

**GREATER NEW BEDFORD  
WORKFORCE  
INVESTMENT AREA**

**REQUEST FOR PROPOSALS**

**FY 2011  
With Option to Renew  
Workforce Investment Act  
IN-SCHOOL/OUT-of-SCHOOL  
YOUTH  
FRAMEWORK SERVICES**

**Submission Deadline:  
Thursday, May 20, 2010, 4:00 P.M.**

*The Greater New Bedford Youth Council is an  
Affirmative Action/Equal Opportunity Agency*

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## **INTRODUCTION AND GENERAL INFORMATION**

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### **A. Background**

The Greater New Bedford Youth Council was created under the provisions of the Workforce Investment Act (WIA) of 1998 and provides policy guidance to the Greater New Bedford Workforce Investment Board regarding employment and training services for youth in the greater New Bedford area under the Workforce Investment Act (WIA). The ten (10) communities served include Acushnet, Dartmouth, Fairhaven, Freetown, Lakeville, Marion, Mattapoisett, New Bedford, Rochester and Wareham. As a standing subcommittee of the Board, the Youth Council has the responsibility of coordinating the area's youth activities. The Youth Council also plays a central role in planning youth programs, determining eligible youth providers, and in recommending funding.

The local Youth Councils under WIA are an important component to implementing successful local programs reflecting youth development principles. The councils offer a leadership opportunity for local communities to bring about change in youth activities and outcomes. Youth Councils are appointed by the local Board in cooperation with the Chief Elected Official to:

- develop strategies and goals for the portions of the local plan relating to eligible youth
- recommend eligible providers of youth activities
- conduct oversight of eligible youth providers
- coordinate youth activities; subject to the approval of the Local Board

### **B. Mission of the Greater New Bedford Youth Council**

The mission of the Greater New Bedford Youth Council is to be a “catalyst to forge partnerships and encourage coordination among partners with the goal of developing and structuring a youth service system that is responsive to youth developmental needs. The system will provide a variety of proactive options to improve educational achievement, impact the dropout rate and prepare youth for successful careers.”

WIA places increased emphasis on serving out-of-school youth, increased accountability of youth service providers, and youth services that are organized on a continuum to meet the comprehensive, long-term needs of eligible youth for academic and workforce preparation. The Youth Council has endeavored to complement WIA's vision by aligning its activities with the state and federal focus on incorporating 21<sup>st</sup> Century Skills, internships, and authentic world-of-work experiences. The Youth Council seeks to establish strategic relations with service providers and program operators to develop strategies for comprehensive programs based on an approach that at a minimum is built around four themes:

- Preparation for and success in employment;
- Improving educational achievement;

- Support for youth;
- Services to develop the potential of youth as citizens and leaders.

### **C. Purpose of this RFP Solicitation**

The Youth Council is currently seeking proposals from private business, labor groups, public school systems, public or private agencies, 501(c)(3) community-based organizations, faith-based organizations, school-to-career partnerships, community colleges, proprietary schools, and other qualified educational and training institutions interested in providing Framework Services to economically disadvantaged youth who are enrolled in the WIA-funded programs of the Greater New Bedford Workforce Investment Area.

This Request for Proposals (RFP) is designed to solicit proposals to complement and enhance the WIA youth services in the region by:

- Providing a series of core case management services to youth enrollees and including recruitment, eligibility determination and reporting
- Providing direction and assistance to the regional WIA Youth Program and its service providers
- Coordinating these services with those of the Greater New Bedford and Wareham Career Centers
- Ensuring that the services become an integral part of a customer-driven youth development system.

The service provider is expected to provide services promptly, focusing on expeditious processing of applications and comprehensive support of youth.

Support Services and Occupational Training for older youth are the responsibility of the FSP as well.

The Youth Council is seeking organizations that will, singularly or in collaboration with other organizations, provide these case management and related services to the enrollees and year-round youth programs of the Greater New Bedford Workforce Investment Area at a location or locations in the region.

Separate applications will be accepted for intake, outreach, recruitment, and Work-Based Learning plans. These functions may also be subcontracted by the selected vendor(s) as long as key efficiencies are realized and the youth for whom the services are in place receive high-qualified, professional support.

Awards will be competitive, based on expected outcomes, cost per participant, quality of the program design, demonstrated past performance, and understanding of the target population. Specific criteria included within the RFP instructions will be used to evaluate all proposals submitted (see Attachment I).

#### **D. Time Frame for Proposal Submission**

Request for Proposals (RFP) for Framework Services will be issued every three years. This solicitation covers FY 11. **Options to renew for a second and third year will depend on successful submission and approval of an annual plan and a WIB-initiated FSP review.** The subsequent years are Year 2: July 1, 2011 – June 30, 2012. Year 3: July 1, 2012 – June 30, 2013. The successful bidder must submit a request for a contract modification for years two and three of funding. The second and third years of funding are subject to satisfactory performance as demonstrated in an annual review, and to the annual allocation of Title I funds.

