



Beaver County • Greene County • Washington County

## Request for Proposal

for

### Operator of One-Stop/PA CareerLink®/ American Job Centers

under the

## Workforce Innovation and Opportunity Act (WIOA) In Beaver, Greene, and Washington Counties in Southwest Corner, Pennsylvania

For the period  
July 1, 2021 through June 30, 2022, with an option to extend  
additional 3-years based on performance

Issued: March 1, 2021

Deadline for Submission: March 31, 2021

Solicited by

### **SOUTHWEST CORNER WORKFORCE DEVELOPMENT BOARD**

*Serving the Pennsylvania Counties of Beaver, Greene and Washington*

351 WEST BEAU STREET

SUITE 300

WASHINGTON, PA 15301

(724) 229-5083

*The enclosed specifications may be modified as required by  
The Pennsylvania Department of Labor and Industry, the United States Department of Labor,  
Southwest Corner Workforce Development Board Chief Local Elected Officials,  
and/or the Southwest Corner Workforce Development Board without prior notice to Proposers.*

*Auxiliary aids and services are available upon request to individuals with disabilities.  
Equal Opportunity Employer/Program (TTY/TDD 724-852-2234)*

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## **I. GENERAL INFORMATION**

### **A. INTRODUCTION**

The Washington Greene County Job Training Agency, Inc. (WGCJTA, Inc.), acting on behalf of the Southwest Corner Chief Elected Officials (CLEO) and Southwest Corner Workforce Development Board (SCWDB) is requesting proposals for PA CareerLink® One Stop Operator.

The Commonwealth of Pennsylvania designated 3 counties (Beaver, Greene, and Washington) of Southwest Pennsylvania as a Local Workforce Development Area under the Workforce Innovation and Opportunity Act (WIOA) of 2014 and its implementing regulations. The Act and additional information can be accessed at [www.doleta.gov/WIOA](http://www.doleta.gov/WIOA). The Local Workforce Development Board (WDB) is authorized under the same act to set policy for the portion of the workforce development system within the local area. As such, WGCJTA, Inc., a 501(c)3 non-profit organization, is the grant recipient for WIOA funds, staff and fiscal agent to the SCWDB.

The mission of SCWDB is to develop policies, oversee public funds, and procure services that will help employers and job seekers throughout Beaver, Greene, and Washington Counties in Southwest, Pennsylvania. Job placement assistance, education, training and counseling will be offered in order to achieve a skilled workforce and economic development throughout the region. We envision a regional labor pool that possesses the skills and attitudes to attract and retain employers who offer sufficient wages, benefits, and opportunities for advancement.

The Workforce Innovation and Opportunity Act requires that each local area have at least one comprehensive one-stop service center, which is known in Pennsylvania as the PA CareerLink®/American Job Center. SCWDB operates four (4) PA CareerLink® centers – Beaver County, Greene County, Mon Valley and Washington County. SCWDB is responsible for coordinating and aligning workforce services and investment strategies to better reflect the needs of their local or regional economies. SCWDB oversees the PA CareerLink® and service providers and, as the entity accountable to the Commonwealth for the performance of the workforce investment system in its area, makes every effort to ensure that workforce development services are effectively and efficiently provided. SCWDB is comprised of 29 Board members, and provides services on behalf of the 9-member Chief Local Elected Official Board, comprised of the County Commissioners in the 3-county region.

### **B. EXPECTATIONS OF THE ONE-STOP OPERATOR**

The One-Stop Operator will be expected to implement the plans, processes, and performance expectations within the PA CareerLink® centers, which is the system delivery mechanism for WIOA and the SCWDB. Operator will coordinate services among PA CareerLink® partners, while being customer-focused and aware of performance requirements. The operator(s) will ensure seamless service delivery within the local workforce delivery system. The operator oversees the functional supervision of the site administrator and one-stop staff. Procured services will be provided at the centers without regard to the organizational mission of the selected Contractor.

Through this RFP, SCWDB is endeavoring to identify experienced and effective entities to perform this work. SCWDB is looking for a consortium of organizations, including WIOA One-Stop partners. Each member of the consortium will sign the contract for operator services.

It is envisioned that the Operator will:

- Serve in a manner similar to that of an intermediary with all one-stop partners
- Know and understand the parameters under which the partners provide services and each partner's required performance

- Make recommendations on referral criteria that will improve services for individuals and the performance for the partners
- Attend individual one-stop partner meetings and become knowledgeable regarding upcoming community events, assuring all appropriate partners are informed and participate
- Become an ambassador for the one-stop system in the community
- Provide a bridge to business services
- Assure compliance with Commonwealth and local WDB certification criteria which is essential for receipt of infrastructure funding.
- Assures the Department's 'Methods of Administration' are enacted and maintained, as well as ensuring that relevant equal opportunity and civil rights measures are enforced,
- Recommends, maintains, and retires technologic tools and services needed for the operation of the one-stop center
- Track and implement negotiated one-stop partner Memorandum of Understanding.
- Utilize current site administrators to allow for a continuation of current services
- Develop procedures and assurances to meet and exceed the SCWDB established programmatic performance requirements and participant-based outcomes as established by the Department of Labor and Industry.

The initial contract will be for one twelve (12) month period, July 1, 2021 through June 30, 2022. If funding is available and the Contractor is performing acceptably, subsequent agreements will be developed. Additional program period funding will be at the discretion of the SCWDB CLEO and SCWDB. This RFP is issued for a one-year period, with an option to renew for an additional 3 years without rebid. At any time, this contract can be terminated due to the loss of local area designation, realignment of workforce development areas, failure to meet performance, or loss of funding.

