



REQUEST FOR PROPOSALS
WORKFORCE INNOVATION &
OPPORTUNITY ACT
YOUTH SERVICES

July 1, 2022 – June 30, 2023

DATE RFP ISSUED: February 28, 2022

CONTACT: youthproposals@novaworks.org

BIDDERS' CONFERENCE: March 11, 2022 1:00 pm – 2:00 pm PST
Meeting will be held virtually via Zoom
Join Zoom Meeting:
<https://us02web.zoom.us/j/85761194209?pwd=K0hGM1VZaUJrcG1YRDdrR1p6akROUT09>
Meeting ID: 857 6119 4209
Passcode: 233904
Phone #: +1 669-900-6833 (San Jose)
Attendance at the Bidders' Conference is **mandatory**.

PROPOSALS DUE: April 4, 2022 3:00 pm PST

SUBMIT ELECTRONICALLY TO: youthproposals@novaworks.org

Please Note: There is a 25MB limit to the size of the email. Please keep this limitation in mind if including graphics and/or charts.

This Request for Proposals (RFP) and supporting documents are posted on NOVAworks' website at: <https://novaworks.org/about/rfp>.

I. INTRODUCTION

The NOVAworks Workforce Board (WB) issues this Request for Proposals (RFP) to solicit innovative youth workforce development programs to operate one or more Department of Labor (DOL) [Workforce Innovation and Opportunity Act](#) Title I Youth programs. Programs must serve WIOA-eligible at-risk youth ages 16–24 residing or attending school in San Mateo County. Programs must primarily focus on out-of-school youth. Through this RFP, the NOVAworks Workforce Board intends to identify a proposer that can successfully deliver the specified services.

The Workforce Innovation and Opportunity Act (WIOA) affirms the U.S. Department of Labor’s commitment to providing high quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education.

Per WIOA, the design framework services of local youth programs must provide an objective assessment of the academic and occupational skill levels and service needs of each participant, including a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs, for the purpose of identifying appropriate services and career pathways for participants and informing the individual service strategy.

Youth programs must provide activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential; preparation for postsecondary educational and training opportunities; strong linkages between academic instruction and occupational education that lead to the attainment of recognized postsecondary credentials; preparation for unsubsidized employment opportunities, in appropriate cases; and effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets.

The NOVAworks Workforce Area, located in the heart of wealthy Silicon Valley, is also home to low-income communities that are disadvantaged due, in part, to intentional and persistent racial and ethnic segregation and biases. The region’s unequal and disconnected workforce ecosystem is not solely an issue of fairness or equity. Our economy suffers when talented individuals from marginalized communities lack clear pathways to careers that fuel the economy. Providing disenfranchised youth with access to education and employment will benefit youth, families, communities, and the regional economy. The importance of combining career exploration with career navigation advice and occupational focus with networking for social capital will bridge the gap between hidden talent and opportunity and will go a long way to “building back better” after the pandemic.

Responses to this Request for Proposals (RFP) must include program designs that meet the employment and training needs of our community’s at-risk youth, the mandated WIOA performance outcomes, and the priorities of the WB.

The NOVAworks WB's goal for youth workforce development is to ensure that opportunities exist for youth to build the knowledge, skills and attitudes necessary for employment and future economic independence. NOVAworks WB priorities include:

- real-time labor market information about in-demand skills;
- skill-building and enhancements to match market demand;
- navigation tools for the ever-changing and entrepreneurial new labor market; and
- interconnected support system for multiple career pathways for youth.

Eligible Applicants

This RFP is made available to proposers from for-profit organizations, non-profit organizations, educational institutions, and public agencies with experience in operating a youth workforce development program and who are familiar with WIOA and its regulations, as well as other federal and state laws regarding job training, job placement assistance, and supportive services to youth. See I. Technical Qualifications for detailed criteria relative to qualifications.

Funds Available

Funding for these programs is made available from NOVAworks' allocation of WIOA Title I formula funds. Due to federal budget uncertainties and the timing of the State's allocations to NOVAworks, complete information for the funding of this proposal is not known at this time. We anticipate that **up to \$400,000** of funds will be available for total contracted youth services for the 12-month contract period. All figures are planning estimates only. NOVAworks' cost per youth served is \$5,000. This figure is provided as a guideline only; however, cost per person will be considered as part of budget evaluation.

This Workforce Innovation and Opportunity Act Youth program bid solicitation is 100% federally funded in the amount up to \$400,000 by the Employment and Training Administration of the U.S. Department of Labor.

It is required that a minimum of 90 percent of contract costs be related to serving out-of-school youth; therefore, it is expected that proposals will focus on out-of-school youth. Proposals will not be considered that propose to provide services solely to in-school youth.

NOVAworks reserves the right to adjust award amounts on the basis of its final allocation and on the responses to this RFP, and to award contracts to one, multiple, or no providers based on the quality of proposals, current needs, and funding. Interested parties may submit responses for all or a portion of the funds identified.

The contract period is anticipated to begin on **July 1, 2022** and end on **June 30, 2023**. The contract may be extended for up to three additional years, dependent upon successful performance results and available funding.

