to building and leveraging those partnerships;
 - Incentivizing collaboration between local boards, and education and training providers to explore career pathway models that begin in community colleges and combine classroom instruction and academic credential attainment with paid work experience, including such models that integrate basic skills instruction with postsecondary courses; and
 - Supporting the needs of regional economies by using and relying on labor market analysis and other information such as job vacancy postings
 - To identify and capitalize on areas with growth opportunity and gaps in service where workforce development activities can be strengthened;
 - To educate businesses on the types of customized solutions that can be developed to meet their needs; and
 - To inform regional strategies and local decision making policies.
- Increase coordination efforts between employment and training activities and partner programs to improve the quality of participants' experiences and interactions with the workforce system.
 - Work to align resources to support integrated service delivery to ensure that interested partners and agencies- whether focused on education, workforce development, or human and social services – are aware of a joint commitment for improved collaboration and

- coordination across programs and funding sources;
- Formalize points of contact within partner programs to provide for more seamless referral processes and more robust follow-up activities to ensure positive outcomes of participants to other partner programs;
- Improve ability of staff in the workforce centers to assist all individuals, including individuals with disabilities and other barriers to employment by providing coordinated technical assistance and staff training and development for one-stop centers, partners, and eligible training providers on the provision of services to individuals with barriers to employment;
- Identify and coordinate outreach efforts to shared customers, as well as the provision of information and customized solutions to shared employers, where appropriate;
- Support universal accessibility to services and products for all customers, including special and targeted populations; i.e. dislocated workers, low-income individuals, migrants and seasonal farm workers, individuals training for nontraditional employment, veterans, public assistance recipients, and individuals with multiple barriers to employment, including older individuals, individuals with limited English-speaking proficiency and/or basic skills deficiency, and individuals with disabilities; and
- Work to continuously improve quality of services by periodically and collectively assessing common performance outcomes, customer service experiences, and the strength of collaborative efforts across partners, as a means to identify and expand the most effective workforce activities within New Mexico’s workforce development system.

3. Local Requirements

The EAWDB seeks service providers to provide services in alignment with the areas local plan through:

- Increased coordination and collaboration across partner entities,
- Increased identification of co-enrollment opportunities across partner programs,
- Unified collaborative case management for co-enrolled customers,
- Increased use of technology for service delivery to rural and outlying areas,
- Streamlined enrollment and assessment processes across programs, and
- Increased utilization of group-based activities and services

4. Youth Services changes and services provided under WIOA

Specific to Youth Services, WIOA maintains many of the service provisions included in WIA, with several important changes that will impact providers contracted under this RFP. Notable changes in the WIOA legislation include:

- ✓ Expanded targeted age group of 16-24 for out-of-school youth and 14-21 for in-school youth.
- ✓ Removed “low-income” requirement for most out-of-school youth with a defined barrier.
- ✓ Increased emphasis on serving out-of-school youth; no more than 25% of funding may be dedicated to in-school youth services.
- ✓ Increased emphasis on employer engagement and work-based learning; a minimum of 20% of funding must be dedicated to work-based learning.

- ✓ Five new required youth program elements, including:
 - Financial literacy education;
 - Entrepreneurial skills training;
 - Provision of labor market information about in-demand sectors and occupations;
 - Activities that help youth prepare for and transition to postsecondary education and training; and
 - Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
- ✓ Increased emphasis on providing “stepping stones” that help youth advance through training and along career pathways.
- ✓ Increased emphasis on regional partnerships and planning.
- ✓ Increased emphasis on strategies targeting in-demand industry sectors.
- ✓ Increased emphasis on continuous improvement.

The New Mexico Governor’s vision for youth includes ensuring that everyone has the opportunity to develop and achieve career goals through education and workforce training. Youth services should be business driven consistent with all other services within a region and state with the goal of building the workforce of the future. Activities should include but are not limited to:

- ✓ Career awareness regarding targeted industry and demand occupations;
- ✓ Quality educational employment opportunities consistent with local and state goals and priorities; and
- ✓ Strategies that help prepare youth for success in a range of postsecondary education and career opportunities specifically those defined as high growth and high demand.

While WIOA allows for services to in school youth to be provided to youth ages 14-21 the EAWDB has elected due to WIOAs increased focus on out of school youth in conjunction with: lower funding levels, lower population density, lower unemployment figures and fewer staff resources in the eastern area that it will provide services to youth ages 16 and up.

For more information, please see the following resources:

[WIOA Information](#), USDOL [Training and Employment Guidance Letter 23-14](#), USDOL, Operating Guidance for WIOA Youth Program Transition

[Draft Directive WSDD-117 WIOA Youth Program Requirements](#), EDD

[Enough is Known for Action](#), Webinar Series, USDOL

[Serving Out-of-School Youth Under WIOA](#), MDRC

[Resources on WIOA](#), CLASP

II. CONDITIONS GOVERNING THE PROCUREMENT

This section of the RFP contains the schedule, description and conditions governing the procurement.