To be considered for funding, the proposal (an electronic version and one clearly marked original plus 3 copies) must be received by the Youth Council no later than 4:00 p.m., (local time) Thursday, May 20, 2010 at 227 Union Street, New Bedford, MA 02740.

**Late proposals will not be reviewed for funding.**

#### **E. Key Terms**

Basic Skills Deficient: Person who computes or solves problems, reads, writes, or speaks English at or below grade level 8.9

Carry-ins: Participants who were enrolled in one fiscal year and will continue to be served in the subsequent fiscal year.

Fiscal Agent: The WIB serves as the Fiscal Agent for the Youth Council

Fiscal Year: The fiscal year is from July 1 of one year through June 30 of the following year

GNBWIB: Greater New Bedford Workforce Investment Board

GNBYC: Greater New Bedford Youth Council

Group Program: Training or education purchased for a group of individuals

Individual Service Strategy (ISS): A plan for a participant that includes an employment goal, appropriate achievement objectives, and the appropriate combination of services based on an objective assessment.

In-School Youth (ISY): Youth currently enrolled in school who plan to continue to completion.

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

Massachusetts Work-Based Learning Plan (WBLP): State-sanctioned goal setting and assessment tool for job readiness, involving the submission of data into the Connecting Activities database and reporting of goal attainment. The framework service provider will be required to ensure that each youth participant has a WBLP for all employment and job readiness experiences.

Older Youth: Person 19 to 21 years of age

On-the-Job Training: Reimbursement for certain employer-based training expenses

Out-of-School Youth (OSY): Any person 16 to 21 years of age who is not enrolled in school and has not earned a high school diploma or GED, or who has a high school diploma or GED but is basic skills deficient, unemployed, or underemployed. Youth enrolled in alternative education do not count as out-of-school youth under WIA.

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

SPED: Special Education services for youth with an Individual Education Plan (IEP)

TABE: Test of Adult Basic Education.

Younger Youth: Person 14 to 18 years of age

Youth: Person 14 to 21 years of age

Youth Service Provider (YSP): Any organization that provides services to youth, such as those that may receive awards under this RFP or those whom awardees under this procurement may be assisting.

**Framework Services consist of the following:**

Outreach and Recruitment: Identifying potentially WIA eligible youth, working with parents and guardians to secure necessary documents, and communicating with schools and community organizations regarding recruitment efforts for targeted populations. Outreach and recruitment efforts may be conducted by a single organization or by a collaboration of organizations. Outreach and recruitment efforts shall extend beyond the city of New Bedford into the other 9 communities in the WIB's catchment area. A minimum of 20% of all youth recruited shall be from neighboring communities, unless the FSP provides substantiated reasons for fewer youth. The Youth Council may request documentation and reporting on outreach and recruitment strategies and efforts.

Eligibility Determination: Includes the completion of a WIA Youth Services application, verification of the information provided for the application, and determining if the individual who has applied meets the eligibility criteria established by WIA. The application shall be standardized, and it shall be developed and maintained by the FSP, with Youth Council assistance in application development and/or modification. The FSP will report on all submitted applications; for applicants determined ineligible, the FSP will report on the reasons for ineligibility.

Intake: Involves activities such as registration, collection of information to support verification of eligibility for WIA services. Includes pre-screening potential participants, making referrals to other service agencies and self-help services, if appropriate.

Case Management: A reporting/tracking strategy to determine whether goals in the ISS are being met by ensuring that youth are actively engaged in receiving the Ten Program Elements from eligible service providers. This approach includes the establishment and maintenance of a hardcopy file on each youth participant, recording how and by whom services are rendered and ensuring that participants receive follow-up services when exiting the program.

Objective Assessment: (including Initial Assessment and pre-testing through the development of the ISS) The process that identifies service needs, academic levels, goals, interests, skill levels, abilities,

and aptitudes; identifies supportive service needs, and measures barriers and strengths. The results of assessments and interviews with the youth become the Individual Service Strategy (ISS) or plan that prescribes and articulates appropriate services for the participant.

MOSES data entry: Using the Massachusetts One Stop Employment System (MOSES) computer data system to maintain an electronic record of participants, activities, goal attainment and outcomes. All data must be entered promptly and be current for all participants at any given time. The Youth Council may request periodic reporting on the status of MOSES data.

Data Entry (Other): The FSP shall collect data specific to YSP performance metrics and shall maintain electronic records of participants, activities, and other information deemed essential by the Youth Council. All data must be entered promptly and adhere to state as well as Youth Council timeline requirements, which may change from time to time.

Data Analysis for Performance Outcomes/Reporting: Analyze the results of pre- and post-assessments as each youth finishes a program or a program component to determine skill attainment; analyze state and local MOSES reports to determine performance measurement achievement.