The provision of services specified in this RFP requires substantive knowledge and understanding of the local labor market, the Workforce Innovation and Opportunity Act of 2014 and its implementing regulations, applicable state and federal regulations and circulars, and the policies of the federal Department of Labor and PA Department of Labor and Industry. Many of the federal regulations can be found in the Employment and Training Administration (ETA) library at [www.doleta.gov](http://www.doleta.gov); state publications can be found in the Publications and Workforce Professionals sections at [www.paworkforce.state.pa.us](http://www.paworkforce.state.pa.us). Information related to the Southwest Corner Workforce Development Area, including its local plan and regional plan, can be found at [www.southwestcornerwdb.com](http://www.southwestcornerwdb.com). Knowledge and understanding of the full text and content of these applicable laws, regulations and programmatic requirements, and the local customer base are the responsibility of the Proposer.

Please note that requirements contained in this RFP may change based on revised local, state and federal rules. Proposers will be required to make staffing and programmatic modifications to accommodate the changes throughout the life of the contract. In keeping with these provisions as a statement of purpose, SCWDB seeks a qualified provider to continue the high-quality services that SCWDB customers have come to expect from this system, and to make improvements as needed.

### **C. WHO MAY RESPOND**

SCWDB anticipates contracting with a consortium of agencies to serve as operator, henceforth known as "Operator Consortium". SCWDB reserves the right to recognize one operator consortium for all four PA CareerLink® centers or identify individual operator consortium per site – whichever option is the best for the system. Proposers should identify if application is to operate a single, multiple, or all sites. In accordance with Uniform guidance, this RFP is being released to promote efficiency and effectiveness, to assure regular consideration of operator performance and cost, to assure continuous improvement by evaluation of the operator.

In the event the consortium includes an entity selected to be the One-Stop Operator and Title 1 Career Service Provider, then the selected entities will need to describe their clear internal controls and fire walls to eliminate this conflict of interest between role as operator and role as Title 1 provider.

Proposers who are capable of supporting the activities outlined in this RFP may be a consortium of entities which include:

- Must include a minimum of 3 one-stop partners (\$678.400)
- Institution of higher learning
  - Non-traditional public secondary schools (night, adult or career & technical) eligible
  - Elementary & secondary schools not eligible
- Community-based organization
- Workforce intermediary
  - Chamber of Commerce; Economic Development Organization
- Government Agency
- Any interested organization who meets all firewall regulations and can carry out the Operator duties.

#### **D. TECHNICAL ASSISTANCE**

Technical Assistance will be provided through a written question and answer format. Potential respondents will have until 4:00 p.m. on March 17, 2021 to submit questions in writing, by email, to [rrussell@washingtongreene.org](mailto:rrussell@washingtongreene.org).

Answers will be posted on the SCWDB website, [www.southwestcornerwdb.com](http://www.southwestcornerwdb.com), and available to all entities within three (3) business days of receiving the question. SCWDB reserves the right to decline a response to any questions if, in SCWDB's assessment, the information cannot be shared with all potential bidders in a timely manner.

#### **E. INSTRUCTIONS ON PROPOSAL SUBMISSION**

##### **1. Closing Submission Date**

One (1) electronic copy and one (1) original hard copy and three (3) additional hard copies of the proposal must be submitted no later than 4:00 p.m. on March 31, 2021. See item E.4. below for submission email and postal addresses. *Proposals and/or modifications received after that date will not be considered.*

##### **2. Conditions of Proposal**

All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed.

##### **3. Instructions to Prospective Contractors**

Inquiries and proposals should be addressed as follows:

###### Hard Copies:

Ryan Russell  
SCWDB Staff  
351 West Beau Street, Suite 300 Washington, PA 15301

###### Email/Electronic Copies:

[rrussell@washingtongreene.org](mailto:rrussell@washingtongreene.org)

Inquiries and proposals submitted via email should reference **RFP for PA CareerLink® Operator** in the subject line. It is important that **RFP for PA CareerLink® Operator** is clearly marked on the envelope of the submission package.

It is the responsibility of the Offeror to ensure that the proposal is received by SCWDB by the date and time specified above. Please use the RFP Response Outline attached to this RFP.

#### **4. Right to Reject**

SCWDB reserves the right to reject any and all proposals received in response to this RFP. An agreement for the accepted proposal will be based upon the factors described in this RFP.

#### **5. Small and/or Minority-Owned Businesses**

Efforts will be made by SCWDB to utilize small business and minority-owned business.

An Offeror qualifies as a small business firm, if it meets the definition of “small business” as established by the Small Business Administration (13 CFR 121.201), by having average annual receipts for the last three fiscal years of less than six million dollars.

#### **6. Notification of Award**

It is expected that notification of award will be made by May 31, 2021.

## **II. SPECIFICATIONS**

### **A. SCOPE**

Currently, there are four (4) full-service, comprehensive PA CareerLink centers in the SCWDB.

- PA CareerLink® – Beaver County, 285 Beaver Valley Mall, Route 18, Monaca, PA 15061
- PA CareerLink® – Greene County, 200 Greene Plaza, Waynesburg, PA 15370
- PA CareerLink® – Mon Valley, 570 Galiffa Drive, Donora, PA 15033
- PA CareerLink® – Washington County, 90 West Chestnut Street, Suite 150LL, Washington, PA 15301

The duties of the One-Stop Operator shall include the following and be assigned to the appropriate Operator staff, which must include the CareerLink® Administrators and Support Staff:

- Supervision of the PA CareerLink® Administrator and Support Staff.
- Establishes and communicates specific and measurable PA CareerLink® performance standards in conjunction with the Southwest Corner Workforce Development Board, SCWDB Committees and input from PA CareerLink® site staff.
- Facilitate the Business Services Teams and ensuring the sharing of information and resources among all service partners.
- Assure compliance with One-Stop center certification criteria.
- Ensure center staff are cross-trained, as appropriate, to increase staff capacity, expertise and efficiency.
- Creation and implementation of a marketing and outreach plan for the community and employers. This plan should include, but not be limited to: flyers, social media, we-newsletters, meeting attendance and promotional materials.
- Serve as an intermediary with all the one-stop partners.
- Ensure the scheduling of workshops and events at the PA CareerLink® centers and assuring representation by partner staff at outside events such as job fairs and career fairs.
- Ensure that an effective partner referral mechanism is in place for the benefit of individuals and the partners’ performance, and that the mechanism is followed.