A. SEQUENCE OF EVENTS

The Procurement Manager will make every effort to adhere to the following schedule:

| Action | Due Dates |
|--|-----------------|
| 1. Issue RFP | April 1, 2019 |
| 2. Mandatory Pre-Proposal Conference- 220 North Main St., Roswell 9:00am | April 17, 2019 |
| 3. Mandatory Letter of Intent to Respond Due by 5:00 P.M. (electronically) | April 23, 2019 |
| 4. Deadline to Submit Questions (Electronically) | April 26, 2019 |
| 5. Response to Written Questions | May 1, 2019 |
| 6. Submission of Electronic Proposal – 12:00pm MDT (late proposals and hand delivered proposals will not be accepted) | May 10, 2019 |
| 7. Proposal Evaluation | May 13-17, 2019 |
| 8. Selection of Finalists (and presentations if determined by the board -by invitation only) | May 21-23, 2019 |
| 9. Best and Final (If determined by the board) | May 28, 2019 |
| 10. EAWDB Executive Committee Review Award | June 3, 2019 |
| 11. Contract Negotiations | June 4-14, 2019 |
| 12. Letter of Intent to Contract | June 19, 2019 |
| 13. Protest Deadline | June 20, 2019 |
| 14. Ratification by full EAWDB and CEOs | |

B. EXPLANATION OF EVENTS

The following paragraphs describe the activities listed in the sequence of events shown in Section II. A., above.

1. Issuance of RFP

This RFP is being issued on behalf of the EAWDB on April 1, 2019.

2. Pre-Proposal Conference

A mandatory pre-proposal conference will be held as indicated in the sequence of events on April 17, 2019 beginning at 9:00 P.M. Mountain Standard Time at the Chaves County Economic Development Corporation, 220 N. Main, Roswell, NM. Potential Offeror(s) are encouraged to submit written questions in advance of the conference to the Procurement Manager (see Section I, Paragraph D). For proposers where attendance would prove a hardship, such as out of state proposers, the meeting will be made available via zoom video conferencing technology by requesting the invitation from the procurement manager in advance. If video attendance is desired the procurement manager should receive the request for the video link via email at

troth@nmwcc.com no later than 5:00 P.M. on Friday April 12, 2019. The identity of the organization submitting the question(s) will not be revealed. Additional written questions may be submitted at the conference. All written questions will be addressed in writing by the date listed in the Sequence of Events. A public log will be kept of the names of potential Offeror(s) that attended the pre-proposal conference.

3. Mandatory Letter of Intent to Respond

In order to better prepare the RFP evaluation team, the EAWDB is requiring a mandatory letter of intent to respond to this RFP. All organizations that intend to submit a proposal in response to this RFP must submit a letter of intent to respond no later than 5:00 P.M. on April 23, 2019, via email. This letter must be submitted to:

Tiffany Roth
EAWDB Procurement Manager
troth@nmwcc.com
(505)343-7612

An email acknowledging receipt will be sent by the procurement manager. If acknowledgement is not received contact the procurement manager at the phone number provided above. The list of potential responders will be compiled and will henceforth be known as the procurement distribution list. The procurement distribution list will be posted at EAWDB.org. Organizations may withdraw their intent at any time during the process. However, any proposal received that has not submitted a letter of intent will be considered unqualified and will not be reviewed.

4. Deadline to Submit Written Questions

Potential Offerors may submit written questions to the Procurement Manager as to the intent or clarity of this RFP until 5:00 P.M. Mountain Standard Time on April 26, 2019 as indicated in the sequence of events. All written questions must be addressed via email to the Procurement Manager as declared in Section I, Paragraph D. Questions shall be clearly labeled and shall cite the Section(s) in the RFP or other document which form the basis of the question.

5. Response to Written Questions

Written responses to written questions will be compiled and distributed via email as indicated in the sequence of events to all potential Offerors whose organization name appears on the procurement distribution list. Additional copies will be posted to: EAWDB.org

6. Submission of Proposal

ALL OFFEROR PROPOSALS MUST BE RECEIVED FOR REVIEW AND EVALUATION BY THE PROCUREMENT MANAGER OR DESIGNEE NO LATER THAN 12:00 P.M. MOUNTAIN DAYLIGHT TIME ON May 10, 2019. Proposals received after this deadline will not be accepted. The date and time of receipt will be recorded on each proposal utilizing the email server time stamp.

Proposals must be submitted to the Procurement Manager electronically at the email address listed in Section I.

A public log will be kept of the names of all Offeror organizations that submitted proposals. Pursuant to NMSA 1978, § 13-1-116, the contents of proposals shall not be disclosed to competing potential Offerors during the negotiation process. The negotiation process is deemed to be in effect until the contract is awarded pursuant to this Request for Proposals. Awarded in this context means the final required state agency signature on the contract(s) resulting from the procurement has been obtained.

7. Proposal Evaluation

An Evaluation Committee will perform the evaluation of proposals. This process will take place as indicated in the sequence of events, depending upon the number of proposals received. Incomplete proposals will not be considered. During this time, the Procurement Manager may initiate discussions with Offerors who submit responsive or potentially responsive proposals for the purpose of clarifying aspects of the proposals. However, proposals may be accepted and evaluated without such discussion. Discussions **SHALL NOT** be initiated by the Offerors. Any attempt on the part of an offeror to initiate discussion will result in immediate disqualification of the proposal.

8. Selection of Finalists

The Evaluation Committee will select and the Procurement Manager will notify the finalist Offerors as per schedule Section II. A., Sequence of Events or as soon as possible. The need for oral presentation will be determined at this time and a schedule established if necessary.

9. Best and Final Offers

Finalist Offerors may be asked to submit revisions to their proposals for the purpose of obtaining best and final offers by as per schedule Section II. A., Sequence of Events or as soon as possible. Best and final offers may also be clarified and amended at finalist Offeror's oral presentation and demonstration. The EAWDB award is not contingent upon a Best and Final proposal.