II. SCOPE OF SERVICES

This RFP is to operate a WIOA Title I Youth program to serve WIOA-eligible in- and out-of-school youth ages 16–24 residing or attending school in San Mateo County. The primary focus is on services to out-of-school youth. All proposals must be comprehensive and address the full scope of services detailed in this RFP or demonstrate a partnership with other entities that together will deliver the full scope of services. Further details are provided under B. Program Design Features.

A. Eligibility

Proposers are responsible for outreach and recruitment of sufficient numbers of eligible youth to meet their enrollment obligations. NOVAworks will approve eligibility verification documents submitted prior to enrollment. WIOA eligibility requirements govern who may be served with WIOA Title I youth funds. Individuals must be authorized to work in the United States and, if applicable, be registered for the Selective Service. In addition, for purposes of this RFP, youth must meet the following criteria:

Out-of-School Youth

An out-of-school youth (OSY) is an individual who is: (a) Not attending any secondary or post-secondary school (not including adult education, YouthBuild, or JobCorps); (b) Not younger than 16 or older than age 24 at time of enrollment; and (c) One or more of the following:

- (1) A school dropout
- (2) A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.
- (3) A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner.
- (4) An individual who is subject to the juvenile or adult justice system.
- (5) A homeless individual, a runaway, in foster care or has aged out of the foster care system.
- (6) An individual who is pregnant or parenting.
- (7) An individual with a disability.
- (8) A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment (see NOVAworks' *WIOA Youth Eligibility and Services Technical Assistance Guide* on NOVAworks website at: <https://novaworks.org/about/rfp>).

Note that a minimum of 90% of contracted youth funds must be expended on activities related to serving out-of-school youth; therefore, it is expected that proposals will focus on out-of-school youth. Proposers will reflect a breakout between in- and out-of-school youth on their participant and budget plans.

In-School Youth

An in-school youth (ISY) is an individual who is: (a) Attending school (as defined by State law), including secondary and post-secondary school; (b) Not younger than age 16 or older

than age 21 at time of enrollment; (c) A low-income individual; and (d) One or more of the following:

- (1) Basic skills deficient.
- (2) An English language learner.
- (3) An offender.
- (4) A homeless individual, a runaway, in foster care or has aged out of the foster care system.
- (5) An individual who is pregnant or parenting.
- (6) An individual with a disability.
- (7) An individual who requires additional assistance to enter or complete an educational program or to secure or hold employment (see NOVAworks' *WIOA Youth Eligibility and Services Technical Assistance Guide* on NOVAworks website at: <https://novaworks.org/about/rfp.>)

B. Program Design Features

NOVAworks seeks proposals demonstrating collaborations with other agencies in order to access an appropriate range of services for participating youth. Proposals are expected to demonstrate capacity to fulfill all service requirements but may do so with partnerships.

In accordance with WIOA regulations, services and activities must include but are not limited to the following:

- Youth outreach/recruitment.
- Objective assessment of the academic and occupational skill levels and service needs of each participant.
- One-on-one case management, including development and ongoing implementation of an individualized service strategy directly linked to one or more of the performance indicators.
- Activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential.
- Preparation for postsecondary educational and training opportunities.
- Strong linkages between academic instruction and occupational education that lead to the attainment of recognized postsecondary credentials.
- Preparation for unsubsidized employment opportunities, in appropriate cases.
- Effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets.
- Follow-up services – Follow-up services must be provided for a minimum of 12 months following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. However, follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

- Maintenance of records, data entry and report preparation as required in the approved WIOA automated case management system.

Additionally, the following is a list of 14 required services local programs must, at a minimum, make available to youth who are assessed as in need of such services (WIOA section 129(c)(2)). **If a service provider does not directly provide the services listed, it must demonstrate the ability to make the services available through seamless referrals to appropriate providers of such services. The proposer will have primary responsibility for coordinating the full continuum of services for each participant.**

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:
 - a) summer employment opportunities and other employment opportunities available throughout the school year;
 - b) pre-apprenticeship programs;
 - c) internships and job shadowing; and
 - d) on-the-job training opportunities
4. Occupational skill training, which 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 (see NOVAworks' *Supportive Services Policy & Procedures* on NOVAworks website at: <https://novaworks.org/about/rfp>.)
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.

It is required that a minimum of 90 percent of proposal expenditures be for costs related to serving out-of-school youth. Note that it is expected that expenditures reported for serving out-of-school youth are reasonable given the proportion of out-of-school youth served.

It is required that a minimum of 25 percent of proposal expenditures be for costs to support paid and unpaid work experience. See D. Work-Based Learning for details.

A proposer is expected to provide a mechanism for the provision of direct monetary payments for youth, such as hourly wages. Whether handled directly by the proposer or through another entity, the employer of record must cover workers compensation insurance and adhere to all applicable laws and regulations, i.e. those regulating hours of employment, minimum wage, working conditions, right to work, work permits, etc. If the proposer is unable to provide such a mechanism, NOVAworks may be able to provide a referral to a provider of payroll-processing services (at proposer's own cost).

Youth Incentives

Incentives to youth who achieve established goals as a result of WIOA program participation are allowable. Incentives must be tied to program goals on the youth's Individual Service Strategy and provided in accordance with the requirements in 2 CFR Part 200. Awarding of incentives is a means to encourage participation and reward achievement and attainment of individual goals that lead to successful outcomes and/or successful completion from the WIOA Youth program.