- Implement an action plan that is developed in conjunction with partners who supports the SCWDB's local plan to meet the needs and expectations of all key stakeholders.
- Develops continuous improvement processes to respond to immediate operational needs while ensuring that short-term actions support long-term objectives.
- Ensures quality service delivery to customers with special needs and maintains a current enhancement plan.
- Capture data related to services, projections, costs, etc.; prepare reports and analysis of the data; and make recommendations for adjustments and improvements.
- Maintain required metrics and data as required, including but not limited to foot traffic and workshop registration.
- Know and understand the parameters under which the partners provide services and each partner's performance measurement goals.
- Identify workshop needs; engage with volunteers to put on workshops.
- Recommends, maintains and retires onsite technology and services needed for the operation of the one-stop center.
- Maintain PA CareerLink® centers calendar and scheduling.
- Ensure that the Workforce Development Board mission and objectives are met and carried out.
- Ensure the involvement and inclusion of and integration with the Youth, EARN Program, and all other programs at the PA CareerLink® centers.
- Ensuring that customer service standards are met and that action is taken as needed to modify approaches.
- Maintaining relationships with human service providers and educational providers and recruitment of additional service partners.
- Continuously assess customer needs and feedback to make recommendations to partners and WDB for continuous improvement.
- Review, updating and continuous improvement of each center customer flow to include, but not be limited to, triage of all customers to determine their needs and their applicable Priority of Service status, and ensure service delivery based on that status.
- Disseminating applicable updates from the SCWDB, Pennsylvania Department of Labor and Industry, and the Federal Department of Labor Employment & Training Administration.

## **B. BUDGET**

All Offerors must provide a line item budget of costs associated with serving as Operator of the PA CareerLink® centers in the Southwest Corner Workforce Development Area. At this time, available funds have not been determined. Funded staff members are provided in the form of current site administrators. These costs are already included on the site resource sharing agreements. As cost will be part of the proposal evaluation, please provide an accurate account of Offeror costs. Feasibility of cost and amounts will be determined during contracting.

## **C. CONFIDENTIALITY**

SCWDB must comply with Pennsylvania's Right-To-Know Law, Act 3 of 2008, and may be requested and required to release information from proposals received in response to this RFP.



### III. PROPOSAL EVALUATION

#### A. SUBMISSION OF PROPOSALS

One (1) electronic copy and one (1) original hard copy and three (3) additional hard copies of the proposal must be submitted no later than 4:00 p.m. on March 31, 2021. Submission must include all requested information in this document, as well as a signed certification document attesting to the accuracy of the contents within (included below).

#### B. NONRESPONSIVE PROPOSALS

Proposals may be judged non-responsive and removed from further consideration if any of the following occur:

- The proposal is not received timely in accordance with the terms of this RFP.
- The proposal does not follow the specified format.
- The proposal does not include the Certifications.

#### C. EVALUATION

Evaluation of each proposal will be based on the following criteria:

Factors	Point Range
1. Experience with Workforce Programs	0-15
2. Experience with PA CareerLink®	0-15
3. Experience as Operator for PA CareerLink® centers	0-5
4. Demonstrated connection to local job seeker, educational, and employer community	0-20
5. Proposed Delivery and Innovative Methods	0-30
6. Cost	0-10
7. Small and/or Minority-Owned Businesses	0-5
<b>MAXIMUM POINTS:</b>	<b>100</b>

#### D. REVIEW PROCESS

The SCWDB may, at its discretion, request interpretation from any or all Offerors, to clarify or negotiate modifications to the Offeror's proposals. However, SCWDB reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, which the Offeror can propose.

SCWDB contemplates award of the contract to the responsible Offeror with the highest total points.

#### E. PROJECT COMMENCEMENT

SCWDB anticipates this contracted relationship to begin in Program Year 2021 (July 1, 2021).

## F. IMPORTANT DATES

The following is the timeline guide for the procurement of services outlined within this RFP

<b>Request for Proposal issued:</b>	March 1, 2021
<b>Notice of intent to respond:</b>	March 17, 2021
<b>Technical assistance questions submitted:</b>	March 17, 2021
<b>Technical assistance answers returned:</b>	Within 3 business days of receiving the question
<b>Proposals submitted by:</b>	March 31, 2021
<b>May CLEO Meeting:</b>	May 10, 2021
<b>Quarterly SCWDB Meeting:</b>	May 25, 2021
<b>Notification to Operator:</b>	May 31, 2021

The proposal submission date is a firm date unless changed by the SCWDB with the proper notification. All other dates are estimated and may change or be extended without notification.

## G. OTHER TERMS AND CONDITIONS

### 1. Allowable Expenditures

The SCWDB is not responsible for any costs incurred by respondents prior to the selection. The cost to develop and submit a proposal in response to this RFP is not reimbursable.

### 2. Availability of Funds

Please be advised that the level of funding available is subject to change. All funding is contingent upon the availability of state and federal funds and also upon the continued authorization of the Workforce Innovation and Opportunities Act activities in the Southwest Corner Workforce Development Area. Additionally, please be advised that any applicable budgetary items relating to profit will be negotiated separately at the time of contracting.