10. Executive Committee Review and Award

After review of the Evaluation Committee Report, the Board's Procurement office will recommend award as per the schedule in Section II. A., Sequence of Events or as soon as possible thereafter. This date is subject to change at the discretion of the Board or its agent. It will then be the intent of the Board to enter into contract with the entity(ies) approved by the executive committee based on the recommendations of evaluation committee and procurement officer and the successful completion of contract negotiations between the boards designee(s) and the proposer(s).

11. Contract Negotiations

Any Contractual agreement(s) resulting from this RFP will be finalized with the most advantageous Offeror(s) as per schedule Section II. A., Sequence of Events or as soon thereafter as possible. In the event mutually agreeable terms cannot be reached with the apparent most advantageous

Offeror in the time specified, the EAWDB reserves the right to finalize a contractual agreement with the next most advantageous Offeror(s) without undertaking a new procurement process.

12. Letter of Intent to Contract

After review of the Evaluation Committee Report and the signed contractual agreement, the Board's Procurement office will award as per the schedule in Section II. A., Sequence of Events or as soon as possible thereafter. A letter of Intent to Contract will be issued to the proposer as soon as possible.

The contract shall be awarded to the Offeror (or Offerors) whose proposals are most advantageous to the State of New Mexico and the Eastern Area Workforce Development Board, taking into consideration the evaluation factors set forth in this RFP. The most advantageous proposal may or may not have received the most points. The award is subject to appropriate Board and CEO approval.

13. Appeals Deadline

Any Appeal by an Offeror must be timely and in conformance with NMSA 1978, § 13-1-172 and applicable procurement regulations. The 15 calendar day appeal period shall begin on the day following the award of contracts by the Executive Committee and will end at 5:00 pm Mountain Standard Time on the 15th day. Protests must be written and must include the name and address of the protestor. It must also contain a statement of the grounds for protest including appropriate supporting exhibits and it must specify the ruling requested from the party listed below. The protest must be delivered to:

Judith Cooper
Chair
PO Box 2546
Roswell, NM 88202
Jcooper@plateautel.net

Appeals received after the deadline will not be accepted.

14. Contract Award Ratification

The contract awarded shall be reviewed and ratified with CEO approval in accordance with the dates specified in section IIA. SEQUENCE OF EVENTS above or as soon as possible thereafter. The contract shall be awarded to the Offeror (or Offerors) whose proposals are most advantageous to the State of New Mexico and the Eastern Area Workforce Development Board, taking into consideration the evaluation factors set forth in this RFP. The most advantageous proposal may or may not have received the most points.

C. GENERAL REQUIREMENTS

1. Acceptance of Conditions Governing the Procurement

Potential Offerors must indicate their acceptance of the Conditions Governing the Procurement section in the letter of transmittal. Submission of a proposal constitutes acceptance of the Evaluation Factors contained in Section IV of this RFP.

2. Incurring Cost

Any cost incurred by the potential Offeror in preparation, transmittal, and/or presentation of any proposal or material submitted in response to this RFP shall be borne solely by the Offeror. Any cost incurred by the Offeror for set up and demonstration of the proposed equipment and/or system shall be borne solely by the Offeror.

3. Eligible Bidders

All 501(c)3 non-profit organizations, public or private educational institutions, government units, public agencies, or private for-profit organizations properly organized in accordance with Federal, State, and local law and in business for at least one year are eligible for funding. A bidder may submit only one proposal in response to this RFP.

Bidders must exhibit desired qualifications, including the experience, demonstrated track record, and current capacity to:

- Align service models with WIB/WDB goals and strategies
- Deliver workforce services for out-of-school youth between the ages of 16-24 or in school youth between the ages of 16 and 21 that lead to skill gains, credential attainment, and/or employment
- Deliver high-quality services resulting in high customer satisfaction
- Work effectively with youth and/or adult dislocated workers in New Mexico, and in particular with the priority populations identified in this RFP
- Partner with local school districts
- Manage contracts to achieve objectives and meet or exceed WIOA performance standards
- Maintain appropriate and auditable records
- Self-monitor for contract and regulatory compliance
- In the case of a collaborative proposal, manage and demonstrate results as the lead in a collaborative service delivery model
- Make available accounting records for past and current performance on workforce development contracts.

If a perspective bidder has provided services under WIOA in another location or with the EAWDB and has any outstanding items on monitoring reports or has had instances of failed compliance with any of the requirements with federal, state or local board policy it will be required that a viable and sustainable plan to prevent this from recurring in the future be submitted and approved by the youth committee prior to being eligible for award consideration.

The board seeks the most qualified entity to provide the most innovative and well designed programs possible within a functionally well aligned system. As part of this, bidders agree to abide by the observed state holiday schedule and the hours of operation of the respective job centers as established and/or modified by the one stop operator.

4. Subcontractors

Any use of subcontractors MUST be approved by the EAWDB prior to entry into any agreement and any intent to subcontract and the intended subcontractor must be clearly delineated in the proposal response.

5. Amended Proposals

An Offeror may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. The Agency personnel will not merge, collate, or assemble proposal materials.

6. Offeror's Rights to Withdraw Proposal

Offerors will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The Offeror must submit a written withdrawal request addressed to the Procurement Manager and signed by the Offeror's duly authorized representative.

The approval or denial of withdrawal requests received after the deadline for receipt of the proposals is governed by the applicable procurement regulations.