***Report performance outcomes on a quarterly basis.***

Work-Based Learning Plan (WBLP) Use and Training: The FSP will be responsible for ensuring that all participants have a WBLP and that YSPs are trained in its use. In addition, the recording of all pertinent information into the database shall be the responsibility of the FSP, which, at its discretion, may be subcontracted.

Please note: Any functions that are subcontracted are the responsibility of the contractor, including all insurance, background requirements, bonding, or other criteria deemed essential for the performance of the contract.

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## SECTION I - GENERAL INSTRUCTIONS

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### A. Where to Send Proposals

To be considered, applicants must submit a signed original, an electronic version, and (3) copies to:

**Greater New Bedford Youth Council  
C/O Greater New Bedford Workforce Investment Board  
227 Union Street, Suite 206  
New Bedford, MA 02740-5946  
Phone: (508) 979-1504  
Fax: (508) 979-5680**

Submissions become the property of the Youth Council; therefore, organizations responding to this solicitation should not submit documents they wish to have returned.

### B. Deadlines

To be considered for funding, the proposal (clearly marked original, an electronic version, plus 3 copies) must be received by the Youth Council no later than 4:00 p.m., (local time) Thursday, May 20, 2010. **Late proposals will not be reviewed for funding.**

### C. Proposer Inquiries

**Proposers are encouraged to attend the bidders' conference** at the following time and place:

**Monday, May 3, 2010 at 3:00 PM  
WIB Conference Room  
227 Union Street – Suite 207  
New Bedford, MA 02740-5946**

### D. Technical Assistance

The Youth Council will host a technical assistance briefing immediately after the Bidder's Conference. At this meeting and at the Bidders' Conference, staff will entertain questions. Oral answers will be given if the information is then available. The Youth Council will identify those questions for which written answers will be prepared. Answers will be available on the Greater New Bedford Workforce Investment Board's website ([www.GNBWIB.org/YCRFPFrameworkServicesFY11.html](http://www.GNBWIB.org/YCRFPFrameworkServicesFY11.html)) within 3 business days of the Bidders Conference and Technical Assistance session.

## **E. Proposal Review and Award Procedures**

Potential contractors must develop and meet performance standards, as outlined in Section II, E, of this RFP. The Youth Council requires satisfactory performance standards for all of its programs. Failure to propose performance goals and measurable outcomes may result in the disqualification of the proposal. The Framework Services provider is responsible for recording and tracking of performance measures in the MOSES system and other program-specific systems as needed. All data must be entered in a timely manner. Significant delays in data entry, as determined by the Youth Council, will require a written explanation, which must include steps to address delays to the satisfaction of the Youth Council.

Section IV, D identifies the Statement of Work requirements and recommendations. Each item listed in the Statement of Work has a corresponding item in the Proposal Specification Form, Section V, which must be completed by all applicants. **Potential contractors must submit a Proposal Specification Form and budget along with all required attachments. All responses must be in Times New Roman 12 pt. font.**

Each proposal (submitted in a legible and correct format) will be evaluated by the Planning Committee of the Youth Council of the Greater New Bedford Workforce Investment Board to determine which proposal(s) best satisfy the needs of the target population and the requirements of WIA youth funding. The Youth Council will then make final funding decisions. A copy of the Selection Criteria that will be used to assess and evaluate proposals is included in Attachment I. Section III describes how the proposals will be processed and how/when potential contractors will be notified of the results of the evaluation.

The Youth Council may award a contract without subsequent meetings and/or discussion with the potential contractors. Therefore, submissions should describe all aspects of the program and should be submitted in the most favorable terms from a service, quality, price and technical standpoint. Contract awards will be based on quality of the proposal, including expected outcomes, cost/price reasonableness, past performance and funding availability. Reviewer comments will be made available to applicants if requested.

## **F. Funding Source**

Framework Services will be funded from the annual WIA grant allocation from the Department of Labor to service disadvantaged youth. Funds will be awarded on an annual basis as funds are made available through the federal government.

## **G. Format**

Proposals should be single spaced, 12 pt. Times New Roman, typed on the Specification Form included in Section V. Applicants should answer each question within the space provided. The budget sheets must be typed and forms will be sent by email to those who request them via [AMassicotte@gnbwib.org](mailto:AMassicotte@gnbwib.org). A program outline of up to five additional pages may be attached if further clarification is deemed necessary by the potential contractors. While clarity and completeness are essential, conciseness is appreciated.

## **H. Authorized Signatory**

The Proposal Specification Form must be signed by an official authorized to bind the applicant and must contain the following information: Name, title, address and telephone number of the individual with authority to negotiate and contractually bind the potential contractors. The individual must be available to answer questions regarding the proposal during the period of proposal evaluation. All applicants must include documentation that establishes the authority for the identified official to bind in the proposal such as: Corporate Certification (Attachment A), Public Agency Certification (Attachment B), or Private Sole Proprietor/Partnership (Attachment C).