**\*SCWDB will negotiate costs based on provided budget information, feasibility, available funds and tasks with successful applicant during final contracting.**

### 3. Disclosure of Proposal Contents

SCWDB must comply with Pennsylvania's Right-To-Know Law, Act 3 of 2008, effective January 1, 2009, and may be requested and required to release information from proposals received in response to this RFP.

### 4. Rejection of Proposals

SCWDB reserves the right to reject any or all proposals, in whole or in part, received as a result of this request or to negotiate separately with competing respondents. A building lease for the accepted proposal will be based upon the factors described in this RFP.

### 5. Response on Action Taken Regarding Proposal

All proposals submitted will receive a response as to the action taken by SCWDB. Respondents may request a briefing on the action taken on the proposal.

## H. PROVISIONS AND DISCLAIMERS

1. All solicitations are contingent upon availability of funds.
2. This RFP is for one year of operation, which SCWDB reserves the right to extend for another 3 years based on performance and evaluation.
3. SCWDB reserves the right to reject any or all proposals received and to negotiate with any and all bidders on modifications to proposals.
4. SCWDB reserves the right to waive informalities and minor irregularities in the proposals received.
5. This RFP does not commit SCWDB to award a contract, nor does entering into a contract with a successful bidder constitute exclusivity of youth services in the Workforce Development Area.
6. This RFP is for WIOA PA CareerLink®-related funding streams which may become available to SCWDB during this funding period.

7. SCWDB may accept any item or group of items of any proposal, unless the proposal qualified its offer by specific limitations.
8. SCWDB may select a service provider based on its initial proposal received, without discussion of the proposal. Accordingly, each proposal should be submitted on the most favorable terms from a price and technical standpoint that the bidder can submit to SCWDB.
9. Proposals should follow the format set forth in the RFP and adhere to the minimum requirements specified therein.
10. SCWDB retains the right to request additional information from any applicant, request oral presentations from applicants, or conduct site visits from any applicant before a contract award.
11. No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under WIOA and PA CareerLink® Resource Sharing Agreements.
12. All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to the SCWDB and be subject to disclosure under the Freedom of Information Act, Right-to-Know Law, or other applicable legislation.
13. The final award and execution of a contract is subject to availability of funds, SCWDB satisfactory negotiation of the terms of the contract, and the continued availability of funds.
14. Any changes to the WIOA program, performance measures, funding level, or SCWDB direction may result in a change in contracting. In such instances, SCWDB shall not be liable for any damage arising from this Request for Proposals package or subsequent contract.
15. Proposals submitted for funding consideration must be consistent with, and if funded operated according to, the federal WIOA legislation, all applicable federal regulations, Commonwealth of Pennsylvania policies, and SCWDB policies and procedures.
16. Applicant shall comply with all applicable laws and rules and regulations having the force of law, which deal or relate to performance hereunder or the employment by the Applicant of the employee necessary for such performance. The Applicant will be subject to the following administrative standards and provisions:
  - a. Title VI of the Civil Rights Act of 1964 (P.L. 88-352).
  - b. "Super Circular" Uniform Guidance 2 CFR 200 including:
    - i. Introduction
    - ii. 2 CFR 200. Subpart A: Acronyms and Definitions
    - iii. 2 CFR 200.100 Subpart B: General Provisions
      1. 200.112 Conflict of Interest
    - iv. 2 CFR 200.200 Subpart C: Pre-award Federal Requirements and Contents of Federal Awards
    - v. 2 CFR 200.300 Subpart D: Post-Federal Award Requirements
      1. 200.302 Financial Management
      2. 200.313 Property Management
      3. 200.314 Supplies (Definition at 200.94)
      4. 200.318 Procurement
      5. 200.330 Monitoring
      6. 200.335 Electronic Records
    - vi. 2 CFR 200.400 Subpart E: Cost Principles
      1. 200.402 Direct and Indirect Costs
      2. 200.430 Personal Services
      3. 200.420-475 Allowable and Unallowable Costs
    - vii. 2 CFR 200.500 Subpart F: Audit Requirements

- viii. Appendices I-XI
- c. 41 CFR 29-70 "Public Contracts and Property Management" Federal Standards for Federally funded grants and agreements";
- d. Commonwealth of Pennsylvania, Governor's Office Management Directive 215.6 as amended "Contract Management";
- e. 41 CFR I-15 "Contract Cost Principles and Procedures";
- f. US Treasury Department Circular I075 (fourth revision).
- g. 48 CFR, Chapter 1, Part 31 Cost Principles
- h. 29 CFR, Part 95 Administrative Requirements
- i. 29 CFR, Part 96 Audit Requirements
- j. 20 CFR 663.730; WIA 181(b)(7) "No funds will be used to assist, promote or deter union organizing"
- k. Fair Labor Standards Act (FLSA) 1938 "Child Labor Laws"
- l. 29 CFR, Part 95 Appendix A(4)/29 CFR Part 97 "Worksite Provider Responsibilities"
- m. 29 CFR, Part 95 Appendix A(4)/29 CFR Part 97 "Safety Rules and Procedures"
- n. 29 CFR Part 95.34;29, 29 CFR 95.35;29, 29 CFR 95.36;29, CFR Part 97 – Property and equipment purchased with funds from this contract.
- o. 65 P.S. 67.101-3104 "Right to Know Law" – information found at [http://openrecords.state.pa.us/portal/server.pt/community/open\\_records/4434/right-to-know\\_law/466460](http://openrecords.state.pa.us/portal/server.pt/community/open_records/4434/right-to-know_law/466460)