7. Proposal Offer Firm

Responses to this RFP, including proposal prices for services, will be considered firm for one hundred twenty (120) days after the due date for receipt of proposals or ninety (90) days after the due date for the receipt of a best and final offer, if the Offeror is invited or required to submit one or until the execution of the contract resulting from this proposal.

8. Disclosure of Proposal Contents

- A. Proposals will be kept confidential until negotiations and the award are completed by the Agency. At that time, all proposals and documents pertaining to the proposals will be open to the public, except for material that is clearly marked proprietary or confidential. The Procurement Manager will not disclose or make public any pages of a proposal on which the potential Offeror has stamped or imprinted "proprietary" or "confidential" subject to the following requirements:
- B. Proprietary or confidential data shall be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal.
- C. Confidential data is restricted to:
 1. confidential financial information concerning the Offeror's organization;
 2. and data that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act, NMSA 1978 § 57-3A-1 to 57-3A-7.

3. PLEASE NOTE: The price of products offered or the cost of services proposed **shall not be designated** as proprietary or confidential information.

If a request is received for disclosure of data for which an Offeror has made a written request for confidentiality, the State Purchasing Division or the Agency shall examine the Offeror's request and make a written determination that specifies which portions of the proposal should be disclosed. Unless the Offeror takes legal action to prevent the disclosure, the proposal will be so disclosed. The proposal shall be open to public inspection subject to any continuing prohibition on the disclosure of confidential data.

9. No Obligation

This RFP in no manner obligates the EAWDB to the use of any Offeror's services until a valid written contract is awarded and approved by appropriate authorities.

10. Termination

This RFP may be canceled at any time and any and all proposals may be rejected in whole or in part when the board determines such action to be in the best interest of the State of New Mexico and the EAWDB.

11. Sufficient Appropriation

Any contract awarded as a result of this RFP process may be terminated if sufficient appropriations or authorizations do not exist. Such terminations will be affected by sending written notice to the contractor. The Board's decision as to whether sufficient appropriations and authorizations are available will be accepted by the contractor as final.

12. Legal Review

The Board requires that all Offerors agree to be bound by the General Requirements contained in this RFP. Any Offeror's concerns must be promptly submitted in writing to the attention of the Procurement Manager.

13. Governing Law

This RFP and any agreement with an Offeror which may result from this procurement shall be governed by the laws of the State of New Mexico.

14. Basis for Proposal

Only information supplied, in writing, by the Board through the Procurement Manager or in this RFP should be used as the basis for the preparation of Offeror proposals.

15. Contract Terms and Conditions

The contract between an agency and a contractor will follow the format specified by the Board and contain the terms and conditions set forth. However, the contracting agency reserves the right to negotiate provisions in addition to those contained in this RFP (Sample Contract) with any Offeror. The contents of this RFP, as revised and/or supplemented, and the successful Offeror's proposal will be incorporated into and become part of any resultant contract.

The Board discourages exceptions from the contract terms and conditions as set forth in the RFP Sample Contract. Such exceptions may cause a proposal to be rejected as nonresponsive when, in the sole judgment of the Board (and its evaluation team), the proposal appears to be conditioned on the exception, or correction of what is deemed to be a deficiency, or an unacceptable exception is proposed which would require a substantial proposal rewrite to correct.

Should an Offeror object to any of the terms and conditions strongly enough to propose alternate terms and conditions in spite of the above, the Offeror must propose **specific** alternative language. The Board may or may not accept the alternative language. General references to the Offeror's terms and conditions or attempts at complete substitutions of the Sample Contract are not acceptable to the Board and will result in disqualification of the Offeror's proposal.

Offerors must provide a brief discussion of the purpose and impact, if any, of each proposed change followed by the specific proposed alternate wording.

If an Offeror fails to propose any alternate terms and conditions during the procurement process (the RFP process prior to selection as successful Offeror), no proposed alternate terms and conditions will be considered later during the negotiation process. Failure to propose alternate terms and conditions during the procurement process (the RFP process prior to selection as successful Offeror) is an **explicit agreement** by the Offeror that the contractual terms and conditions contained herein are **accepted** by the Offeror.

16. Offeror's Terms and Conditions

Offerors must submit with the proposal a complete set of any additional terms and conditions they expect to have included in a contract negotiated with the Board. Please see Section II.C.15 for requirements.

17. Contract Deviations

Any additional terms and conditions, which may be the subject of negotiation (such terms and conditions having been proposed during the procurement process, that is, the RFP process prior to selection as successful Offeror), will be discussed only between the Board and the Offeror selected and shall not be deemed an opportunity to amend the Offeror's proposal.

18. Offeror Qualifications and responsible offerors

The Evaluation Committee may make such investigations as necessary to include previous contract history with the EAWDB or other agencies to determine the ability of the potential Offeror to adhere to the requirements specified within this RFP. The Evaluation Committee will reject the proposal of any potential Offeror who is not a Responsible Offeror or fails to submit a responsive offer as defined in NMSA 1978, § 13-1-83 and 13-1-85.

19. Right to Waive Minor Irregularities

The Evaluation Committee reserves the right to waive minor irregularities. The Evaluation Committee also reserves the right to waive mandatory requirements provided that all of the otherwise responsive proposals failed to meet the same mandatory requirements and the failure to do so does not otherwise materially affect the procurement. This right is at the sole discretion of the Evaluation Committee.

20. Change in Contractor Representatives

The Board reserves the right to require a change in contractor representatives if the assigned representative(s) is (are) not, in the opinion of the Board, adequately meeting the needs of the Board.

