



Orange County

Comprehensive One-Stop Center and Business Services

...Linking Business and People

Request for Proposals

BIDDER'S CONFERENCE: December 19, 2007 – 9:00 AM

MANDATORY NOTICE OF INTENT: January 10, 2008 – 4:00 PM

PROPOSAL DUE DATE: January 24, 2008 – 2:00 PM

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COMPREHENSIVE ONE-STOP CENTER AND BUSINESS SERVICES REQUEST FOR PROPOSALS

I. RFP ESSENTIALS

A. Introduction and Overview

The Orange County Board of Supervisors and the Orange County Workforce Investment Board (OCWIB) work in partnership to administer the Workforce Investment Act of 1998 (WIA) for eligible Orange County residents. The cities of Santa Ana and Anaheim are governed by their own Workforce Investment Boards. The OCWIB is comprised of business leaders and representatives from labor, education, economic development, social services, community-based organizations, rehabilitative agencies, and other community entities. The Orange County Housing & Community Services Department/Community Investment Division (HCS/CID) is the administrative entity of the OCWIB. HCS/CID provides staff support to the OCWIB and its committees. Customer services are provided through the Orange County One-Stop Centers. One-Stop operators are selected through the competitive bid process.

The OCWIB is charged with both the responsibility to oversee funds and the activities development system that aligns the County's diverse related funding streams (WIA and non-WIA).

The OCWIB is a customer-driven workforce development system that serves employers and job seekers to ensure that employers have the skilled workers they need and workers have jobs that provide economic self sufficiency.

The OCWIB is releasing this Request for Proposals (RFP) to continue to build the One-Stop System in the Orange County Workforce Investment Area (OCWIA). Responses to this RFP process will be considered for the funding cycle beginning July 1, 2008.

A competitive procurement process shall assure that there are no presumptive deliverers of service. The OCWIB is encouraging the participation of both public and private organizations that may or may not be part of the currently funded workforce investment system. New organizations are welcome, as are innovative thoughts on service delivery mechanisms, organizational arrangements, and staffing patterns.

B. Purpose of Solicitation

- B.1. The purpose of this RFP is to solicit entities with the expertise and capacity to operate a Comprehensive One-Stop Center including Business Services.
- B.2. The OCWIB will fund a total of two Comprehensive One-Stop Centers with a physical center in each of the two geographic regions (Northern and Southern).
- B.3. Respondents must submit a separate proposal for each of the geographic regions they propose to operate.
- B.4. The OCWIB and the County reserve the right to fund the type and mix of Operators of center(s) that ensures the design, delivery, and performance outcomes of the One-Stop System.
- B.5. The OCWIB and the County reserve the right to award contract(s) that are deemed to be in the best interest of the OCWIB and of the County.

B.6. The required Scope of Services is outlined in Section IV of this packet, beginning on Page 19.

C. Overview of the One-Stop System for Orange County

C.1. The WIA is federal legislation that created a comprehensive workforce investment system. This System is intended to be customer-focused to help individuals access the tools needed to manage their careers through information and high quality services, and to help companies find skilled workers.

C.2. The OCWIA is divided into two regions; Northern and Southern. As stated previously, this RFP process has been designed to fund one Comprehensive One-Stop Center in each of the two regions.

C.3. Successful WIA One-Stop Center programs exhibit the following:

C.3.a. A continuous improvement strategy that collects and reviews performance data and customer feedback from both job seeker and businesses in order to continually refine the quality of the program.

C.3.b. An emphasis on meeting the demands of businesses.

C.3.c. Clearly defined goals, and an efficiently organized set of components and activities ensuring that customers can successfully achieve them.

C.3.d. Collaborative partnerships with organizations from education, business, labor, social services, community-based organizations, higher education, and government.

C.4. The Respondent must manage and provide the three tiers of service identified in the WIA. The three tiers of service include core services universally available to all job seekers; intensive services for job seekers that require staff assistance beyond core services to secure employment, and training services for customers whose assessment results indicate a need for academic or occupational skills training.

C.5. The following map visually demonstrates the variables that were used to divide the regions.

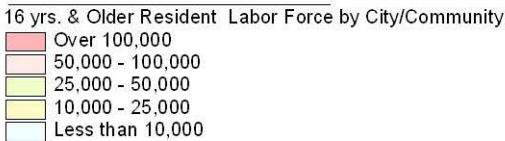
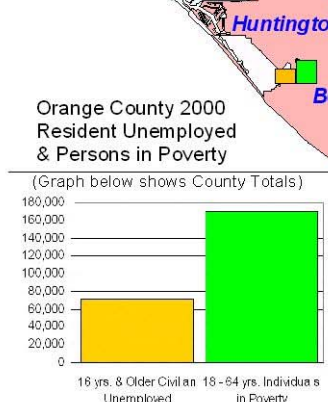
One-Stop and Business Service Center Regions¹