#### 17. Other Legal Requirements

- a. Lobbying or Fundraising with Federal Funds – In accordance with Section 18 of the Lobbying Disclosure Act of 1995 (Public Law 104-65) (2 U.S.C. 1611), non-profit entities incorporated under Internal Revenue Service Code Section 501(c) (4) that engage in lobbying activities are not eligible to receive Federal funds and grants. No activity, including awareness-raising and advocacy activities, may include fundraising for, or lobbying of, U.S. Federal, State or Local Governments (see OMB Circular A-122).
- b. Transparency Act Requirements – Subrecipient must ensure that it has the necessary processes and systems in place to comply with the reporting requirements of the Federal Funding Accountability and Transparency Act of 2006 (Pub. Law 109-282, as amended by section 6202 of Pub. Law 110-252) (Transparency Act), as follows:
  - i. All applicants, except those exempt from the Transparency Act under subparagraphs 1, 2, and 3 below, must ensure that they have the necessary process and systems in place to comply with the sub award and executive total compensation reporting requirements of the Transparency Act.
  - ii. Reporting requirements of the Transparency Act, as described in 2 CFR Part 170, Appendix A can be found at the following website:  
<http://edocket.access.gpo.gov/2010/pdf/2010-22705.pdf>.
  - iii. The following types of awards are not subject to the Federal Funding Accountability and Transparency Act:
    - 1. Federal awards to individuals who apply for or receive Federal awards as natural person (i.e. unrelated to any business or non-profit organization he or she may own or operate in his or her name);
    - 2. Federal awards to entities that had a gross income, from all sources, of less than \$300,000 in the entities' previous tax year; and

3. Federal awards, if the required reporting would disclose classified information.
  - c. Right to Know Law, 65 P.S. §§ 67.101-67.3104 – Applicant must establish policy, responsibilities, and procedures for compliance with individual requests to release Applicant records.
  - d. Sexual Harassment Policy – Applicant and any subrecipient shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must contain a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined.
  - e. All staff working under this contractual agreement must be knowledgeable of the Child Labor Law (Act of 1915 No. 177), (including the Amendment to the Law, House Bill 1064, 1997), and the Regulations Governing the Employment of Minors in Industry (R- 1). The Child Labor Law provides for health, safety and welfare of minors under the age of 18 by: requiring employment certificates issued by attending school districts; prohibiting employment of minors in certain types of work, in certain establishments and occupations; restricting hours of work by youth under certain ages; regulating certain conditions of employment; etc. All youth placed at employer worksites and all employers must be informed of the Child Labor Law and the restrictions and all required documents must be posted at the employer worksites.
  - f. Hourly wages paid to client trainees shall be not less than the highest of the following:
    - i. The minimum wage specified in the Fair Labor Standards Act
    - ii. The minimum wage specified in the PA Minimum Wage Act of 1968 (Act of 1968, P.L.11, No. 5 amended 2012)
    - iii. The prevailing wage for persons similarly employed
    - iv. The prevailing wage rate established by the Secretary of Labor according to the Davis Bacon Act when required.
    - v. The minimum entrance wage for workers in the same occupation and establishment, or required by collective agreement with the local bargaining unit.
  - g. No funds will be used to assist, promote, or deter union organizing in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA) and detailed in OMB Super Circular
18. All contractors shall purchase annually an organization-wide audit according to the requirements of the Single Audit Act and Office of Management and Budget Super Circular, as appropriate. Commercial organizations will purchase appropriate audits. Include audit costs in the proposed budget detail.
19. Bidders will be expected to adhere to SCWDB procedures to collect, verify, and submit required data and submit monthly invoices to SCWDB.
20. Additional funds received by SCWDB may be contracted by expanding existing programs or by consideration of proposals not initially funded under this RFP. These decisions shall be at the sole discretion of SCWDB.
21. SCWDB may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of SCWDB, the services proposed are not needed, or the costs are higher than SCWDB finds reasonable in relation to the overall funds available, or if past management concerns lead SCWDB to believe that the bidder has undertaken more services than it can reasonably provide.

22. SCWDB has a right to fund a lower ranked proposal over a higher ranked proposal because of valid policy considerations, including but not limited to, organizational experience, geographical considerations, leveraging of outside resources, and target populations.
23. SCWDB is required to abide by all WIOA legislation and regulations. Therefore, SCWDB reserves the right to modify or alter the requirements and standards set forth in this RFP based on program requirements mandated by funding agencies, including state or federal agencies.
24. All contractors must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA or TANF funded program or activity because of race, color, religion, sex, national origin, age, disability, sexual orientation, or political affiliation or belief.
25. All contractors must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
26. Contractors must accept liability for all aspects of any WIOA PA CareerLink® program conducted under contract with SCWDB. Bidders will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
27. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a bidder fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.
28. Contractors will allow local, state, and federal representatives access to all WIOA program materials, staff, and participants. In addition, bidders are required to maintain all records for three years, beginning on the last day of the program year.
29. The contract award will not be final until SCWDB and the successful bidder have executed a mutually satisfactory contractual agreement. SCWDB reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to final SCWDB approval of the award and execution of a contractual agreement between the successful bidder and SCWDB.
30. SCWDB reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.
31. SCWDB reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process. Bids submitted which are over the maximum amount of funds allocated to be served by this RFP may be rejected.
32. The submission of the proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.
33. Each party shall be responsible for the negligence of its own employees or agents in the performance of this contract. All successful bidders shall provide a certificate of liability insurance, providing commercial general liability coverage in the amount of \$1,000,000.00 for each occurrence, automobile liability, workers compensation and professional liability insurance, if applicable. The contractor will provide a certificate of insurance satisfactory to SCWDB.
34. Applicants are advised that most documents in the possession of SCWDB are considered public records and subject to disclosure.

**IV. RFP RESPONSE OUTLINE**

Offerors should use the following information to complete and compile their responses to this RFP. Applications received without inclusion of all required documents will be eliminated from consideration.

**A. COVER SHEET**

Proposals must include the following proposal identification cover sheet.