21. Notice of Penalties

The Procurement Code, NMSA 1978, § 13-1-28 through 13-1-199, imposes civil, misdemeanor and felony criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.

22. Board Rights

The Board in agreement with the Evaluation Committee reserves the right to accept all or a portion of a potential Offeror's proposal.

23. Right to Publish

Throughout the duration of this procurement process and contract term, Offerors and contractors must secure from the Board written approval prior to the release of any information that pertains to the potential work or activities covered by this procurement and/or Board contracts deriving from this procurement. Failure to adhere to this requirement may result in disqualification of the Offeror's proposal or removal from the contract.

24. Ownership of Proposals

All documents submitted in response to the RFP shall become property of the State of New Mexico.

25. Confidentiality

Any confidential information provided to, or developed by, the contractor in the performance of the contract resulting from this RFP shall be kept confidential and shall not be made available to any individual or organization by the contractor without the prior written approval of the Board.

The Contractor(s) agrees to protect the confidentiality of all confidential information and not to publish or disclose such information to any third party without the procuring Agency's written permission.

26. Electronic mail address required

A large part of the communication regarding this procurement will be conducted by electronic mail (e-mail). Offeror must have a valid e-mail address to receive this correspondence. (See also Section II.B.5, Response to Written Questions).

27. New Mexico Employees Health Coverage

- A. If the Offeror has, or grows to, six (6) or more employees who work, or who are expected to work, an average of at least 20 hours per week over a six (6) month period during the term of the contract, Offeror must agree to have in place, and agree to maintain for the term of the

contract, health insurance for those employees if the expected annual value in the aggregate of any and all contracts between Contractor and the State exceed \$250,000 dollars.

- B. Offeror must agree to maintain a record of the number of employees who have (a) accepted health insurance; (b) decline health insurance due to other health insurance coverage already in place; or (c) decline health insurance for other reasons. These records are subject to review and audit by a representative of the state.
- C. Offeror must agree to advise all employees of the availability of State publicly financed health care coverage programs by providing each employee with, as a minimum, the following web site link to additional information <http://www.insurenewmexico.state.nm.us/>.
- D. For Indefinite Quantity, Indefinite Delivery contracts (price agreements without specific limitations on quantity and providing for an indeterminate number of orders to be placed against it); these requirements shall apply the first day of the second month after the Offeror reports combined sales (from state and, if applicable, from local public bodies if from a state price agreement) of \$250,000.

28. Disclosure Regarding Responsibility

- A. Any prospective Contractor and any of its Principals who enter into a contract greater than sixty thousand dollars (\$60,000.00) with any state agency or local public body for professional services, tangible personal property, services or construction agrees to disclose whether the Contractor, or any principal of the Contractor's company:
 - 1. is presently debarred, suspended, proposed for debarment, or declared ineligible for award of contract by any federal entity, state agency or local public body;
 - 2. has within a three-year period preceding this offer, been convicted in a criminal matter or had a civil judgment rendered against them for:
 - a. the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) contract or subcontract;
 - b. violation of Federal or state antitrust statutes related to the submission of offers; or
 - c. the commission in any federal or state jurisdiction of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violation of Federal criminal tax law, or receiving stolen property;
 - 3. is presently indicted for, or otherwise criminally or civilly charged by any (federal state or local) government entity with the commission of any of the offenses enumerated in paragraph A of this disclosure;
 - 4. has, preceding this offer, been notified of any delinquent Federal or state taxes in an amount that exceeds \$3,000.00 of which the liability remains unsatisfied. Taxes are considered delinquent if the following criteria apply.
 - a. The tax liability is finally determined. The liability is finally determined if it has been assessed. A liability is not finally determined if there is a pending administrative or judicial challenge. In the case of a judicial challenge of the liability, the liability is not finally determined until all judicial appeal rights have been exhausted.

- b. The taxpayer is delinquent in making payment. A taxpayer is delinquent if the taxpayer has failed to pay the tax liability when full payment was due and required. A taxpayer is not delinquent in cases where enforced collection action is precluded.
 - c. Have within a three-year period preceding this offer, had one or more contracts terminated for default by any federal or state agency or local public body.)
- B. Principal, for the purpose of this disclosure, means an officer, director, owner, partner, or a person having primary management or supervisory responsibilities within a business entity or related entities.
- C. The Contractor shall provide immediate written notice to the State Purchasing Agent or other party to this Agreement if, at any time during the term of this Agreement, the Contractor learns that the Contractor's disclosure was at any time erroneous or became erroneous by reason of changed circumstances.
- D. A disclosure that any of the items in this requirement exist will not necessarily result in termination of this Agreement. However, the disclosure will be considered in the determination of the Contractor's responsibility and ability to perform under this Agreement. Failure of the Contractor to furnish a disclosure or provide additional information as requested will render the Offeror nonresponsive.
- E. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the disclosure required by this document. The knowledge and information of a Contractor is not required to exceed that which is the normally possessed by a prudent person in the ordinary course of business dealings.
- F. The disclosure requirement provided is a material representation of fact upon which reliance was placed when making an award and is a continuing material representation of the facts during the term of this Agreement. If during the performance of the contract, the Contractor is indicted for or otherwise criminally or civilly charged by any government entity (federal, state or local) with commission of any offenses named in this document the Contractor must provide immediate written notice to the State Purchasing Agent or other party to this Agreement. If it is later determined that the Contractor knowingly rendered an erroneous disclosure, in addition to other remedies available to the Government, the State Purchasing Agent or Central Purchasing Officer may terminate the involved contract for cause. Still further the State Purchasing Agent or Central Purchasing Officer may suspend or debar the Contractor from eligibility for future solicitations until such time as the matter is resolved to the satisfaction of the State Purchasing Agent or Central Purchasing Officer.