Incentives are not an entitlement and are contingent upon available grant funding. Incentive payments will be awarded using gift cards. Youth incentives may **not** include entertainment costs such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment (2 CFR Part 200). Incentives must be documented in the participant's Individual Service Strategy. Proposer will adhere to NOVAworks' *WIOA Youth Incentives Policy* (on NOVAworks website, <https://novaworks.org/about/rfp>) for criteria for award of incentives.

C. Career Pathways

WIOA places a strong emphasis on career pathways as defined as a combination of rigorous and high quality education, training and other services that:

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

All career pathways must include work-based learning opportunities for all participants.

D. Work-Based Learning

This RFP requires that **not less than 25 percent of contracted funds be spent on activities supporting paid and unpaid work experience** that have as a component academic and occupational education. This may include summer employment and other employment opportunities available throughout the year such as pre-apprenticeship programs, internships, job shadowing and on the job training opportunities. According to Training Employment and Guidance Letter 23-14, [*WIOA Youth Program Transition*](#), “Program expenditures on the work experience program element include wages as well as staffing costs for the development and management of work experience.” These work-based learning strategies must serve as a next step in career development, whether the desired outcome is employment or enrollment in post-secondary education or advanced training.

E. Core Indicators of Performance

Proposers will be held responsible for meeting or exceeding all mandated Department of Labor (DOL) Common Measures applicable to the population served.

Annual performance goals will be established prior to the start of the program year and will be monitored on a quarterly, or as needed, basis. Goals will be set in each of the following categories:

- Credential Attainment: The percentage of youth who obtain a recognized credential or secondary diploma during participation or within 1 year after exit.
- Placement in education or training activities, or unsubsidized employment: The percentage of youth who are in education/training activities or in unsubsidized employment in the 2nd quarter after exit.

- Placement in education or training activities, or unsubsidized employment: The percentage of youth who are in education/training activities or in unsubsidized employment in the 4th quarter after exit.
- Median earning in unsubsidized employment: The median average earnings of youth who are in unsubsidized employment during the 2nd quarter after exit.
- Measurable skills gains: The percentage of youth who are in an education training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skills gains.

As a point of reference, the goals established by the State for NOVAworks in Program Year 2021-2022 are as follows:

Program	Credential Attainment	Placement in education or training activities, or unsubsidized employment 2 nd Qtr after Exit	Placement in education or training activities, or unsubsidized employment 4 th Qtr after Exit	Median earning in unsubsidized employment	Measurable Skills Gain
Youth	62.0%	75.3%	71.0%	\$3,700	50.0%

These goals are provided as a reference only. New goals will be established at the start of each program year.

The State of California and/or NOVAworks may develop additional performance indicators and establish goals for the Service Provider beyond those listed above. NOVAworks may set goals for the number of individuals enrolled, served, trained, and/or placed (in addition to percentage goals) to ensure a strong return on investment and adequate levels of service and outcomes for the community.

Further details relative to performance measures may be found in DOL’s [TEGL 10-16, Change 1](#).

F. Record Keeping

Proposers will be expected to maintain complete up-to-date and accurate records and management controls. Individual case files shall be maintained on each WIOA-funded youth which will include, but are not limited to, comprehensive assessment documentation and case notes; progress and participation in activities, goals and achievements; referrals made and services received from other providers; outcomes; and follow-up documentation. Records must be kept confidential in compliance with state and federal requirements. See H. Confidentiality for more information.

Service providers will be expected to maintain complete fiscal and accounting records including, but not limited to, backup documentation of all contract expenditures and demonstration of acceptable accounting methods to allocate costs.

All records relating to this program are subject to review and monitoring by NOVAworks, the State of California, and the U.S. and shall be made available upon request.

Financial records, supporting documents, statistical records, and all other records pertinent to an award shall be retained for a period of three years from the date of submission of the final expenditure report or, for awards that are renewed quarterly or annually, from the date of the submission of the quarterly or annual financial report, as authorized by DOL.

G. Site and Accessibility Requirements

Proposers must identify a minimum of one physical location within San Mateo County at which participant services will be provided and indicate how the location is centrally located and easily accessible to the youth targeted in the proposal. The location must be compliant with the Americans with Disabilities Act (ADA) and accessible by public transportation. Proposers should also include strategies that incorporate best practices in serving youth remotely, and describe staff approaches and competencies in providing remote/online workforce development services. NOVAworks reserves the right to consider geographic distribution of service sites in its selection process. If an agency has not yet identified a location, they must provide assurances that they will provide a location within Santa Mateo County, identify the community that is being targeted, and the timeframe for securing location should it be awarded the contract.

Per guidance from the State [*Workforce Services Directive 17-01*](#), service providers must adhere to the following accessibility requirements:

No qualified individual with a disability may be excluded from participation in, or be denied the benefits of a recipient's service, program, or activity or be subjected to discrimination by any recipient because a recipient's facilities are inaccessible or unusable by individuals with disabilities. Recipients that are subject to Title II of ADA of 1990 must also ensure that new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards. In addition, recipients that receive federal financial assistance must meet their accessibility obligations under Section 504 of the Rehab Act and the implementing regulations at 29 CFR Part 32. Some recipients may be subject to additional accessibility requirements under other statutory authority, including Title III of the ADA that is not enforced by the CRC. As indicated in Section 38.3(d)(10), compliance with this part does not affect a recipient's obligation to comply with the applicable ADA Standards for Accessible Design.