**PROPOSAL PACKET**

Southwest Corner Workforce Development Board One-Stop Operator  
July 1, 2021 to June 30, 2022

Lead Organization:

Address/City/Zip:

Phone:

Fax:

Website:

Contact Person:

Title:

E-Mail Address:

Total Funds Requested:

Additional Consortium Members (Provide organization name, contact person, and contact information for each):

**TYPE OF ORGANIZATIONS IN CONSORTIUM (check all that apply)**

Institution of higher learning

\*\*Note: Elementary & secondary schools not eligible

Community-based organization

Workforce intermediary

\*\*Example: Chamber of Commerce; Economic Development Organization

Government Agency

Other (please describe):

**PA CareerLink® Centers Proposal Covers:**

All

Beaver County

Greene County

Mon Valley

Washington County

I, \_\_\_\_\_ hereby certify that I am serving as representative of the lead organization in this consortium. Thus, I am authorized to submit this proposal on behalf of \_\_\_\_\_, that information contained herein is true and correct to the best of my knowledge, and that prices for services offered herein are proper and accurate.

Signed, this \_\_\_\_\_ day of \_\_\_\_\_, 2016.

Signature: \_\_\_\_\_

## **B. EXECUTIVE SUMMARY**

Summarize the proposal, highlighting consortium members' history working with workforce development programs, One-Stop centers, and job seekers and employers within and around the Southwest Corner of Pennsylvania. Executive summary may also emphasize brief discussions of proposed activities. Summary should be limited to two (2) pages.

## **C. PROGRAM NARRATIVE**

### **1. Consortium Description/Bidder Eligibility**

Demonstrate your consortium's eligibility to participate as a WIOA One-Stop. Please include individual member organization's incorporation status and where incorporated. Please attach a copy of the agreement/MOU of members used to formalize the consortium.

### **2. Organizational Capacity**

#### **a. Alignment with WIOA Program Goals**

- Briefly describe your consortium's mission and/or vision, incorporating the missions and/or visions of individual members.
- How does it align with this funding opportunity and its goals?
- Why is your organization in the best position to deliver an innovative One-Stop delivery system?
- How does the proposed program of work align with the economy and workforce needs of the Southwest Corner Workforce Development Area?
  - In the event the consortium includes an entity selected to be the One-Stop Operator and Title 1 Career Service Provider, then the selected entities will need to describe their clear internal controls and fire walls to eliminate this conflict of interest between role as operator and role as Title 1 provider.

#### **b. Experience**

- Provide examples of types of relevant contracts the consortium members have previously entered into, including type of contracting entity, location of the work, and general types of services provided.
- Include a description of the bidder's past experience with the One-Stop service delivery model under WIA/WIOA or similar programs.
- Describe any major workforce development achievements the organization has experienced outside of WIA/WIOA federal performance standards.
- If the organization has previously delivered WIA/WIOA services, or has overseen delivery of WIA/WIOA service contracts, please provide performance data for the most recent two program years available and most recent program monitoring report in an attachment.
  - Cite the page number for the attachment in this portion of the narrative.

#### **c. Data and Performance Management**

- The successful applicant will be responsible for ensuring that services and outcomes are tracked in the state case management Commonwealth Workforce Development System (CWDS) as well as the local data metrics currently under development. Describe experience using the CWDS system and if any Staff of the One-Stop Operator will be required to complete CWDS training.



- If training is required, it must be completed within three months of the award announcement for the Local Workforce Development One-Stop Operator contract.
- The consortium will be accountable for the integrity of the data entered and reported by CWDS, along with the responsibility of ensuring that staff is appropriately trained in the use of these systems. Explain how accountability and integrity will be assured throughout the system for this automation, and that data will be tracked and reported in accordance with all applicable requirements utilizing the CWDS.
- The One-Stop Operator will be responsible for developing, implementing and overseeing processes to collect, manage and utilize information about the system. How do you measure success for the One-Stop delivery system?
- How would you track the performance measures as described in section IV.4?
- Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved.
- Describe how monthly reports will be submitted.
- Describe your approach to identifying points in performance that would be “triggers” to take action to avoid performance failure, and how information will be used to make decisions that will improve efficiency and effectiveness.
- How will you ensure that providers input timely data entry on program participants and validate program eligibility?
- Give examples of midcourse corrections made in order to ensure successful outcomes.
- The successful applicant must identify assessment instruments to be used and must demonstrate how assessment data will be tracked. Assessment instruments identified should address primary objectives by assisting the service provider in identifying skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs and should lend themselves to pre- and post-assessment opportunities to ensure aggregate data can be tracked.

**d. Organizational Structure & Proposed Staff**

- Onsite staff for the operator consortium is in place in the PACL State Administrators currently serving the centers. The operator will be required to retain these individuals to act as the site administrators.
  - Describe how the consortium will provide functional supervision of these site administrators.
- Site Administrators will function in a supervisory capacity at the Center.
  - Explain the consortium’s vision for functional supervision of one-stop staff, in particular when dealing with functional supervision of state, merit-based staff that, in many cases, would not be direct reports.
- Describe any other staff that the bidder believes would be necessary to the success of the operator function.
- Provide an organizational chart that shows how the staff will fit into the bidder’s overall organization.
  - Cite the page number for the attachment in this portion of the narrative.

- Describe what precautions are taken to determine whether personnel are suitable to work with vulnerable populations.
- How will you manage staff communications and staff satisfaction?
- How will you manage the process for addressing center grievances (internal and external)?
- Provide an overview of how you will address staff-turnover and training.
  - How will staff development plans be created and managed?

### **3. Program Elements / Implementation Plan**

The Southwest Corner Workforce Development Board has established a One-Stop Delivery system that serves as a community resource for both job seekers and employers to increase the efficiency with which the right person is matched with the right job, and to offer an abundance of career exploration and job readiness resources in a user-friendly, customer-focused, results-driven environment. This system is based on the following WIOA principles:

- Streamlining services
- Empowering individuals
- Universal access
- Increased accountability
- Strong leadership, oversight and management roles for local Workforce Boards and the private sector
- Local flexibility
- Improved youth programs.