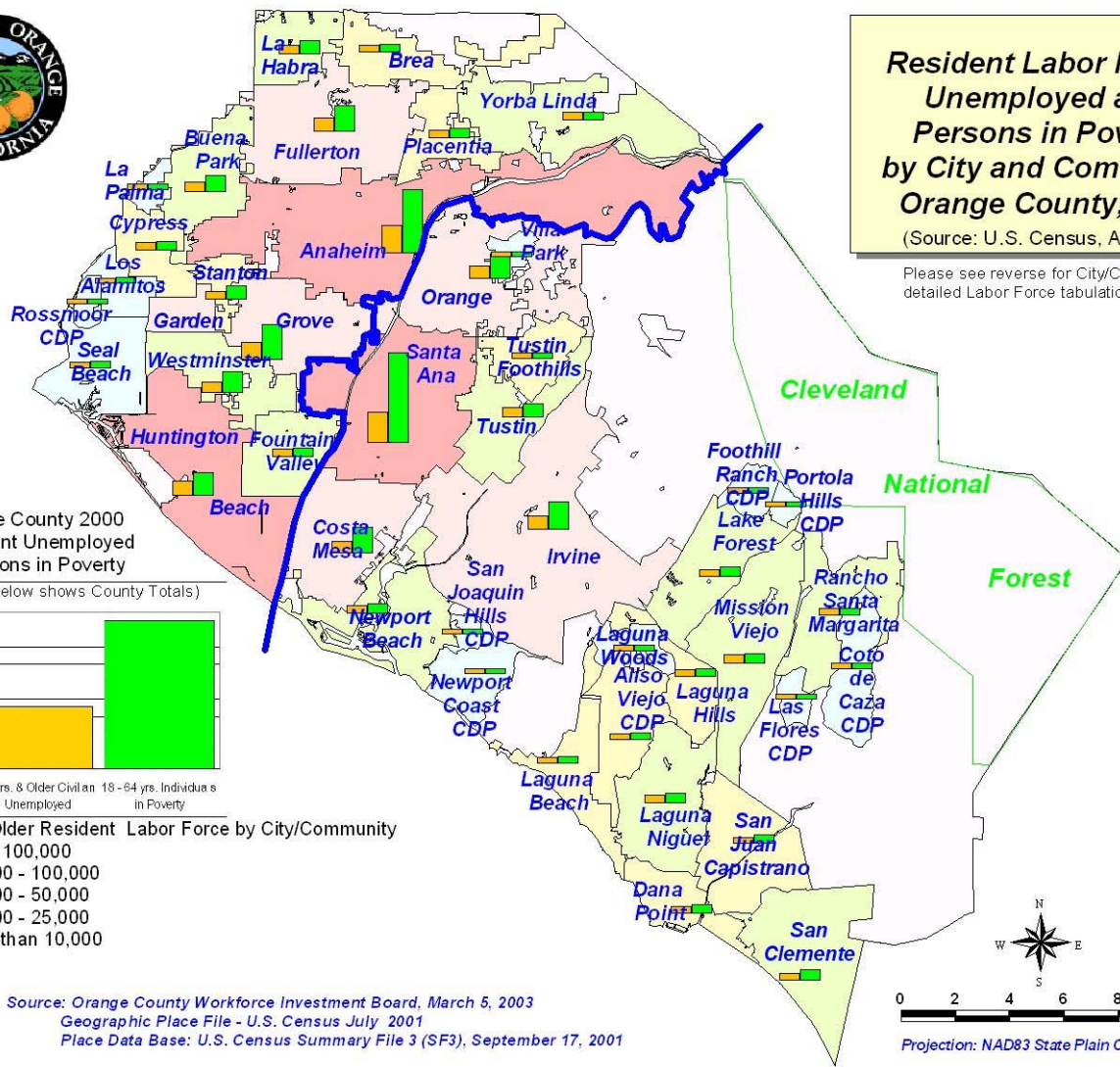
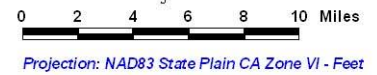
Resident Labor Force, Unemployed and Persons in Poverty by City and Community Orange County, 2000

(Source: U.S. Census, April 2000)

Please see reverse for City/Community
detailed Labor Force tabulations.



Source: Orange County Workforce Investment Board, March 5, 2003
Geographic Place File - U.S. Census July 2001
Place Data Base: U.S. Census Summary File 3 (SF3), September 17, 2001



¹ The Orange County Workforce Investment Area includes all of Orange County, with the exception of the cities of Anaheim and Santa Ana which are governed by their own Workforce Investment Boards. The two "Regions" identified by the division line on the map are subject to change.