## **I. Certifications**

The proposal must contain all of the following documents: Certification of Debarment and Suspension (Attachment D), Anti-lobbying Disclosure (Attachment E) and Drug Free Workplace Compliance (Attachment F).

## **J. Non-discrimination and Termination**

No participant will be discriminated against based on race, color, religion, sex, national origin, age, handicap, political affiliation or belief, citizenship, or status as a Welfare to Work participant. No enrollee may be terminated without prior written authorization.

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## SECTION II – YOUTH PROGRAM INFORMATION

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### A. Eligibility Information

The WIA legislation, regulations and state policy provide the following definitions:

Eligible Youth are defined as:

- a. Age 14 through 21; and
- b. Low income individuals, as defined in the WIA section 101 (25) [up to 5% of all youth enrollees during a fiscal year may exceed the low income guidelines]; and
- c. Are within one or more of the following categories:
  - 1) Deficient in basic literacy skills – one or more grade levels below the grade level appropriate for their age;
  - 2) School dropouts or youth who have received a secondary diploma or its equivalent ( a GED ) but are basic skills deficient, unemployed, or underemployed
  - 3) Homeless, runaway, or foster child;
  - 4) Pregnant or parenting teen;
  - 5) Offender;
  - 6) An individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment. (WIA sec. 101(13).)

Being deficient in "basic literacy skills" includes a determination that the youth:

- (a) computes or solves problems, reads, writes, or speaks English at or below grade level 8.9;  
or
- (b) is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the youth's family or in society.

### B. Required WIA Program Elements

All WIA program elements are provided by the Youth Service Providers selected through a separate RFP solicitation, with the exception of Support Services and Occupational training for older youth which will be provided through this solicitation.

### C. Resource Materials:

Resource materials for preparing Proposals are available on the internet as follows:

- A copy of the Workforce Investment Act is at [WIA - text](#)
- Program Guidance for Implementation of Comprehensive Youth Services Under WIA: [www.doleta.gov/directives/attach/TEGL28-01](http://www.doleta.gov/directives/attach/TEGL28-01)
- WIA Information and Tools: [www.doleta.gov/usworkforce/wia/act.cfm](http://www.doleta.gov/usworkforce/wia/act.cfm)
- The final WIA regulations are available at [Final rule - text](#)

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## **SECTION III - ADMINISTRATIVE PROVISIONS**

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**A. Selection of Vendors**

The decision on which a contractor will be selected will be made using the criteria contained in Attachment I, a cost/price analysis of all offers, and the intent to ensure that the program(s) selected geographically represent the area in which eligible participants reside.

The Youth Council reserves the right to reject any and/or all proposals in whole or in part, as deemed in the best interest of the Board/Youth Council. Receipt of the proposal does not commit the Youth Council or the Board to award a contract, to pay any cost incurred in the preparation of a proposal, or to reimburse a contractor for any expenses incurred prior to signing the contract.

**B. Grievance Process**

If an applicant wishes to appeal the funding decision of the Board/Youth Council, the applicant may follow the Grievance Process (Attachment G) described in this Request for Proposals.

**C. Contract Terms**

The General Contract Conditions for this contract are attached to this Request for Proposals (Attachment H).

**D. Presentations and Negotiations**

The Greater New Bedford Youth Council reserves the right to request additional data in support of the proposal or to ask the proposer to make a presentation. The Youth Council may require that successful applicants participate in negotiations and submit any budget, technical or other revisions of the proposal prior to executing a contract.

**E. Monitoring**

Once awarded, the FSP will be monitored regularly by the WIB. Monitoring visits will be by appointment and unannounced. Monitoring will occur at least three times each year. If a monitoring visit yields issues requiring corrective action, monitoring will be more frequent. Corrective action requires documentation that deficiencies have been corrected, among other documents and/or actions, as deemed necessary by the Youth Council. The Youth Council may adjust monitoring schedules as it deems necessary. All data requested by the WIB will be made available to the monitors and to the Youth Council.

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## **SECTION IV – STATEMENT OF WORK**

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**To be considered, each proposal must contain the information listed below, submitted on the corresponding section of the Proposal Specification Form. Proposals that fail to include all of the information requested may be disqualified from consideration in this round of funding.**

**A. COVER SHEET (SPECIFICATION FORM)**

Complete the cover sheet and provide program summary information.

**B. TYPE AND SIZE OF PROGRAM**

The purpose of this RFP is to fund an organization to provide Framework Services to economically disadvantaged youth who are enrolled in the WIA funded programs of the Greater New Bedford Workforce Investment Area.

This Request for Proposals (RFP) is designed to solicit proposals to complement and enhance the WIA youth services in the region, providing a series of core case management services to youth enrollees, providing direction and assistance to the regional WIA Youth Program and its service providers, and to coordinate these services with those of the Greater New Bedford and Wareham Career Centers and the Youth Annex. The Youth Council is seeking organizations that will singularly or collaboratively provide these case management and related services to the enrollees and year-round youth programs of the Greater New Bedford Workforce Investment Area at a location or locations in the region.