29. Orderly Transition

The successful bidder shall participate in the transition of services beginning once the selection is made. Funding for transition services will be negotiated with the successful candidate. As part of the contract terms the successful bidder acknowledges that as contractor they shall cooperate in the orderly transition of services from the Contract awarded under this solicitation to any subsequent contract for similar services. The transition period shall begin ninety (90) days (or a different amount of days, at the Board's discretion) before the Contract end date, or the end date of any final exercised option or

contract extension. The Contractor shall work toward a prompt and timely transition, proceeding in accordance with the directions of the Board AE staff. The Board AE staff may provide the Contractor with additional instructions to meet specific transition requirements prior to the end of Contract.

Allowable transition activities for this solicitation include but are not limited to:

- Review and acceptance of file transfers;
- Immediate action to begin transitioning staff;
- Immediate hiring to fill existing vacancies of positions under the current contractor; and
- any item reasonable and necessary to ensure the success of the contractor to be approved in advance on a case by case basis by the board chair via administrative staff.

30. Hiring and Staffing practices

It is expected that EAWDB Title I program sub-recipients will include the One Stop Operator and local office site manager in the hiring process for any case management staff. It is further expected that input from both will be obtained in completing ongoing employee evaluations to insure teamwork, cooperation, and collaboration are occurring to the maximum extent possible in the local offices.

31. Business Hours

As previously discussed the business hours of the system are to be at times found most beneficial to the customers of the system. Hours for center operations will be established by the one stop operator in consultation with the board and its partners. All subrecipients are expected to comply with the established business hours as part of performing services under this agreement.

32. Board Meetings

Board subrecipients will be held to a high standard for services and accountability. As such it is expected that the contract representative for the proposer will attend all required trainings, leadership meetings, board meetings and be available for consultation with partner and program staff as necessary.

III. RESPONSE FORMAT, ORGANIZATION AND REQUIREMENTS

A. PROPOSAL FORMAT

All proposals must be submitted as follows:

Proposals must be typewritten on standard 8 ½ x 11-inch paper with a 12 pt Calibri font including a page break and new heading delineating each section. Logic models can be attached on a larger page if 8 ½ X 11-inch paper creates difficulty with the model.

33. Proposal Content and Organization

Direct reference to pre-prepared or promotional material may be used if referenced and clearly marked. Promotional material should be minimal. The proposal must be organized and indexed in the following format and must contain, at a minimum, all listed items in the sequence indicated.

Proposal format

- A. Cover Page
- B. Table of Contents
- C. Proposal Summary
- D. Response to Contract Terms and Conditions
- E. Offeror's Additional Terms and Conditions
- F. Response to Specifications
 1. Organizational Experience
 2. Organizational References
 3. Mandatory Specification (Sections (IV) A 1-5)
 4. Desirable Specification (Bonus Sections (IV)A 6 & 7)
 5. Financial Stability
 6. Performance Surety Bond
 7. Signed Campaign Contribution Form
 8. Most Recent Audit
 9. Indirect Cost agreement
- G. Experience and Qualifications of Proposed Staff

The board seeks to maximize the retention of quality personnel working under this Contract whenever there is a transition of the Contract from one contractor to another so as to minimize disruption due to a change in contractor and to maximize the maintenance of institutional knowledge accumulated by such personnel. To help achieve this objective of staff retention, each Offeror shall agree that if awarded the Contract, the Offeror's employees and agents filling the positions set forth in the staffing requirements in cases of quality performance as indicated by site managers and the one stop operator will be retained in cases where like positions with similar duties will be required within the scope of work. The plan describing how this will be accomplished must be included in the proposal.

H. Other Supporting Material

A budget must be provided using the budget forms provided in the Attachment A – Attachments and Certifications. Cost included in the proposed budget cannot already be paid by another source; and must be actual cost incurred in delivering the proposed services and these funds cannot supplant funds already received by the proposing organization. Also provide details of the organization's cost allocation method if one exists. Budget information must include a separate listing of any other government, both state and federal, grant awards. Any in kind or stand in costs must be included and clearly delineated in the budget forms with appropriate dollar amounts and supporting documentation of fair market value.

IV. SPECIFICATIONS

Offerors should respond in the form of a thorough narrative to each specification, unless otherwise instructed. The narratives, including required supporting materials will be evaluated and awarded points accordingly.

The Job Center system is a system that is designed to serve the population at times that are determined by local need and established by the one stop operator. Contractors must observe the office schedule in the respective community along with the state holiday schedule. Educational entities are welcome and encourage to submit a proposal however, the service model must fit into the one-stop system model and not the education system model.