C.6. The following chart reflects the data that was used in the division of the Regions based on Resident Labor Force, Unemployed and Persons in Poverty:

CITY/COMMUNITY	Population 16 yrs & Older	Total Labor Force 16 yrs & Older	Total Employed 16 yrs & Older	Total Unemployed 16 yrs & Older	Individuals in Poverty 18 - 64
Brea	27,319	18,900	18,207	693	1,071
Buena Park	57,518	36,763	34,538	2,225	5,069
Cypress	35,443	23,879	22,650	1,229	1,634
Fountain Valley	43,466	28,802	27,621	1,181	1,345
Fullerton	97,722	62,938	59,332	3,606	8,939
Garden Grove	122,976	74,424	69,356	5,068	13,126
Huntington Beach	152,059	106,999	102,866	4,133	8,017
La Habra	43,379	27,846	26,044	1,802	3,937
La Palma	12,217	7,811	7,405	406	448
Los Alamitos	8,743	5,870	5,721	149	321
Placentia	35,704	24,548	23,497	1,051	2,210
Rossmoor	7,879	4,883	4,747	136	117
Seal Beach	21,320	9,922	9,578	344	662
Stanton	26,592	15,960	14,695	1,265	3,659
Westminster	67,455	40,301	38,093	2,208	6,925
Yorba Linda	43,471	31,092	30,133	959	1,006
Unincorporated (Estimate)Totals	24,089	15,631	14,884	747	1,929
North County Totals:	827,352	536,569	509,367	27,202	60,415
Percent of OCWIB:	49.20%	47.90%	47.70%	53.80%	55.30%
Aliso Viejo	30,629	24,609	23,970	639	699
Costa Mesa	85,946	59,456	56,681	2,775	8,783
Coto de Caza	8,891	6,064	5,942	122	84
Dana Point	28,714	19,648	18,900	748	1,569
Foothill Ranch	7,624	6,037	5,943	94	97
Irvine	113,539	77,665	73,707	3,958	9,698
Laguna Beach	20,202	14,384	13,859	525	868
Laguna Hills	24,071	15,772	15,057	715	899
Laguna Niguel	46,796	33,023	31,814	1,209	1,667
Laguna Woods	16,228	2,297	2,150	147	144
Lake Forest	44,638	32,354	31,282	1,072	2,046
Las Flores	4,024	3,098	3,025	73	49
Mission Viejo	70,280	48,579	46,858	1,721	2,086
Newport Beach	60,044	39,508	38,316	1,192	2,311
Newport Coast	2,044	1,374	1,374	0	28
Orange	97,515	64,812	61,620	3,192	7,302
Portola Hills	4,423	3,525	3,435	90	15
Rancho Santa Margarita	32,807	25,574	24,812	762	811
San Clemente	39,027	25,641	24,654	987	2,273
San Joaquin Hills	2,438	1,783	1,718	65	25
San Juan Capistrano	25,435	15,458	14,815	643	1,977
Tustin	51,088	36,646	34,906	1,740	3,433
Tustin Foothills	18,695	11,762	11,414	348	497
Villa Park	4,795	3,016	2,941	75	101
Unincorporated (Estimate)Totals	16,059	10,421	9,923	498	1,286
South County Totals:	855,952	582,506	559,116	23,390	48,748
Percent of OCWIB:	50.80%	52.10%	52.30%	46.20%	44.70%
OCWIB Total:	1,683,304	1,119,075	1,068,483	50,592	109,163
Anaheim WIB Total:	237,298	152,255	142,825	9,430	25,103
Santa Ana WIB Total:	233,350	138,567	127,530	11,037	36,458
Orange County Total:	2,153,952	1,409,897	1,338,838	71,059	170,724

Source: U.S. Census 2000
Data are for the Civilian Labor Force, which excludes military

D. Mandatory Notice of Intent

D.1. All who anticipate submitting a proposal(s) shall forward a mandatory Notice of Intent via email to: OCWIB-RFP@hcs.ocgov.com with the subject "Notice of Intent" no later than 4:00 p.m. on Thursday, January 10, 2008. All references made throughout this RFP refer to Pacific Standard Time (PST). This notice is for OCWIB planning purposes only. It does not obligate any Respondent to submit a proposal following the Notice of Intent. As addendums are issued regarding this procurement, they shall be emailed to the email address delineated on the Notice of Intent. Failure to submit the Notice of Intent will disqualify the respondent's application. The Notice of Intent shall state the following:

D.1.a. Name of Proposing Organization:

- Contact's Name
- Phone Number
- Email address

D.1.b. Proposal type (list all that apply):

- Comprehensive One-Stop Center//Business Services – Northern Region
- Comprehensive One-Stop Center/Business Services – Southern Region
- Amount of funding requested for each proposal submitted

E. Proposal Due Date

E.1. Proposals must be received and date-stamped by OCWIB staff no later than **Thursday, January 24, 2008 at 2:00 p.m.** in order to be considered for funding. Proposals shall be submitted to:

**Orange County Workforce Investment Board
1300 South Grand Ave., Building B, 3rd Floor
Santa Ana, CA 92705
Attention: One-Stop RFP Team**

E.2. Respondents who hand-deliver the proposal will be issued a "Notice of Proposal Receipt". Proposals will be marked with the time and date by OCWIB staff. If a commercial carrier (FedEx, UPS, or USPS) is used to submit a proposal, it is the responsibility of Respondent to ensure that they receive a receipt of delivery from the commercial carrier. Timely submission of the proposal is the sole responsibility of Respondent.