Importantly, this solicitation is intended to be a component of a customer-driven youth development system. Youth outreach and recruitment is conducted by the Frameworks Provider. Awards will be competitive, based on expected outcomes, cost per participant, quality of the program design, demonstrated past performance, and understanding of the target population. Specific criteria included within the RFP instructions will be used to evaluate all proposals submitted (see Attachment I).

The target population is:

Low-income individuals between the ages of 14 and 21 who have one or more of the following deficiencies:

- deficient in basic literacy skills
- homeless, a runaway, or a foster child
- pregnant or a parent
- an offender, and/or
- an individual who requires additional assistance to complete an educational program or to secure and hold employment (one or more grade levels below their age-appropriate grade)

level; has a disability, including a learning disability; or faces a serious barrier to employment as defined by the Youth Council and WIB.)

The number of youth served each year will may vary, but in all years, 70% of funding shall be expended on out of school youth. (Include data for past three years). Currently, there are six YSPs operating programs in Greater New Bedford, three for in-school youth, and three for out-of-school youth.

**C. PROPOSER QUALIFICATIONS/RESPONSIBILITIES**

**1. Potential contractors WITH WIA experience must demonstrate:**

- adequate knowledge of the goals of youth programming under the Workforce Investment Act
- successful experience in providing these or similar programs
- a strong commitment to working with the target population
- Demonstration of collaborations with YSPs or other agencies

**2. Potential contractors WITHOUT previous experience in operating programs for the Greater New Bedford WIB:**

For those potential contractors without previous experience in operating programs for the Greater New Bedford WIB, at least two letters of reference will be required:

- these letters should be from funding sources for which the potential contractor has operated programs previously.
- letters should indicate the performance requirements of the program and whether or not the potential contractor met these requirements
- letters of reference should be attached to the Proposal Specification Form
- any previous experience with WIA and at-risk youth should also be referenced.

Applicants who have no prior experience with MOSES will require training through the Commonwealth of Massachusetts to meet contractual obligations under this procurement.

**3. All Potential contractors responsibilities include:**

- Checking records and managing participant/employee/supervisor relationships.
- Demonstrated experience matching youth to employers and work experiences.
- Mediating disputes between participants, counselors, instructors and employers, following guidelines provided by the Youth Council.
- Ensuring the safety of participants while they are receiving services from the potential contractor and/or a subcontractor.
- Statement/Documented Standard Operating Procedure in connection with participant confidentiality.

- Possession of liability insurance. **Documentation of liability insurance must be provided prior to signing of the contract.**

#### **D. SERVICES AND OBJECTIVES**

Youth agencies funded through this RFP must provide a combination of services that focus on preparing youth to succeed in employment and that equip them with an understanding of the requirements of the modern workplace. Contracted services will include two categories: 1) direct assistance to enrollees (technical services, case management and employment services), and 2) general program coordination, primarily focused on assisting other local YSPs to reach their own contracted goals.

DEFINITIONS: For the purposes of this RFP, the following definitions will be operable:

Framework Services Provider (FSP) – Applicants to this RFP who will provide a number of services related to the overall operation of the Greater New Bedford WIA Youth Program.

Youth Service Providers (YSP) – Agencies separately funded by the Greater New Bedford WIB and Youth Council under WIA to provide intensive and advanced services for youth in the region.

#### PRORAM DESIGN GUIDELINES:

##### Framework Service Provider

The Frameworks Provider funded through this RFP must have case management staff who will interact with the Youth Service Provider staff and especially with youth enrollees, providing support, guidance, and counseling. As a general guideline, these case managers should have access to participants on a regular basis either through a set-aside time period or during a study period from which clients may be withdrawn for individual counseling.

For the purposes of this programming, case management includes what is sometimes called “WIA framework services,” and which involves eligibility determination for each applicant; assessment, including the compilation of test results; the development of Individual Service Strategy (ISS) plans on each enrollee; the maintenance of case files on enrollees, including collection of eligibility documentation from enrollees; and the compilation of all pertinent data regarding participants, activities and follow-up for entry into a centralized database to be maintained by the FSP, all of which are outlined as follows:

1. Outreach and Recruitment: Outreach and recruitment will be the responsibility of the Framework Services Provider. The outreach and recruitment efforts of the FSP should include, but not be limited to, identifying potentially eligible youth, working with parents and guardians to secure necessary documentation and communicating with community organizations regarding recruitment efforts. While the FSP may make additional efforts to recruit eligible youth for each funded program, no guarantee is

made that the targeted number of youth will actually be recruited and referred to a particular program by the FSP.