All WIOA Title I-financially assisted programs and activities must be programmatically accessible. This includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including

assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.

H. Confidentiality

Successful proposers acknowledge that they will exchange various kinds of information pursuant to this program. That information will include data, applications, program files, and databases. These data and information are confidential when they define an individual or an employer. Confidential information requires special precautions to protect it from unauthorized use, access, disclosure, modification, and destruction. Each party shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees only on a "need-to-know" basis. Refer to NOVAworks' *Protection of Personally Identifiable Information & Other Confidential and/or Sensitive Customer Information* policy and procedures for guidance available on NOVAworks' website at <https://novaworks.org/about/rfp>.

I. Technical Qualifications

To be eligible for consideration, respondents submitting proposals may not have a financial or policy interest in NOVAworks or the City of Sunnyvale and must demonstrate but not be limited to:

- Experienced staff, subcontractors, and/or partners to provide the services described herein or must show the ability to acquire such staff
- Demonstrated experience in effectively performing similar types of services in the public or private sector
- Capacity to deliver services remotely
- Legal capability to enter into a contract for the delivery of these services, and ability to contract in a timely manner
- Ability to fulfill contract requirements, including the indemnification and insurance requirements
- If applicable, satisfactory performance under a current or past contract with NOVAworks for similar services
- Capacity to maintain adequate files and records, comply with confidentiality mandates, and meet reporting requirements
- Capability to fiscally and administratively provide and manage the proposed services on a reimbursement basis (no advance funding), to ensure adequate audit trail, to maintain audit-ready files, and to monitor its own organization files (internal audit function)
- Knowledge and understanding of Federal Fair Labor Standards Act and rules; and regulations and policy directives regarding the Workforce Innovation and Opportunity Act programs issued by the State of California Employment Development Department
- Does not provide for the advancement or aid to any religious sect, church or creed, or sectarian purpose
- Knowledge and understanding of OMB's uniform administrative requirements ("Uniform Guidance") at [2 CFR 200](#), et al; and [2 CFR Part 2900](#), et al

- That it is an Affirmative/Equal Opportunity Employer. If selected for funding, the lead agency and the collaborative partner agencies will be required to meet nondiscrimination and EEO requirements
- Compliance with requirements for lobbying, debarment, energy efficiency and other environmental regulations, the Stevens Amendment, and drug-free workplace certification

III. RFP Process Information

Contact Information

The primary method of contact for information on this RFP is through:

E-mail: youthproposals@novaworks.org

A Bidders' Conference will be held on Friday, March 11, 2022 from 1:00 pm to 2:00 pm. PST. The meeting will be held virtually via Zoom:

Join Zoom Meeting:

Link: <https://us02web.zoom.us/j/85761194209?pwd=K0hGM1VZaUJrcG1YRDdrR1p6akROU09>

Meeting ID: 857 6119 4209

Passcode: 233904

Phone #: +1 669-900-6833 (San Jose)

Attendance at the Bidders' Conference is mandatory. NOVAworks will provide general guidance such as clarifying information, but not guidance on actually preparing a proposal. No questions may be posed verbally to staff outside of the Bidders' Conference.

Any questions concerning this RFP, the application process, or programmatic issues must be submitted via email to youthproposals@novaworks.org by **5:00 pm on March 18, 2022 PST**. Answers to certain questions arising from the process, significant interpretations, direction, or revisions to the RFP will be posted on the NOVAworks website at <https://novaworks.org/about/rfp>. Proposers are encouraged to check the website for any updated information.

Submission of Proposals

Proposal must be submitted to youthproposals@novaworks.org by the deadline of **April 4, 2022 3:00 pm PST**.

Please Note: There is a 25MB limit to the size of the email. Please keep this limitation in mind if including graphics and/or charts.

Proposals received after the stated timeframe will be rejected.

All proposals shall be deemed public documents at the time of contract award to the successful Proposer. The RFP is intended to be worded in a manner so as not to elicit proprietary information. If proprietary information is submitted as part of the proposal, such information

shall be clearly labeled "Proprietary" and accompanied by a request that the information be returned by the City of Sunnyvale (City) to the Proposer upon completion of this RFP process. If proposals contain proprietary information, then proprietary paragraphs and/or other data should be clearly marked as noted above.

The information on the pages of the proposal identified as proprietary will be used only for the evaluation of the proposal, but proposer understands that disclosure may be required under the California Public Records Act or other Federal, State, and Local law, as determined by the City.

Note that wholesale use of headers/footers bearing designations such as "confidential", "proprietary", or "trade secret" on all or nearly all of a proposal is not acceptable, and may be deemed by the City as a waiver of any exemption claim. Any Proposal that includes a blanket statement or limitation, which would prohibit or limit public inspection may be considered nonresponsive and may be rejected. Pricing information is generally not considered proprietary information.

The identification of exempt information must be more specific. The City assumes no responsibility for disclosure or use of unmarked data for any purposes.

Review and Rating of Proposals

NOVAworks staff will screen all proposals received by the submission deadline for compliance with the proposal instructions and format specifications. Proposals not in compliance with these requirements will not be forwarded to the RFP Review Committee.

All efforts will be made to keep the Review Committee free of any conflict of interest. The panel may include a wide range of workforce experts representing different aspects of workforce development.