Proposals submitted after the closing date and time will NOT be considered for funding.

F. Who Can Apply

Respondents may be public agencies, business organizations, public or private not-for-profit corporations, community-based organizations, local educational agencies, or private for-profit corporations organized in accordance with state and federal laws.

G. How to Obtain the RFP

G.1. The RFP is available through two different methods:

G.1.a. It can be downloaded from www.ocwib.org in either Adobe Acrobat PDF or Word format.

G.1.b. A hard copy can be obtained at the OCWIB office at 1300 South Grand Ave., Building B, 3rd Floor - OCWIB Reception, Santa Ana, CA 92705.

G.2. Since the County intends to use electronic technologies to facilitate communications regarding this RFP process and the operation of any programs funded through this RFP activity, Respondent must have email, internet and access to computer programs such as Adobe, Word and Excel.

H. Bidder's Conference

A bidder's conference to explain the application and evaluation process is scheduled for:

**December 19, 2007 at 9:00 AM
Hall of Administration
Press Briefing Conference Room (#169)
10 Civic Center Plaza
Santa Ana, CA 92702**

I. Questions Regarding the RFP

I.1. Questions must be emailed to OCWIB-RFP@hcs.ocgov.com

I.2. Response Timeframes:

It is Respondent's sole responsibility to access the website www.ocwib.org throughout the entire process to obtain the most up-to-date information regarding this procurement process. If, for some reason, an addendum to the RFP needs to be issued, it will immediately be available on the website.

Questions Received	Response will be posted to Website by
After December 13, 2007, but received before 5:00 PM on December 18, 2007	5:00 PM on December 24, 2007
After 5:00 PM on December 18, 2007, but received before 5:00 PM on January 2, 2008	5:00 PM on January 9, 2008
After 5:00 PM on January 2, 2008, but received before 5:00 PM on January 10, 2008	5:00 PM on January 17, 2008
After 5:00 PM on January 10, 2008	Will not be answered

J. Estimated RFP Timeline

The dates on the following timeline are tentative dates only and are subject to revision without further notice by the OCWIB:

One-Stop RFP TIMELINE	
Release of RFP	On or about December 13, 2007
Bidder's Conference	December 19, 2007 @ 9:00 AM
Notice of Intent Due	January 10, 2008 @ 4:00 PM
RFP Due Date	January 24, 2008 @ 2:00 PM
Proposal Responsiveness Screening	January 24, 2008
Review and Independent Evaluation of Proposals	January 25 – February 4, 2008
Respondent Interviews (as deemed necessary)	February 14, 2008

One-Stop RFP TIMELINE	
SD&P Committee Funding Recommendations	February 14, 2008
OCWIB Funding Recommendations	February 27, 2008
Orange County Board of Supervisors Funding Recommendations	On or about April 22, 2008
Contract Development	February 8 – March 21, 2008
Start of Programs	July 1, 2008

K. Funding²

- K.1. This RFP release is in anticipation of approximately **\$4,300,000** to be awarded for Program Year 2008-2009 from July 1, 2008 through June 30, 2009. Amounts and contract dates are subject to change without notice to Respondents.
- K.1.a. **Northern Region:** Approximately **\$1,980,000** will be available from July 1, 2008 through June 30, 2009 for the Comprehensive One-Stop Center and Business Services. It is anticipated that an additional **\$170,000** will be available only for Rapid Response activities.
- K.1.b. **Southern Region:** Approximately **\$1,980,000** will be available from July 1, 2008 through June 30, 2009 for the Comprehensive One-Stop Center and Business Services. It is anticipated that an additional **\$170,000** will be available only for Rapid Response activities.
- K.2. As additional funding becomes available, the OCWIB reserves the right to continue to fund the existing One-Stop System, competitively procure other providers, or fund additional activities that are in the best interest of the OCWIB.
- K.3. In addition to the WIA formula allocations mentioned above, discretionary funding is also available. This funding can vary greatly from year to year. For planning purposes, discretionary funding for fiscal year 07 – 08 includes:
- HGI Bio-Tech - \$175,000
 - Disability Program Navigator - \$43,000
 - Veterans - \$240,000
 - Senior Community Service Employment Program - \$90,000
 - CalWORKS Welfare To Work - \$915,000
- K.4. Fundable proposals must score at least 70+ points (maximum points possible are 100).