In addition, the SCWDB has established the following tenets that must be followed by the successful bidder for one-stop operator in the Southwest Corner workforce region:

- The one-stop is in a visible location, meets all accessibility standards and presents a professional, well-maintained environment.
- The one-stop will provide quality service to all job seekers regardless of age and to all companies regardless of size or industry type, using data as well as customer input to drive both improvement and quality service.
- The one-stop will be run efficiently ensuring efficient and effective investment of public funds and resulting in the attainment of WIOA and other grant goals.
- The one-stop must partner with the SCWDB to bring in other resources beyond WIOA and must implement services provided through these resources in a seamless fashion to both companies and job seekers.
- The one-stop must fully incorporate WIOA-mandated and other community partners in career center operations through integrated staff management and must also provide services at both the center and in the community, and
- The one-stop will be fully aligned with the SCWDB Local Plan, providing consistent focus on the critical and emerging industries in the region.

#### **a. Population Served**

- Describe the population to be served (target population and eligibility).
  - Discuss the proposed philosophy, approach and implementation plan for outreach and recruitment of diverse target groups.
  - Address how the Center will serve people with disabilities, Limited English Proficiency, and prioritized populations (i.e., recipients of public

assistance, other low-income individuals, Veterans, and individuals who are basic skills-deficient).

- Discuss how you would manage your assessment and referral process.
- How would your agency supervise this function to ensure accuracy?
- How will you determine appropriateness to minimize the risk of public investment?
- Not all customers will be determined eligible or appropriate, but the program should still address their workforce needs. Describe the process for ensuring these individuals do not “fall through the cracks.”
- Discuss varying orientation techniques for the Center and the system as a whole.
  - How will you ensure that people who come to the Center will know about the services and programs available?
  - Discuss how these sessions may be coordinated with other partners in the One-Stop.
  - Propose the content of customer orientation. Include where and how services will be delivered to meet the needs of the target population.

**b. Required Elements**

The One-Stop Operator will be responsible for development and on-going functioning of the SCWDB One-Stop delivery system and center(s). Bidders are encouraged to read the WIOA to understand the scope of authorized activities.

- The One-Stop system shall include but not be limited to:
  - Provision of career services;
  - Access to training services;
  - Access to employment and training activities;
  - Access to programs and activities carried out by all WIOA one-stop partners;
  - Access to data, information, and analysis for the local labor market;
  - Provision of job search, placement, recruitment, and employment activities.
- Describe how required activities will be provided.
- Describe creative or innovative ideas you have for one-stop system services and how you would implement those ideas (demonstrate knowledge of best practices or evidence-based practices).
  - **Information Management:** describe your experience in working with a transactional customer database such as the Commonwealth Workforce Development System (CWDS) or another. This may also include on-line tools that jobseekers and one-stop staff could utilize in their job search such as TORQ or similar.
  - **Marketing and Public Relations:** describe how you will develop an overall marketing plan.
    - Include your ideas for marketing the One-Stop delivery system.
    - Describe marketing techniques you have used in the past.
    - How will you evaluate the effectiveness of marketing strategies?
    - How will you assist the staff in developing a public image for the center(s) and improve public relations? Describe any abilities of the bidder’s firm to develop and manage a One-

- Stop website, social media, and incorporation of all into marketing plans.
  - **Workshops and Events:** One-Stop Operator Consortium will be expected to coordinate with the Service Provider representatives under the WIOA program and other co-located partners, as well as fulfill business service responsibilities that include developing and providing employer and job-seeker workshops, hiring events, job fairs, and other related services.
    - Describe your related experiences in these areas. Workshops may be topical (financial literacy, parenting, etc.) or career-related (job search workshops, mock interviews, etc.).
    - Describe the process to ensure that workshops will be relevant and beneficial to clients, as well as the process for determining frequency and timeliness of workshops/events/special programs.
  - **Facility Responsibilities:** describe your experience in managing a property with multiple tenants.
    - How will you provide management of facilities, property, and inventory for the One-Stop Center?
    - Describe how you will ensure facility compliance with the Americans with Disabilities Act that meets the intent, not just the letter of the law.
    - How will you develop a plan for assessing the best flow of traffic design? (Provide an example of a customer flow chart that you have operated under in a one-stop environment and the principles behind the selected customer flow).
    - Describe how facility needs and requirements will be identified. How will facilities be used to maximum potential (include usage of community rooms, leasing of office space, and generation of rental revenue).
    - Describe the rationale, facilities, and any experience you have had with an office move.
  - Prepare a time line for full operation of services, assuming full operation of a contract by July 1, 2017. IF consortium is planning on operating in space currently occupied by one-stop centers, please note. At a minimum, include:
    - Coordination of site administrators;
    - Coordination of PAFL partner staff
    - Preparation of space: electronic access for all staff available, e-mail accounts assigned, moving time and readiness to begin functions; and
    - Full operation in place; all services functional, all agreements in place.
- c. **Involvement of Local Employers, Business and Community Resources:** Explain how the consortium achieved the coordination necessary to submit the proposal and how that collaborative effort will be maintained throughout service delivery.

- The Operator will be responsible for working with all partners to create a One-Stop Business Plan. Describe your experience in creating one-stop business plans and how partner staff were involved.
  - Attach an example and cite the page number of the attachment.
  - Describe your experience in working with industry partnerships and/or sector initiatives.
    - How do you plan to emphasize this in your business plan?