2. Eligibility Determination: Eligibility determination includes the completion of a WIA application, verification of the information provided for the application, and determining if the individual who has applied meets the eligibility criteria established by WIA. The application should be standardized and will be the responsibility of the FSP to develop and maintain. The Youth Council will assist with the development of this item and service and will review the application and application process annually.
3. Initial Assessment: The FSP will test/assess and determine the appropriateness of all applicants for services. From the recruitment pool, the FSP will select appropriate clients for referral to the YSPs, who will provide further assessment in the form of pre- and post-testing for competency attainment. and assessment. Results will be used to develop an Individual Service Strategy (ISS). The YSP will be responsible for utilizing the assessment information in the design and delivery of the proposed curriculum and/or program activities. As each youth finishes a program or a program component, he/she must be post tested and scores recorded for determining skill attainment. The results of the pre- and post-assessment will form one of the benchmarks for performance measurement of an individual YSP. The FSP will be responsible for maintaining documentation of program results as well as individual youth outcomes.
4. Individual Service Strategy: The FSP will be responsible for developing an Individual Service Strategy document. The ISS is an employment/educational plan that may be customized to meet an individual's needs. It shows the results of assessments and interviews with the youth, as well as short-term education, training and employment goals. These plans will be used as a basis for referrals of youth to appropriate activities. The plans are developed jointly with the youth and his/her YSP when appropriate, and must be regularly updated to note enrollee progress. All ISS plans are confidential and subject to review for accuracy and currency. The YSPs will be required to utilize the Massachusetts Work-Based Learning Plan as part of their assessments. They will also be required to ensure that all exit information is incorporated into the Connecting Activities database. Likewise, each YSP will refer its recruits back to the FSP for eligibility determination and assessment. The FSP will ensure that all WBLP information is complete and entered into the database. All final numbers must be verified by the FSP.
5. Data Entry: The FSP will be required to maintain an electronic record of participants, activities and results in the MOSES computer data system. Since information must be entered in a timely and efficient manner, all YSP records must be kept in a timely, efficient and organized manner. The WIB may request reports on the status of data entry or any other reporting/database information at any time. Specific forms and data points particular to each YSP will be developed in consultation with both the Youth Council and the FSP. The data collected by the FSP will be used to document results for all service providers. In addition to MOSES, the FSP must track electronically

information on all youth participants, including information requested by the Youth Council and not available on MOSES. Among the data collection requirement: concise trend analysis, including age, educational goals/attainment, employment goals and placements, and other outcome information.

6. File Management: Each YSP must establish and maintain electronic files/data on each youth enrollee, including service delivery activities and any referral to other services. These updated files must be submitted to the FSP monthly. Similarly, the FSP must establish and maintain a both an electronic and a hardcopy file that includes current case notes and tracks progress and goal attainment for each enrollee.
7. In conjunction with the Youth Council, the FSP will develop the annual performance plan and reporting procedures and participate in WIB/Youth Council strategic planning sessions and activities as appropriate.
8. Summer Activities (for In School Programs): The FSP will provide case management services for enrollees during the summer component to include eligibility determination, testing/assessment, development of Individual Service Strategies(ISS), WBLP, portfolio and counseling support.

Under the regulations of WIA, there is no stand-alone summer programming. Summer activities have been integrated into a year round service delivery design. In conjunction with the year-round components of the In School programs, Youth Service Providers present a program of summer activities that address the following goals:

- provide a “bridge” between school years;
- enhance the basic education skills of youth and utilize the Mass. Work-Based Learning Plan (WBLP)
- encourage school completion or enrollment in supplementary or alternative school programs;
- provide enrollees with exposure to the world of work;
- develop the leadership and citizenship skills of youth; and,
- connect with school to work and/or tech prep programs.

Elements of the summer component are structured in order to assist the enrollees with the following:

- improvement in school retention and completion;
- improvement in academic performance, including mathematics and reading comprehension; and,
- improvement in employability and work-related skills.

While Out-of-School programs generally operate the same programming year-round, In-School programs shift to alternate services during the summer period, when the

enrollees are on summer break. In-School program designs are required to incorporate the following summer component guidelines:

Time Frame for Summer Component - Each summer component may operate for a maximum of six weeks. The number of program hours per week per youth may not exceed 25. The final number of participants and the duration of service is based upon available funding and is subject to change at the direction of the Board/Youth Council.

Educational Remediation/Academic Enrichment/Basic Skills - All summer programs must include an educational remediation/academic enrichment activity. The emphasis must include the enhancement of reading, writing and computation skills. Each participant will complete a Portfolio including a resume during the summer program.

Work Experience/Vocational Exploration - In addition to the educational component, programs must include work experience and/or vocational exploration at worksites developed by the FSP or Youth Service Providers. In all instances, incorporation of 21<sup>st</sup> Century Skills is required.