II. PROPOSAL APPLICATION INSTRUCTIONS

A. Proposal Format

- A.1. 12-pitch size, Arial font
- A.2. Single spacing
- A.3. Pages numbered sequentially
- A.4. Cumulative narrative section shall be no more than 25 pages in length, not including required forms, attachments, and letters of support. State the number and question and then provide your response. Respond to all questions by section in the order

² Funding levels identified in this RFP are preliminary estimates and are used for planning purposes only. These levels do not include carry-over of unexpended funds from prior year.

asked. Ensure all attachments are numbered and included. If questions are not applicable to your organization indicate the reason in the attachments.

A.5. Proposal submission shall include:

- One (2) signed original
- Seven (7) copies
- Complete proposal saved on CD.

A.6. Single-sided (all copies and the original).

A.7. Bound, divided and tabbed by main narrative sections (A-E) in the order indicated in the Proposal Application Section, with all corresponding attachments as requested. Refer to page 38 for submittal checklist.

B. Proposal Evaluation

B.1. Respondents should not contact OCWIB members, OCWIB staff or elected officials charged with oversight of these programs during the review process to avoid conflicts of interest, appearance of conflicts of interest, or undue influence over the process.

B.1.a. OCWIB staff retains the right to accept, reject, or negotiate proposals received as well as to vary or waive any provisions set forth in this request for proposals if it is in the best interest of the OCWIB and the Orange County Board of Supervisors.

B.1.b. It is understood and accepted by Respondent that all decisions and the degree to which a proposal meets the evaluation criteria and the overall needs of the OCWIB are within the purview and judgment of the OCWIB and the Orange County Board of Supervisors. A review panel will evaluate all proposals that pass the initial compliance assessment.

B.1.c. Selected Respondents may be invited to participate in interviews as deemed necessary by the proposal evaluation panel. Interviews may be needed for clarification to insure full understanding of and responsiveness to the solicitation requirements. The interviews have been tentatively scheduled for February 5, 2008. All Respondents are advised to be prepared to be available for an interview on short notice. Interviews will be for proposal clarification only, not for actual contract negotiations.

C. Evaluation Criteria

The evaluation criteria are outlined on page 38 of this RFP.

D. Protests

D.1. In the event a Respondent believes that the County's solicitation is unfairly restrictive, ambiguous, contains conflicting provisions, or the Respondent believes that any resulting Contract would be commercially impractical to perform, the Respondent must file a written protest with the Deputy Purchasing Agent (DPA) prior to January 24, 2008 2:00 p.m. of this RFP. Protests should be addressed to:

**Deputy Purchasing Agent
Housing and Community Services Department
Community Investment Division
1300 S. Grand Ave., Bldg. B, 3rd Floor
Santa Ana, CA 92705**

D.2. All protests related to bid or proposal specifications must be submitted to the Deputy Purchasing Agent no later than five (5) business days prior to the close of the bid or

proposal (January 24, 2008 2:00 p.m.). Protests received after the five (5) business day deadline will not be considered by the County.

- D.3. In the event the protest of specifications is denied and the protester wishes to continue in the solicitation process, they must still submit a bid prior to the close of the solicitation in accordance with the bid/proposal submittal procedures provided in the bid/proposal.
- D.4. In protests related to the award of a contract, the protest must be submitted no later than five (5) business days after the notice of the proposed contract award is provided by the Deputy Purchasing Agent. Protests relating to a proposed contract award which are received after the five (5) business day deadline will not be considered by the County.
- D.5. All protests shall be typed under the protester's letterhead and submitted in accordance with the provisions stated herein. All protests shall include at a minimum the following information:
- The name, address and telephone number of the protester;
 - The signature of the protester or the protester's representative;
 - The solicitation or contract number;
 - A detailed statement of the legal and/or factual grounds for the protest;
 - The form of relief requested.
- D.6. In the event of a timely protest, the County shall not proceed with the solicitation or award of the contract until the Deputy Purchasing Agent, the County Purchasing Agent or the Procurement Appeals Board renders a decision on the protest.
- D.7. Upon receipt of a timely protest, the Deputy Purchasing Agent will within ten (10) business days of the receipt of the protest, issue a decision in writing which shall state the reasons for the actions taken.
- D.8. The County may, after providing written justification to be included in the procurement file, make the determination that an immediate award of the contract is necessary to protect the substantial interests of the County. The award of a contract shall in no way compromise the protester's right to the protest procedures outlined herein.
- D.9. If the protester disagrees with the decision of the Deputy Purchasing Agent, the protester may submit a written notice to the Office of the County Purchasing Agent requesting an appeal to the Procurement Appeals Board, in accordance with the process stated below.
- D.10. If the protester wishes to appeal the decision of the Deputy Purchasing Agent, the protester must submit, within three (3) business days from receipt of the Deputy Purchasing Agent's decision, a written appeal to the Office of the County Purchasing Agent.
- D.11. Within fifteen (15) business days, the County Purchasing Agent will review all materials in connection with the grievance, assess the merits of the protest and provide a written determination that shall contain his or her decision on whether the protest shall be forwarded to the Procurement Appeals Board as described in Section 1.4 of the County of Orange Contract Policy Manual.
- D.12. The decision of the County Purchasing Agent on whether to allow the appeal to go forward will be final and there shall be no right to any administrative appeals of this decision.