The RFP Review Committee will evaluate all proposals passing the above threshold based on the information included in the proposal narrative and budget and participant plans. The panel will consider all of the program design factors described in the proposal, and will evaluate how well the proposal meets the needs outlined herein. The Committee may conduct oral interviews and/or site visits with proposers to further clarify and evaluate proposal details. Each proposal will be given a score between 0 and 100 and will be rated in the following categories:

- 1. Overall Program Design / Responsiveness to RFP (25 points)**

Proposals will be rated in terms of the creativity, practicality, and potential effectiveness of the overall design. A review will be made of the appropriateness of the proposed methods, the reasonableness of the proposed outcomes, the comprehensiveness of proposed services, and the extent to which excellent customer service and continuous quality improvement are built into the program design. Proposals will also be rated for their ability to offer both in-person and remote/online services that work best for the participants being served.

- 2. Demonstrated Effectiveness and Past Performance (15 points)**

The proposals will be reviewed to ensure that the proposer has demonstrated a history of successfully addressing the short and long-term needs of economically disadvantaged,

disenfranchised, and at-risk youth to achieve a successful transition to productive adulthood, as demonstrated by measurable outcomes.

3. Program Management (20 points)

Proposals will be evaluated to ensure that the proposed program model demonstrates the ability to effectively manage all aspects of youth program services and achieve the WIOA-mandated performance goals (Common Measures). The review will seek to ensure that the staffing plan is adequate and that the organization chart and resumes submitted demonstrate that the staff has adequate and appropriate background and experience, that the agency has the required record keeping capability, and that the agency has an adequate fiscal management system.

4. Linkages with Other Agencies (10 points)

The proposal will be evaluated in terms of the degree to which the proposer can demonstrate linkages/collaboration with other agencies providing youth services in the area, as well as local employers. The proposal will also be rated on its ability to link resources to the required 14 elements of WIOA.

5. Budget / Budget Narrative (20 points)

This category will evaluate the cost of the proposed program and the degree to which expenditure of funds relates to program outcomes. Budgets will be reviewed for accuracy and completeness and to ensure all costs are necessary, reasonable, allowable, and allocable. Proposals will be reviewed for competitiveness as measured by the review of the line-item budget, the program design, the cost per participant and per positive outcome, and comparison to all other proposals.

6. Location of Services (10 points)

An evaluation will be made of the proposed geographic location of services in terms of accessibility to the target population and ability to help facilitate a strong connection with the local youth community. The review will include an evaluation of how the proposed location meets site accessibility requirements.

All reviewer scores will be averaged to determine the final score for each proposal. The Review Committee, with NOVAworks staff assistance, will prepare a recommendation to the NOVAworks Workforce Board (WB) for approval, followed by a recommendation to the Sunnyvale City Council, which has final authority over issuance of contracts. The Review Committee will recommend funding and service levels based on available funds, demographic goals, mix of providers, quality of linkages and partnerships, and WB needs, and may attach conditions for funding to its recommendation. The WB and Council will make their decisions at open public meetings. Agencies should visit the [NOVAworks](#) and [City of Sunnyvale](#) websites to confirm times, dates, and locations for these meetings.

If selected as a finalist for funding, the respondent may be subject to an on-site review, including but not limited to: inspection of facilities and/or equipment; a review of the qualifications of staff, proposed curriculum, and administrative systems; and verification of audit and insurance requirements. NOVAworks reserves the right to contact any individuals, agencies, or employers listed in the proposal and/or others with experience or knowledge of the proposer's relevant performance and qualifications, and to verify references and the accuracy of all statements contained in the proposal. If this review reveals significant problems, contract negotiations will not be possible until such time that deficiencies are resolved. If such resolution exceeds 30 days,

the NOVAworks WB reserves the right to terminate the contract negotiation process. Any outstanding review findings must be resolved prior to final execution of a contract.

Agencies that have previously received funding from the NOVAworks WB may be reviewed for past program compliance including financial management, timeliness and completeness of reporting, evaluation results, and any other relevant documentation or information.

WB members or proposal reviewers will not evaluate nor participate in a vote to fund any proposal from an organization with which they have any financial and/or organizational relationship.

This RFP does not commit NOVAworks to award a contract, to pay any costs incurred in the preparation of a proposal to this request, or to procure or contract for services or supplies. NOVAworks reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in its entirety, with or without cause, this Request for Proposal if it is in the best interest of NOVAworks to do so. Should a failed competition (only one responsive proposal is received) result from this RFP, NOVAworks has the option to recomplete the procurement or enter into a sole source procurement, whichever is deemed appropriate. NOVAworks may require the proposers selected to participate in negotiations, and to submit such price, technical, or other revisions of their proposals as may result from negotiations.

Type of Contract

NOVAworks reserves the right to utilize the most appropriate contract methodology, including performance-based and/or cost reimbursement. As NOVAworks' fiscal agent is the City of Sunnyvale, the contract will be issued in the name of the City of Sunnyvale.

Insurance Requirements

If awarded the contract, the service provider must comply with the City of Sunnyvale's (City) insurance requirements, as follows:

The service provider shall procure and maintain during the term of this Agreement insurance, in compliance with the sections below unless expressly waived, in writing, by the City. On or before commencement of the contract, the service provider shall furnish City with certificates showing the type, amount, class of operations covered, effective dates and dates of expiration of insurance coverage. Endorsements naming City as Additional Insured shall be submitted with the insurance certificates.