The FSP and Fiscal Roles: In-School enrollees may receive weekly wages for their involvement in summer services, and the documentation for such will be via time sheets. Staff of the FSP will regularly visit its assigned summer sites and review and collect weekly time sheets. The time sheets will be submitted to the FSP. The fiscal agent will ensure that payroll is completed in a timely manner and that all youth and staff are compensated appropriately. Currently, the WIB anticipates utilizing direct deposit and ATM cards for all summer participants as appropriate. In addition, the WIB expects to assist in providing a financial literacy component to be incorporated into the orientation session. The current minimum wage is \$8 per hour in Massachusetts; wage earnings are aligned with minimum wage. During the summer, youth will be compensated \$8 per hour for up to 25 hours per week, up to six weeks. The FSP will distribute any enrollee checks and all pay stubs.

For Out-of-School enrollees, Job search and development activities will be ongoing during the summer. Stipends or wages may be paid to enrolled youth for specific activities.

9. Locations for Service Provision and Program Time Period: Although the operator under this RFP will be coordinating their services with the current Greater New Bedford YSPs, they must be attuned to the transportation limitations of the youth and how those limitations can affect their employment abilities. While the FSP may need to provide some program elements at the sites of the current youth programs, each YSP should also plan to present services at its own agency site and, if not the Youth Annex or the Career Centers, should plan to coordinate services at either the Greater New Bedford or Wareham Career Centers. In general, a FSP applicant should plan to operate from a site within the Greater New Bedford region that is accessible by public transportation. Services must be provided year-round and must be ready and available at any time during the fiscal year. The second and third year of the contract will be

subject to satisfactory performance, as determined by the Youth Council, and the availability/amount of the Title I allocation to the GNB region. Budgets for the second and third year of program activity must be submitted to the Youth Council by April 30 for approval prior to the annual plan submission to the State.

10. If the Youth Council determines that FSP staff should be stationed at different sites, from time to time or according to a schedule, as determined by the Youth Council, the FSP will agree to place staff in such locations to maximize service provision to youth.
11. Requirements: Services proposed under this RFP should be intended to assist youth program enrollees to attain positive outcomes and which will have the added impact of exposing and connecting youth to the Career Center system, with which the youth may interact throughout their lives. After a contract is awarded, the agency will be expected, with the assistance of the Youth Council, to contact and establish working relationships with the current YSPs, which include the New Bedford Public Schools, the University of Massachusetts at Dartmouth, MY TURN, and Training Resources of America. The FSP will develop methods to support and assist the individual programs and their enrollees. Applicants should ensure that youth enrollees can have access to comprehensive resource rooms, lists of providers of training and/or higher learning, computers with Internet connections, and other similar onsite resources. Applicants to this RFP must also ensure that they can provide access to the Massachusetts statewide MOSES tracking database for WIA employment and training programs in order to enter and track information on the services provided to the youth enrollees. Information on MOSES training is available from the state and Commonwealth Corporation. In addition, applicants/organizations should demonstrate their data compilation and analysis capability as well as their use of or familiarity with the Work-Based Learning Plan.

## **E. PERIOD OF PERFORMANCE AND PROGRAM SCHEDULE**

The period of performance is anticipated to run through June 30, 2013; however, extensions beyond year 1 (beginning July 1, 2010) are at the sole discretion of the WIB. The FSP is expected to operate Monday through Friday, year round with minimum operating hours from 8:30 AM to 4:30 PM. In addition, the FSP is expected to provide some flexibility in hours of operation to maximize convenience for youthful customers. Some extended days and possible Saturday hours must be considered.

## **F. PERFORMANCE STANDARDS**

The following is background information for applicants to this RFP concerning Greater New Bedford Youth Programs and its overall goals. Since these goals for the GNB Youth Services Providers are ambitious, agencies approved through this RFP will be expected to provide services to bolster the abilities of the local YSPs to attain the goals.

The Workforce Investment Act (WIA) mandates a series of categorical outcomes with attainment percentages for each state, and each state is charged with developing outcome standards for its local areas. WIA positions the outcome standards in two separate categories of youth, divided by age into “Younger Youth” ages 14-18 and “Older Youth” ages 19-21. Agencies funded through this RFP will be contracted to assist the Greater New Bedford Youth Programs to enable their youth enrollees to achieve outcomes consistent with the WIA standards. The overriding goal of WIA is to prepare enrollees to become employable and to function competently in the workplace. Since WIA has designated specific areas on which to focus to achieve those ends and has tied them to outcome standards, local WIA Youth Programs must achieve WIA outcomes.

The outcomes outlined below are those that have been incorporated into Youth Service provider contracts and against which those programs will be evaluated.

During the period of performance, GNB Youth Programs are expected to attain the following performance rates. (These rates reflect FY 10 percentages and amounts and may be adjusted, per the WIB’s annual business plan, for each contract year but that information is not available at the time of issuance of this RFP.)