In providing information on the program design the offeror shall identify the number and types of staff proposed to be utilized under the contract and how they function in the model. The board seeks to maximize the retention of personnel working under this Contract whenever there is a transition of the Contract from one contractor to another so as to minimize disruption due to a change in contractor and to maximize the maintenance of institutional knowledge accumulated by such personnel. To help achieve this objective of staff retention, each Offeror shall agree that if awarded the Contract, the Offeror's employees and agents filling the positions set forth in the staffing requirements of Section

A. DETAILED SCOPE OF WORK

Bidders must describe the service model or models that they propose to deliver under this contract with the EAWDB including how many youth they propose to serve. Proposals may include services under a single service model or under several service models. Bidders are encouraged to refer to effective and evidence-based practices in designing their approach to the service model or models. Several of these practices are referenced in the RFP as examples; bidders are not limited to inclusion of these practices and are encouraged to justify their selection of these and other practices in the proposed service design. Bidders are also encouraged to involve youth, parents, and other community members in program design. All of the program elements must be reflected in the program design.

The EAWDB seeks experienced organizations to:

- Provide workforce development services for in-school youth ages 16-21 and out-of-school youth ages 16-24 with the ultimate goals of helping youth obtain skills, credentials and work experience, and businesses to connect with a qualified workforce; and/or

The Youth Services provider contracted by EAWDB will deliver a system of coordinated workforce services. Bidders must demonstrate that the fourteen (14) required WIOA youth program elements will be made available to all youth served by the proposed service models. The 14 required program elements are:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar

- document for individuals with disabilities) or for a recognized postsecondary credential;
2. Alternative secondary school services, or dropout recovery services, as appropriate;
 3. Paid and unpaid work experiences that have as a component academic and occupational education; which may include summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships, job shadowing, and on-the-job training opportunities; and that serve as a next step in career development, whether the desired outcome is employment or enrollment in post-secondary education or advanced training;
 4. Occupational skill training, which may include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area;
 5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
 6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
 7. Supportive services;
 8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
 9. Follow-up services for not less than 12 months after the completion of participation, as appropriate;
 10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
 11. Financial literacy education;
 12. Entrepreneurial skills training;
 13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
 14. Activities that help youth prepare for and transition to postsecondary education and training.

1. Overview 20 points

WIOA encourages customer-centered, job-driven strategies, such as career pathways, business engagement systems, sector strategies, and work-based learning; and emphasizes a commitment to high-quality services for all populations, including individuals with barriers to employment. Customer-Centered Design is a generative process that puts customers' needs at the center of service delivery, processes, and customer flow. For information on Customer-Centered Design, visit [WorkforceGPS](#).

In alignment with WIOA, the EAWDB is seeking a vendor to demonstrate excellence and innovation in implementing a customer-focused service delivery network that integrates service delivery across programs, enhances access to services, and improves long-term employment outcomes for targeted populations.

Provide an overview of the entire proposal including a summary of the understanding of the program and proposed scope of work.

2. Experience and Qualifications 40 points

Provide an overview of the organization including: primary location, type of organization, years in business, and mission statement.

Provide evidence of program success consisting of past program performance and integration of principles and practices in program design of program success.

Describe the organization’s knowledge, expertise and experience working with youth, and the challenges within the workforce development industry.

Describe the internal monitoring system and demonstrate how it is effectively used to assure quality and corrective action procedures, quality improvement protocols, and plans to ensure continuous improvement of service delivery and participant outcome achievement.

Describe the organizations plan to hire and retain qualified staff that are a good fit in their respective office locations.

Describe the resources the organization brings to the workforce system that will assist in the coordination and delivery of services and how the organization will support the work of staff and programs.

3. Program Design/Service Delivery Plan 50 points

Describe strategies to provide services via technology and other means in rural communities.

Outline a suite of strategies and services models tailored according to different age groups.

Describe the sector(s)/ industries that will be the focus of program services, and why these sectors were selected.

Describe how the organization will ensure appropriate job placement in quality, in-demand occupations.

Describe how the education/training programs will lead to jobs with livable wages.

Describe what supportive services will be used to address barriers.

Describe onboarding and staff development plans to ensure staff exhibit continuous improvement of skills and personal development.

Describe how the program will align its goals with the system goals and coordinate services within the local AJC system.

Outline a strategy to leverage and coordinate community and public resources for lay-offs promoting a seamless delivery of services to affected workers for youth under 25.

Describe the eligibility, assessment, case management, and counseling services that will be provided to youth in an integrated system.

Define the process for in-depth assessment which documents the need for training for participants who have demonstrated an inability to attain self-sufficiency and interested in and capable of training in in-demand occupations.

What methods will you use to ensure that youth are actively engaged and retained in the program?

Describe creative, innovative and successful methods to ensure communication with program participants after exit.

4. Required and Recommended Partnerships 30 points

Successful respondents will demonstrate the ability to “Leverage resources and eliminate duplication which calls for the alignment of community, regional and state organizations and agencies in order to provide youth the support they need to achieve education and employment success” as outlined in the Governor’s vision.

All service models solicited under this RFP are enriched by collaboration, and bidders are encouraged to secure and demonstrate extensive and meaningful partnerships that will benefit participating youth, adults and dislocated workers. Partnerships may be for the purposes of outreach and recruitment; identification of targeted populations, cross-referrals to address the comprehensive service and training needs; facilitation of enrollment in appropriate education and training; co-location of services at accessible venues; wrap-around support services for participants in training and other workforce services; and continuity of services and supports following exit from WIOA.

Partnerships may enable the services provider to effectively leverage resources to better serve eligible participants, and to align with regional sector and career pathway strategies. Participants should experience a fully-integrated, single-point-of-contact system of WIOA programs and services. This requires high levels of coordination and teamwork across partners, as well as consistently high customer services standards. Bidders are encouraged to propose collaborative service models that demonstrate these standards.