III. REQUIREMENTS

A. Administrative Requirements

- A.1. Proposals that are submitted shall not be marked as confidential or proprietary. Proposals submitted in response to this RFP process are subject to public disclosure as permitted by the California Public Records Act. Additionally, all proposals shall become the property of the County. The County reserves the right to make use of any information or ideas in the proposals submitted.
- A.2. All materials will be retained by the County of Orange. The County of Orange reserves the right to reject any or all proposals and to award and contract as is in its best interest. The County of Orange reserves the right to solicit additional information from any Respondent after the proposals have been received, including the requesting of interviews by Respondents.
- A.3. This RFP does not commit the OCWIB or the County of Orange to award a contract, pay any costs incurred in the preparation of a proposal to this request, or contract for services and supplies.
- A.4. The County reserves the right to withdraw the RFP in the event that the OCWIB determines there is a failed competition, which can be defined by:
 - A.4.a. Response to RFP is insufficient to proceed;
 - A.4.b. Responses to RFP make it economically unfeasible to proceed;
 - A.4.c. Any changing circumstances in status, as determined by the OCWIB, that would negate the requirement of the RFP; or
 - A.4.d. Any changing circumstance, as determined by the County of Orange, which would require postponement of the RFP.
- A.5. The scope of services to be provided must be in accordance with all applicable federal, state, and local laws, regulations, rules and policies, and with specifications of this RFP.
- A.6. Proposals must be competitive in terms of cost, performance, and contribution to the OCWIB's Strategic Five-Year Local Plan and Annual Modifications (available at www.ocwib.org).
- A.7. Respondents will be subject to reference checks and performance information validations. This may include, but is not limited to, a review of Respondent's recordkeeping procedures, management systems, and accounting and administrative systems.
- A.8. All proposals are subject to negotiation following selection by the OCWIB. Proposals which cannot be successfully negotiated will not be funded.
- A.9. Submitted proposals must be valid for a period of time no less than one year from the date of submission.
- A.10. Respondents are required to comply with all terms, conditions, and parameters as set forth in the model WIA Cost Reimbursement Agreement on Page 70 of this RFP, subject to modification based on changes to federal, state, and local rules, regulations, and policies, as well as changes based on the continuous quality improvement efforts of the OCWIB.

A.11. A “Joint Proposal” is defined as one proposal submitted by two or more entities, with a clearly identified lead agency. The lead agency shall be the fiscal agent and will be responsible for the attainment of performance measures. The OCWIB will accept joint proposals for this RFP.

B. Indemnification

Respondents shall refer to the sample WIA Cost Reimbursement Agreement on page 70 of this RFP for specific requirements.

C. Insurance

Respondents shall refer to the sample WIA Cost Reimbursement Agreement on page 70 of this RFP for specific requirements.

D. Diversification of Funds

The OCWIB supports the incorporation of resource development and fund diversification into the Comprehensive One-Stop Center and Business Services RFP. Both long and short-range options for developing resources to support the efforts of the OCWIB as a leader in workforce and economic development issues are being explored. Respondents shall be expected to identify additional cash and in-kind contributions from non-WIA sources. The One-Stop system cannot be solely dependent upon WIA formula allocations. Cash match and in-kind contributions will be considered in the evaluation process. Organizations that can provide additional cash contributions of at least 3% of the total funding requested will be awarded five bonus points to the evaluation.

D.1. Respondents are required to comply (as appropriate) with any resultant policy that provides direction on what outside revenue to seek and when to aggressively pursue options that may include some risk to the OCWIB if the opportunities merit the consideration. Examples of the approach are as follows:

- D.1.a. Seeking Employment Training Panel (ETP) funds and projects with committed employers for upgrade and retraining;
- D.1.b. Pursuing foundation funds to develop and enhance adult and dislocated worker activities and strategies;
- D.1.c. Utilizing industry cluster information and data to develop new training programs and seeking industry participation in funding the appropriate training;
- D.1.d. Developing a fee-for-service program which meets specific employer needs that have been previously identified, and;
- D.1.e. Prioritization of the staff resources used in funds development.

E. Partnership Development

E.1. In order to provide optimum customer service, it is necessary that the Comprehensive One-Stop Center be a seamless working environment when providing services to the customers. This can be accomplished through partners.