1. **Commercial General Liability**: \$2,000,000 per occurrence for bodily injury, personal injury and property damage and \$4,000,000 aggregate. ISO Occurrence Form CG 0001 is required.
2. **Automobile Liability**: \$1,000,000 per accident for bodily injury and property damage. ISO Form CA 0001 is required.
3. **Workers' Compensation** Statutory Limits and **Employer's Liability**: \$1,000,000 per accident for bodily injury or disease. This policy must be endorsed with a waiver of subrogation in favor of the City of Sunnyvale.

The general liability policy shall name the City as an additional insured only to the extent of the indemnification contained herein and shall provide at least thirty (30) days prior written notice to City of cancellation of the policy or reduction in the coverage.

The aforementioned insurance requirements can be met through any combination of primary and excess/umbrella policies that fulfill the stipulated coverage as cited above.

Contract Award

NOVAworks may award a contract(s) based upon offers received without discussion of such offers with the proposer. Each offer should be submitted in the most favorable terms from a price and technical standpoint. However, NOVAworks reserves the right to request additional data or oral discussion/presentation in support of written proposals.

Prior to any contract negotiations, the applicant/agency must be prepared to submit the following:

- Form W-9 with Federal ID number
- Proof of insurance
- Signatory authorization
- Audit report for the past fiscal year

Award Notification and Debriefing Process

The contact person listed on the Proposal Summary Form will be informed of the results of this RFP by email. When multiple agencies are applying as a collaborative, the NOVAworks Workforce Board reserves the right to address all correspondence and communications to the contact person listed on the Proposal Summary Form. It is the responsibility of the collaborating agencies to ensure that all partners are informed of this communication.

Applicants whose proposals are not recommended for funding by the NOVAworks Workforce Board (WB) may request a debriefing within seven (7) days of the date of the WB meeting. Requests must be submitted to youthproposals@novaworks.org. If a bidder believes that any local, State, or federal regulations have been violated in the procurement process, it may pursue the matter through access to NOVAworks grievance policy and procedures. A link to the NOVAworks *WIOA Grievance & Complaint Resolution Procedures* is provided here, <https://novaworks.org/documents/Ongoing/PY21-Grievance-Complaints.pdf>.

Request for Proposals Timeline

RFP Release Date	February 28, 2022
Bidders' Conference	March 11, 2022, 1:00pm–2:00pm PST Virtually via Zoom: Zoom link: https://us02web.zoom.us/j/85761194209?pwd=K0hGM1VZaUJrcGIYRDdrR1p6akROUT09

	Meeting ID: 857 6119 4209 Passcode: 233904 Phone #: +1 669-900-6833 (San Jose) Attendance is mandatory.
Deadline to Submit Questions	March 18, 2022 by 5:00 p.m. PST Email: youthproposals@novaworks.org
Deadline to Submit Proposal	April 4, 2022 by 3:00 pm PST Proposal must be submitted to the email address: youthproposals@novaworks.org . Please Note: There is a 25MB limit to the size of the email. Please keep this limitation in mind if including graphics and/or charts.
Proposal Review and Scoring	By April 18, 2022
Proposer Finalist Interviews if needed	By April 28, 2022
Written Notification of Review Committee Recommendations (sent to proposers)	By May 2, 2022
NOVAworks Workforce Board Approval and Recommendation to Sunnyvale City Council	May 25, 2022
Deadline to Request Debriefing	By June 1, 2022 at 5:00 p.m. PST Request must be submitted to the email address: youthproposals@novaworks.org .
Sunnyvale City Council Approval of Awards	By June 30, 2022
Contract Negotiations/Contract Signatures	By June 30, 2022
Services Begin	July 1, 2022

With the exception of the proposal submission deadline, all dates are subject to change.

Proposal Instructions and Format

1. **Proposal is due by 3:00 p.m. PST on April 4, 2022 to the following email address: youthproposals@novaworks.org.**
2. All proposals must be submitted as requested. Late or incomplete proposals will not be considered.
3. Do not include literature or attachments beyond that necessary to present a complete and effective proposal. Failure to submit a concise, complete proposal shall be evidence of the proposer's inability to undertake program objectives.
4. All narratives will be typed in Arial (regular) or Times New Roman font, 12-point size or larger, on 8 ½" x 11" pages, with 1" for all margins. All narratives will be single-spaced with pages numbered sequentially. **There is a page limit of 15 pages for the narrative section (including Executive Summary).**
5. Complete the following and include in the proposal. Note that Word and Excel versions, as applicable, of Enclosures I, III, IV, and V are on NOVAworks' website at <https://novaworks.org/about/rfp>.
 - a. RFP Proposal Summary Form (Enclosure I)
 - b. RFP Narrative Section (Enclosure II)
 - c. WIOA 14 Elements Service Delivery Plan (Enclosure III)
 - d. Participant Plan (Enclosure IV)
 - e. Budget and Budget Narrative (Enclosure V)
6. Organize the proposal in a manner consistent with the instructions.

NOTE: It is the responsibility of the proposer to ensure that the proposal is received by the time and date specified above.