Some examples of partner entities include:

- School Districts
- Community Colleges
- Employment and training programs administered by Social Security Administration, Small Business Administration, Supplemental Nutrition Assistance Program (SNAP), and other federal program
- Industry Associations
- Labor CBOs, particularly those that address the needs of WIOA and EAWDB priority populations
- Targeted-sector businesses and industry associations
- Targeted-sector training and education providers
- Targeted-sector unions and labor-management education funds
- Targeted-sector pre-apprenticeship and apprenticeship programs

➤ Regional targeted-sector initiatives

Describe initial ideas for development and implementation of career pathways and partnering with educational institutions.

Describe any sector partnerships and suggest any additional sectors that could be explored based on the labor market.

Describe the relationship and commitments of other agencies providing program services and provides evidence of established relationship and commitments of cooperating entities. Letters of support cannot be utilized to fulfil this requirement. Documents must include how the partnerships will work together to serve individuals.

5. Performance Measurement 25 points

Contracted providers will be responsible for providing client and program data under policies and guidelines established by WIOA, the EAWDB, the State of New Mexico and the federal government. The contractors will be required to:

- Engage in continuous quality improvements to ensure that performance measurement is coordinated in a way that allows partners to review relevant information and take action to improve the system.
- Utilize NMWCOS, an internet-based system used throughout the State of New Mexico, as the system of record for WIOA and Wagner-Peyser, Migrant Seasonal Farmworkers, Veterans, and Trade programs. The system is also used for data collection and reporting for all partners located in comprehensive and affiliate centers. NMWCOS has established both user access and data sharing agreements to support access to information and information sharing between the partners as allowed by authorizing law and regulation. The system also provides access to labor market information to support business and job seekers in need of training or employment assistance.
- Ensure complete, accurate and timely data entry in compliance with WIOA.
- Gather and maintain all required participant eligibility documentation, which will be subject to ongoing local and State monitoring and verification.
- Report program participant information, including WIOA tracking and follow-up data.
- Prepare monthly and quarterly performance reports as required by WIOA and as may be requested by NMDWS or the EAWDB staff and committees.
- Prepare monthly financial and training expenditure reports, along with supporting documentation as required by the EAWDB.

File Documentation

Contractors will maintain an electronic case file for each WIOA-enrolled participant. Case files must include all required documentation, including documentation of program eligibility, assessments, forms and case notes, training paperwork, attendance records, follow-ups, verification documentation on items that count toward performance measures such as paystubs, postsecondary and advanced training enrollment, high school diploma/GED, etc., as appropriate. It will be the contractor's responsibility to ensure on-going staff, training, cross training, expertise and cooperation.

Monitoring

EAWDB staff will monitor, audit, and evaluate program activities throughout the funding period. Services providers must allow local, state, and federal monitors and auditors access to all files and records relating directly to WIOA funds, including participant case files, fiscal documents and other related records.

Performance Outcomes

The Bidder shall include performance outcomes that will be achieved consistent with federal performance standards and the performance expectations of the EAWDB. The board expects the successful Bidder will propose additional internal performance outcomes that when achieved would lead to positive federal performance. The response to this RFP must spell out how the combination of services proposed will achieve performance standards. Therefore, Bidders should plan to build programs and strategies to achieve the best possible WIOA performance Program Year 2019 and in the future.

Evaluating performance at target intervals is helpful in determining success. However, tracking performance at interim intervals will also allow for real-time feedback and continuous quality improvement. The EAWDB is seeking a vendor to implement a minimum of 3 interim performance measures. The chart below lists target and interim performance measures to be tracked in real time.

Real-Time Indicators for Youth Participants and Exiters

| WIOA Measure | Target | Real Time Interim Indicator | |
|--|--|---|--|
| Placement in Employment/Training/Education | Q-2 after exit | Employment/Training/Education status | |
| Placement in Employment/Training/Education | Q-4 after exit | Employment/Training/Education status | |
| Median earnings | Median earnings Q-2 after exit | Median earnings at placement | |
| Credential rate | Credential attainment within 4 quarters after exit | Enrolled in/completed/attained certification in education or training | |
| Measurable skills gain | | Enrolled in/completed/attained certification in education or training | |

Describe how you intend to manage performance outcomes during the program utilizing a real time performance indicator system.

Describe the relationship between WIOA performance measures addressed and program services.

6. Service Elements Delivery Plan 35 points

SERVICE ELEMENTS DELIVERY PLAN – YOUTH

| Element | Check if your agency is directly providing this element. | If your agency is NOT directly providing this element, identify who you will be partnering with to provide you this required element. | Check if formal linkage agreement is in place. |
|--|---|--|---|
| Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of secondary school diploma or its recognized equivalent or for a recognized postsecondary credential. | | | |
| Alternative secondary school offerings. | | | |
| Summer employment opportunities directly linked to academic and occupational learning. | | | |
| Paid and unpaid work experiences, including summer employment opportunities, internships, pre-apprenticeship programs, job shadowing and on the job training opportunities. | | | |
| Occupational skill training; which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations. | | | |
| Leadership development opportunities, which may include such activities as positive social behavior and soft skills, decision making, team work, and other activities. | | | |
| Supportive services. | | | |
| Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation. | | | |
| Follow-up services for a minimum 12-month period. | | | |
| Financial literacy education. | | | |
| Entrepreneurial skills training. | | | |
| Services that provide labor market and employment information about in-demand sectors and occupations. | | | |

Complete the above table describing your service delivery plan. You may need to copy the information into a new table for adequate space.