- E.1.a. WIA mandated partners include:
 - Wagner-Peyser Act
 - Unemployment Compensation
 - Veterans Workforce Programs
 - Trade Adjustment Assistance
 - Job Corps

- Adult Education and Literacy
- Programs under Rehabilitation Act
- Department of Housing and Urban Development
- Migrant and Seasonal Farm Worker Employment and Training Providers
- Native American Programs
- Welfare-to-Work Programs
- Title V of the Older Americans Act of 1965
- Community Development Block Grant
- Title I Dislocated Worker and Youth Programs
- Small Business Development Centers

E.1.b. Each mandated partner is required to enter into a Memorandum of Understanding with the OCWIB, as outlined in the Federal Register (20 CFR 662 Sub-Part C).

F. Partner Operating Agreements

- F.1. The Respondent, if selected, shall develop Operating Agreements with mandated One-Stop Partners as well as any additional partners who will provide services to the local area. Respondent shall establish the relationships necessary among these partners to ensure customer access to all services provided by these partners.
- F.2. Required language in the Operating Agreements shall include, but is not to be limited to:
- F.2.a. A participation plan for all staff at the Comprehensive One-Stop Center, including the percentage of time each partner will contribute to the operation of universal access services;
 - F.2.b. The development of a monthly schedule that includes hours of operation for all partners operating within the Center;
 - F.2.c. A procedure for referrals among the various partners;
 - F.2.d. A plan for co-enrollment among partners to encourage team case management;
 - F.2.e. A procedure for entering job orders/résumés into CalJOBS;
 - F.2.f. A plan for achieving core service³ placements, and
 - F.2.g. A plan to provide linkages to youth services.
- F.3. Operating Agreements for mandated partner programs that are delivered through the County of Orange shall be coordinated through the OCWIB.
- F.4. Copies of the Operating Agreements must be sent to the OCWIB office within the first quarter after the start of the contract.

G. Cost Sharing Agreements

- G.1. The Respondent, if selected, shall be responsible for negotiating Cost Sharing Agreements with all partners located at the Comprehensive One-Stop Center.
- G.2. Cost Sharing Agreements shall identify:
- G.2.a. All shared costs within the One-Stop environment;

³ Core services descriptions can be found on page 21

- G.2.b. The proportionate share and allocation of each shared cost by each partner;
 - G.2.c. The resource sharing or how the shared costs of the Comprehensive One-Stop Center will be paid, and
 - G.2.d. County approved language pertaining to liability indemnification.
- G.3. The Cost Sharing Agreements will apply to all expense payments benefiting the Comprehensive One-Stop and its partners that cannot be directly applied to each partner separately. Expense payments may include, but is not limited to rent/space, staff payments (common receptionist), facilities costs and equipment or supplies. The Contractor will ensure that the shared costs are supported by accurate and current data, the shared cost is consistently applied over time, the charges to the WIA programs reflect a fair share of the benefits received, and the methodology used in determining the fair share of the shared cost is reflective of its written Cost Sharing Agreement. If a partner is unable to pay cash for its fair share, the Contractor will negotiate with the partner to provide in-kind services of benefit to the One-Stop and document the value of the services provided.
- G.4. Contractors shall obtain signatures of partners with dates including their typed name, title, and organization, indicating their agreement with the cost sharing agreement. Contractor shall provide cost sharing agreements with the partners' original signatures to the OCWIB for inclusion into the Memoranda of Understanding with the mandatory partners.
- G.5. Cost sharing agreements shall be updated twice annually or as significant terms or partnership changes occur.
- G.6. Cost sharing agreements for partner programs that are delivered through the County of Orange shall be coordinated through the OCWIB.

H. Non-Mandated Partners

The OCWIB intends to continue to build upon its WIA system of core⁴, intensive⁵, and training services⁶. Whenever possible, it should be supplemented by non-WIA funds and/or voluntary partners through collaborative efforts. The sharing of resources only expands the services to the customers.

- H.1. As part of the evaluation process of this Comprehensive One-Stop Center and Business Services RFP, evaluators will consider how additional non-mandated partners will contribute to the goals of the organization and the OCWIB.
- H.2. Possible non-mandated partners may include, but are not limited to, the following:
 - Community Partners and Community Based Organizations
 - Education Partners (K-12, higher education, technical/vocational training schools)
 - Community Services Block Grant Agencies
 - Chamber of Commerce Organizations
 - Food Stamp Employment and Training
 - Economic Development Organizations
 - Labor Organizations
 - Literacy Program Providers
 - Business Organizations
 - Networking and Mentoring Organizations
 - Non-WIA Mandated Federal, State, and Local Governmental Agencies

⁴ Core service descriptions can be found on 21

⁵ Intensive service descriptions can be found on page 21

⁶ Training service descriptions can be found on page 22

- H.3. Partner programs that are to be delivered through the One-Stop System shall be referred to the OCWIB for approval.
- H.4. The Contractor shall convene a monthly meeting with all partner agencies to discuss Comprehensive One-Stop Center operations and responsibilities.
- H.5. Cross-training of all Contractor staff shall occur whenever possible so that all staff positions at the Center can be overseen by any given partner agency in the event that a specific partner is unavailable.