NOVAworks Workforce Board
YOUTH SERVICES RFP
Proposal Summary Form

Proposing Entity Information:

Legal Name: _____

Fiscal Agent, if applicable: _____

Address: _____

Contact Person: _____

Telephone: _____ Fax: _____

Email: _____

Number of Youth to be Served: **Out-of-School** _____ **In-School** _____ **Total** _____

Amount Requested: **Out-of-School \$** _____ **In-School \$** _____ **Total \$** _____

Proposed Service Area (cities or portions thereof): _____

Certification:

The applicant hereby proposes to provide and deliver services as stated in this proposal.

The applicant certifies that the signatory below is a duly authorized representative of the applicant organization and is fully authorized to submit and sign proposals; that the cost data contained herein are accurate, complete and current; and that the applicant organization is fully capable of fulfilling its obligation under this proposal as stated herein.

Name and Title of Authorized Representative (typed)

Signature of Authorized Representative

Date

Proposal Narrative

The proposal narrative is limited to fifteen (15) pages. It should contain the following elements, in the order specified. All proposals will be reviewed for demonstrated capacity to provide the services/activities sought through this solicitation and the creativity, practicality, and potential effectiveness of the overall design. Applicants should provide a concise narrative that will help demonstrate their ability to comply with program requirements. Supporting documents, agreements, forms, or other evidence may be included separately as attachments to the narrative section.

Executive Summary:

- Your type of agency (public, for profit, or non-profit). If you are a non-profit agency, please attach a copy of your current Board of Directors list that shows affiliations of each board member.
- Your track record, including years of operation and clients served to date (by program or service, if appropriate).
- A brief summary highlighting the number and population to be served through this proposal, planned outcomes, and basic program approach.

Main Purpose of Program:

- Detail what the program intends to accomplish.
- Describe the approaches or elements that demonstrate the creativity and uniqueness of the program.

Goals/Objectives and Performance Level:

- Report the number of participants to be served. Complete and submit the Performance Plan (Enclosure IV) as part of your response to this section.
- Describe your program strategy to achieve a successful outcome for each of the applicable Common Measures prior to participant exit and during the follow-up reporting period.

Target Groups:

- Identify the group(s) that this proposal intends to target.
- Provide examples that demonstrate the proposer's connection to and understanding of the identified target population.
- Describe your ability to offer culturally appropriate or specific services to diverse clients, including languages spoken by staff.

Program Description:

- Detail your program model and the specific programs and services you will offer, including type of services, current capacity/enrollment in each service/program, and potential for expansion.
- Describe your strategies to identify, recruit and enroll the individuals that you will be serving and identify the specific strategies and resources you will use to ensure sufficient numbers of eligible clients are recruited to meet your enrollment goals and that outcomes are accomplished.
- Describe how you will assess youths' goals and needs. How will assessment be conducted, what are the goals of the assessments, and what tools will be used?
- Discuss how your service delivery model will provide and/or make accessible the 14 mandated WIOA youth program elements. (Also, complete Enclosure III, WIOA 14 Elements Service Delivery Plan).
- Identify and discuss collaborative relationships, both for the required elements as well as any other partnerships, and how they augment your expertise and capacity.
- Explain participant flow through the program including outreach/recruitment, assessment, case management, program services, outcomes, and follow-up. How long will a youth typically participate in the program?
- Describe your case management strategies, level of resources, and frequency of contact with youth during the program.
- Describe how you will collaborate with businesses and how this will affect your outcomes.
- Discuss how you will provide a work experience component and who the "employer of record" will be for paid work experience.

Demonstrated Effectiveness:

- Describe your agency's previous experience in providing employment and training services to disadvantaged youth, including any other federal grant funds your agency may have received in the past. Your response should be directly related to the ability of the proposed program to meet DOL Common Measures for youth in the program activities as described herein.
- Describe your Workforce Investment Act (WIA) and/or WIOA programmatic and administrative experience, if any.

Staffing Plan:

- Indicate the number and job descriptions of staff positions that will be dedicated to the program. For example, include the anticipated ratio of participants to case managers, instructors, and/or counselors and related fiscal and administrative support staff that will be providing program and expenditure reports.
- Provide information on the qualifications and experience of each individual associated with the service delivery and management of this proposal, other than clerical or other

administrative support staff. Of particular importance are the expertise, certifications, and skills of the staff that will be working directly with your participants. Resumes of existing staff or job descriptions including the qualifications and minimum requirements for program staff should be included (not included in page limit) and should describe the minimum education and work experience requirements for all critical staff positions.

- Attach an organization chart (not included in page limit) showing a clear and detailed depiction of the structure of the proposer organization and the specific unit within the organization that will be responsible for this project. Job titles on the organization chart should match those in the budget narrative. Positions to be hired should be clearly identified.

Facilities/Location:

- Indicate the primary location(s) where services will be provided and how you will accommodate those youth lacking transportation to distant sites. Identify a minimum of one physical location within San Mateo County at which services will be provided.
- Discuss your ability to comply with the site accessibility requirements of this RFP.

Administrative Capacity:

- Describe the process your program will use to capture and report information on program participants.
- Describe the current monitoring and evaluation programs currently used by proposer.
- Describe your internal control and oversight procedures and timelines relative to administration, reporting and documentation, program operations, and program quality control.
- Identify staffing resources and/or partner roles to ensure effective collaboration and oversight between the proposer and any partner(s) or subcontractors.