**4. Performance**

SCWDB is required to establish local performance measures in order to evaluate program effectiveness and achieve continuous improvement in the delivery of WIOA programs. In addition to One-Stop Operator Performance Measures proposed, the SCWDB may negotiate quarterly benchmarks with the provider by which contract performance of the provider will be measured. The provider will report performance measures to the SCWDB on a regular basis to be determined during contracting. Achievement of measurable Performance Outcomes is a critical expectation of the WIOA Adult, Dislocated Worker, and Youth Work Development Service Providers.

	<b>Negotiated Levels</b>
<b>Adult</b>	
<b>Employment (Second Quarter after Exit)</b>	81%
<b>Employment (Fourth Quarter after Exit)</b>	75%
<b>Median Earnings (Second Quarter after Exit)</b>	\$7,000
<b>Credential Attainment Rate</b>	70%
<b>Measurable Skill Gains</b>	Baseline
<b>Dislocated Workers</b>	
<b>Employment (Second Quarter after Exit)</b>	81%
<b>Employment (Fourth Quarter after Exit)</b>	81%
<b>Median Earnings (Second Quarter after Exit)</b>	\$9,000
<b>Credential Attainment Rate</b>	75%
<b>Measurable Skill Gains</b>	60%
<b>Youth</b>	
<b>Employment (Second Quarter after Exit)</b>	72%
<b>Employment (Fourth Quarter after Exit)</b>	72%
<b>Median Earnings (Second Quarter after Exit)</b>	\$3,000
<b>Credential Attainment Rate</b>	75%
<b>Measurable Skill Gains</b>	65%

- Provide a description of how the One-Stop Operator will support WIOA service providers and all co-located partners in attaining their Performance Outcome goals.
  - What metrics will allow you to evaluate your support of these goals?
  - What is your proposed method of measuring effectiveness in serving employers?
- Describe your approach to continuous improvement, including how you will develop additional means for “listening to the customer” beyond written surveys. These could include tools such as Customer Centered Design.

- How will you ensure all feedback is evaluated?
- How will you work with the partners to address concerns and service gaps?
- Discuss your organization’s approach to managing performance outcomes, including any additional indicators of performance you have experience managing and believe to be relevant to this RFP.
- Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved.
- Describe the methods to be used to measure and track success in addressing primary objectives.
- Describe how reporting requirements will be met and how reports will be submitted.

**D. STAFF QUALIFICATIONS**

Please include resume and experience information on pertinent staff associated with delivery of this proposed program.

**E. SMALL AND/OR MINORITY OWNED BUSINESS**

The Offeror must include a written statement and a copy of the last three fiscal year income statements or tax returns identifying itself as a small or minority owned business as established by the Small Business Administration (13 CFR 121.201) to be considered a small or minority owned business. If Offeror does not fall under this category, please move on to next section.

**F. CONFLICT OF INTEREST**

Where a conflict of interest may exist due to a financial or personal interest of the Offeror, such conflict must be disclosed at the time of proposal submission. Proposals will not be considered unless Offeror can provide, at time of proposal submission, a satisfactory resolution of conflict that is achievable prior to acceptance of submitted proposal, should said proposal be selected.

**G. BUDGET**

All Offerors must provide a line item budget of costs associated with serving as Operator of the PA CareerLink® centers in the Southwest Corner Workforce Development Area. At this time, available funds have not been determined. Funded staff members are provided in the form of current site administrators. These costs are already included on the site resource sharing agreements. As cost will be part of the proposal evaluation, please provide an accurate account of Offeror costs. Feasibility of cost and amounts will be determined during contracting.

**H. INSURANCE AND CERTIFICATIONS**

Copies of current organizational insurance policies must be included with the submitted application. The following certifications must be completed, signed, and included with proposal package. Failure to include will result in elimination from consideration. These include:

- Service Provider Certification
- Certificate Regarding Debarment
- Certificate Regarding Lobbying

SERVICE PROVIDER CERTIFICATION

The authorized representative of the potential service provider certifies to the best of his/her knowledge and belief that all information contained in the attached proposal is true and accurate. If the proposal is selected for funding, the service provider agrees to comply with all Federal and State regulations under the Workforce Innovation and Opportunity Act of 2014 and other funding source and all terms of the contract negotiated SCWDB on behalf of the Southwest Corner Chief Elected Officials.

Name of the Organization: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Typed Name and Title of Authorized Representative

\_\_\_\_\_  
Designated Contact Person/Liaison (if different than authorized representative)

Certification Regarding  
Debarment, Suspension, Ineligibility and Voluntary Exclusion  
Lower Tier Covered Transactions

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This certification is required by the regulation implementing Executive Order 12549, Debarment and Suspension, 29CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as part VII of the May 26, 1988 Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION INCLUDED IN THE PROPOSAL INSTRUCTIONS)

- (1) The prospective recipient of Federal assistance funds certifies by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
  
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

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Name and Title of Authorized Representative



CERTIFICATION REGARDING LOBBYING

CERTIFICATION FOR CONTRACTS, GRANTS, LOANS,  
AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete a submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all\* sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all\* sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for such failure.

_____ Guarantee/Contractor Organization	_____ Program/Title	
_____ Name of Certifying Official	_____ Signature	_____ Date

\*Note: In these instances, "all", in the Final Rule is expected to be clarified to show that it applies to covered contract/grant transactions over \$100,000 (per OMB).

## **PROPOSAL PACKAGE CHECKLIST**

- \_\_\_\_\_ Cover Sheet
- \_\_\_\_\_ Executive Summary
- \_\_\_\_\_ Program Narrative – Complete
- \_\_\_\_\_ Staff Qualifications
- \_\_\_\_\_ Small and/or Minority-Owned Business Confirmation (if applicable)
- \_\_\_\_\_ Conflict of Interest Description (if applicable)
- \_\_\_\_\_ Budget/Budget Justification Narrative
- \_\_\_\_\_ Proof of Insurance and Signed Certifications