<b>YOUNGER YOUTH – AGES 14 – 18</b>	<b>OLDER YOUTH – AGES 19 – 21</b>
1) <b>Skill Attainment Rate -- 81%.</b>	1) <b>Entered Employment Rate – 73%</b>
2) <b>Diploma Attainment Rate – 55-56%.</b>	2) <b>Employment Retention Rate (after 6 Months on the Job) -- 77%</b>
3) <b>Job Placement or Education Retention Rate -- 64%.</b>	3) <b>Earnings Gain after 6 months -- \$2,425</b> 4) <b>Credential Attainment Rate -- 46%</b>

In addition to the above, WIA re-authorization may require use of Common Measures to include Literacy and Numeracy Gains and Efficiency

Training and Employment Guidance Letters (TEGL) provide guidance, information, and policy from the U.S. Department of Labor (U.S. DOL). These can be found on the USDOL Employment and Training (ETA) website (<http://wdr.doleta.gov/directives>). The TEGLS most relevant to WIA Title I Youth programs include:

TEGL 17-05 – Guidance on Common Measures and WIA Section 136 Performance Accountability.

TEGL 17-05 (Change 1) – Clarifications on the application of the literacy/numeracy measure.

TEGL 3-04 – Clarifications on new strategic vision for youth programs.

Commonwealth Corporation has a full listing of WIA Youth requirements and clarifications.

Under WIA, youth programs shall be responsible for any new performance measures.

The definitions for WIA performance measures for the Greater New Bedford Workforce Investment Area are as follows:

Programs offering services to youth ages 14 through 18 (which represent most of the youth requiring follow services) shall be responsible for the following performance measures:

- Skill Attainment: attainment of basic skills and, as appropriate, work readiness or occupational skills.
- Diploma/Equivalency Attainment Rate: attainment of secondary school diplomas and their recognized equivalents.
- Placement and Retention Rate: placement and retention postsecondary education or advanced training, or placement and retention in military service, employment, or qualified apprenticeships.

Programs offering services to youth ages 19 through 21 shall be responsible for the following performance measures:

- Entered Employment Rate: entry into unsubsidized employment.
- Employment Retention Rate: retention in unsubsidized employment six (6) months after entry into the employment.
- Earnings Gain (Pre-post): earnings received in unsubsidized employment six (6) months after entry into the employment.
- Credential Rate: attainment of a recognized credential relating to achievement of educational skills, which may include attainment of a secondary school diploma or its recognized equivalent, or occupational skills, by participants who enter unsubsidized employment, or by participants who are eligible youth age 19 through 21 who enter post-secondary education, advanced training, or unsubsidized employment.

## **G. COST AND BUDGET CONSIDERATIONS**

Cash and in-kind contributions that help improve the cost effectiveness of your program will be looked upon favorably during the review process.

### **1. Contract Payment Terms**

The selected contractor will be reimbursed for all contracted activities on a cost reimbursement basis. Bidders must propose to conduct program services in accordance with Paragraph F, Performance Standards.

### **2. Fiscal Stability**

The organization's most recent audit or financial statement must be included in the proposal. If

your organization is newly established, documentation of a secured bank loan or another agency acting as a fiscal conduit is acceptable. All potential contractors must provide a statement in the proposal that the organization has the ability to forward fund the program.

### 3. Cost Allocation

There are two cost categories: administration (program management) and training (direct client service costs). A budget narrative must be provided explaining the rationale for proposed expenditures. The costs in the budget must be divided among 11 line items.

#### NAC 002 - Salaries & Wages

All staff wages.

#### NAC 003 – Fringe Benefits

All costs associated with fringe benefits for staff broken down by type of benefit, i.e.,: Workers Compensation, Unemployment Insurance, Health/Life Insurance, Dental Insurance, etc.

#### NAC 004 – Travel & Transportation

All costs incurred by staff listed on NAC 002 and participants for travel on business of the program. Costs include mileage reimbursement, rental of vehicles, and field trip expenses. Potential contractor may wish to include the cost of transportation within the budget.

#### NAC 005 – Non-Expendable Equipment

The costs of purchasing furniture and equipment exclusively for the operation of the program. The item must cost \$500 or more and retain its utility for at least one year. The selected operator at the conclusion of the program must return all non-expendable equipment. A buy-back provision will be considered if the operator wishes to retain the equipment.

#### NAC 006 - Equipment Rental

The cost of renting or leasing furniture and equipment used exclusively for the operation of the program.

#### NAC 007 – Premises

Periodic payments for rental or leasing of space used in the operation of the program.

#### NAC 008 – Insurance and Bonding

The cost of insurance and fidelity bond premiums directly assignable to the program. Premiums paid for workers compensation insurance and payments of unemployment taxes should be charged to fringe benefits.

#### NAC 009 – Communications

The cost of telephones, staff advertising, postage, and copying costs, etc., directly attributable to the operation of the program.

#### NAC 010 – Service Fees

All fees paid to third parties for the performance of specialized services. This account must only include costs that are directly assignable to the program.

NAC 011 – Expendable Supplies

The cost of all office and training supplies required for the operation of the program.

NAC 012 – Development and Training

All staff development and training costs directly related to the program.