Budget and Budget Narrative:

- Provide a proposal budget using Enclosure V. All costs proposed to be charged to the contract must be necessary, reasonable, and allowable under the Workforce Innovation and Opportunity Act.
- Briefly describe your accounting system and ability to track and report costs monthly on an accrual basis.
- Briefly describe your methodology for allocating costs that are not directly charged, such as overhead costs.
- Do you have a minimum number of youth to be served by your organization in order to make this contract viable? Please explain.
- **On a separate page (not included in page limit)**, provide a brief justification for each line item of cost (e.g. hours and rate for salaries, mileage and rate for travel, description of tuition costs, etc.). If you have an approved indirect cost rate for federal grants, include the rate and name of your cognizant agency.

WIOA 14 Elements Service Delivery Plan

ORGANIZATION: _____

If a service provider does not directly provide the services listed, it must demonstrate the ability to make the services available through seamless referrals to appropriate providers of such services. The proposer will have primary responsibility for coordinating the full continuum of services for each participant.

ELEMENT	<i>Indicate YES or NO if your agency directly provides this element</i>	Briefly describe your plans for this service. <i>What will be included and how will it be provided? If your agency is NOT directly providing this element, identify with whom you will partner to provide this required element (i.e., name of organization, address, and contact person to confirm).</i>
1. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential		
2. Alternative secondary school services, or dropout recovery services, as appropriate		
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences: summer employment opportunities and other employment opportunities available through the school year; pre-apprenticeship programs; internships and job shadowing; and on-the-job training opportunities		

<p style="text-align: center;">ELEMENT</p>	<p style="text-align: center;"><i>Indicate YES or NO if your agency directly provides this element</i></p>	<p>Briefly describe your plans for this service. <i>What will be included and how will it be provided? If your agency is NOT directly providing this element, identify with whom you will partner to provide this required element (i.e., name of organization, address, and contact person to confirm).</i></p>
<p>4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved</p>		
<p>5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster</p>		
<p>6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors</p>		
<p>7. Supportive services</p>		
<p>8. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation</p>		
<p>9. Follow-up services for not less than 12 months after the completion of participation</p>		

<p style="text-align: center;">ELEMENT</p>	<p style="text-align: center;"><i>Indicate YES or NO if your agency directly provides this element</i></p>	<p>Briefly describe your plans for this service. <i>What will be included and how will it be provided? If your agency is NOT directly providing this element, identify with whom you will partner to provide this required element (i.e., name of organization, address, and contact person to confirm).</i></p>
<p>10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth</p>		
<p>11. Financial literacy education</p>		
<p>12. Entrepreneurial skills training</p>		
<p>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</p>		
<p>14. Activities that help youth prepare for and transition to post-secondary education and training</p>		

Participant Plan

In School Youth (ISY) Participant Plan				
Organization Name:				
TERM: 7/1/2022 - 6/30/2023				
I. Quarterly Participation (Cumulative)				
Quarter End Date (MM/YY)	9/22	12/22	3/23	6/23
A. Enrolled Participants				
B. Participants Exited				
C. Participants Carried Out	-	-	-	-
II. Program Services - Total Participants to Receive the Following Services				
A. Youth Services				
B. Youth Work Experience				
C. Occupational Training				

Out of School Youth (OSY) Participant Plan				
Organization Name:				
TERM: 7/1/2022 - 6/30/2023				
I. Quarterly Participation (Cumulative)				
Quarter End Date (MM/YY)	9/22	12/22	3/23	6/23
A. Enrolled Participants				
B. Participants Exited				
C. Participants Carried Out	-	-	-	-
II. Program Services - Total Participants to Receive the Following Services				
A. Youth Services				
B. Youth Work Experience				
C. Occupational Training				

Total Youth Participant Plan				
Organization Name:				
TERM: 7/1/2022 - 6/30/2023				
I. Quarterly Participation (Cumulative)				
Quarter End Date (MM/YY)	9/22	12/22	3/23	6/23
A. Enrolled Participants	-	-	-	-
B. Participants Exited	-	-	-	-
C. Participants Carried Out	-	-	-	-
II. Program Services - Total Participants to Receive the Following Services				
A. Youth Services	-			
B. Youth Work Experience	-			
C. Occupational Training	-			

Budget and Budget Narrative

Attach a narrative discussing how all costs were derived. Include a list of individual staff positions and how they are budgeted for this project, as well as justification for all budgeted items of cost.

BUDGET SUMMARY PLAN				
Organization Name:				
Project Title: WIOA Youth Program				
Term: 7/1/2022 - 6/30/2023		In School Youth (ISY)	Out of School Youth (OSY)	Total
I. Expenditures:				
A. Staff Salaries				-
B. Staff Benefits				-
Staff Benefit Rate (%)				
C. Staff Travel				-
D. Operating Expenses				-
E. Leases				-
F. Equipment - Prior approval required				-
G. Work Experience				
1. Staff Salaries				-
2. Staff Benefits				-
3. Youth Salaries				-
H. Occupational Training				
I. Supportive Services				-
J. Other (attach detailed description)				-
K. Indirect Costs				-
Indirect rate (%)				
Total		-	-	-
Cost per Participant				
Number of Staff Full-time Equivalents (FTEs)				
Name of Cognizant Agency for Indirect Rate				