I. Contracting

- I.1. Contracts entered into as a result of this RFP will be for one year, beginning on July 1, 2008 and ending June 30, 2009, and may be renewed up to an additional four consecutive one-year periods as allowable under the WIA. Any subsequent renewals shall be at the discretion of the OCWIB and Orange County Board of Supervisors, based upon Contractor performance and funding availability.
- I.2. The OCWIB retains the right to contract with Respondents selected for funding in the following ways:
 - I.2.a. The OCWIB retains the right to contract directly with each joint proposing entity individually, if it is in the best interest of the OCWIB or the County.
 - I.2.b. The OCWIB retains the right to contract directly with proposed subcontracted entities as identified in the proposal, if it is in the best interest of the OCWIB or the County.
- I.3. The OCWIB retains authority before and during any contract period to approve proposed subcontracts or purchase agreements that amount to \$10,000 or more prior to their execution. A "Subcontractor" is defined as any entity undertaking part of the work under the terms of the contract, by virtue of an agreement with the Contractor.
 - I.3.a. The OCWIB retains full authority to enforce performance standards upon the subcontractor through the Contractor.
 - I.3.b. The OCWIB retains full authority to direct the Contractor in all matters pertaining to subcontractors, including cancellation of subcontractor's contract.
- I.4. Contracts resulting from this RFP will be Cost Reimbursement Agreements with monthly billing required (see sample WIA Cost Sharing Agreement available at www.ocwib.org) or on Page 67 of this RFP. Respondents should be able to support the cost of the program until they are reimbursed, which can take up to three weeks.
 - I.4.a. Contractors are required to provide a fee schedule of costs. The total administrative costs shall not exceed 3% of the total amount of funding requested. The following costs are considered Administration:
 - Accounting, budgeting, financial and cash management functions
 - Procurement and purchasing functions
 - Property management functions
 - Personnel management functions
 - Payroll functions
 - Coordinating the resolution of findings arising from audits, reviews, investigations and incident reports
 - General legal services functions
 - Developing systems and procedures, including information systems, required for administrative functions
 - Performing oversight and monitoring related to WIA Administrative functions (fiscal monitoring)

- Travel and other expenses for administrative activities
- Cost of information systems for administrative functions
- Personnel and non-personnel costs of staff that perform administrative functions
- Specific costs charged to overhead or indirect cost pools that are administration

I.5. Profit is limited to 10%. Profit will be negotiated and is not guaranteed at 10% even if the proposal has been selected. Profit may be allocated between administration and program services.

J. Geographic Coverage and Site Selection

Whereas all proposals will be scored, the OCWIB reserves the right to select proposals that assure geographical coverage and outreach across the County (Northern and Southern regions, as previously mentioned). Additional points of service may be required in order to further ensure regional accessibility.

- J.1. Proposals must concentrate on service areas region-wide, and specific service strategies should exclude the cities of Santa Ana and Anaheim, which are governed by their own local Workforce Investment Boards.
- J.2. A site for the delivery of services must be approved by the County of Orange/OCWIB prior to contract issuance. This is applicable for both comprehensive centers and satellite locations.
- J.3. A site for the delivery of services shall be coordinated with mandated One-Stop partners, to the extent possible.
- J.4. One-Stop sites shall have easy access to local public transportation, be on or near a major thoroughfare and have free parking, including designated parking for the disabled.
- J.5. The County of Orange/OCWIB retains the right for final approval for all sites, including comprehensive Centers as well as satellite locations. The bidder should also be prepared to be the lease holder. The OCWIB must be notified of all lease agreements and arrangements prior to signing. The County of Orange/OCWIB may ultimately be the designated lease holder for any and all service sites.
- J.6. Comprehensive One-Stop Centers must meet the Americans with Disabilities Act (ADA) requirements.
- J.7. Proposers must be aware that decisions that increase or decrease the number and/or location(s) of comprehensive One-Stop Centers and/or satellites may be made at any time. At this point, the reality is that WIA formula funding continues to decrease from year to year. In the unfortunate eventuality of decreasing the number of Centers, successful proposer(s) that are awarded contract(s) as a result of this RFP will be required to formulate a transition plan(s) and to fully participate in all activities that will ensure the smooth transition of participants, files and other related material.
- J.8. The transition plan must address staff coverage, customer flow, space utilization, partner agency support/access, business resources, conference room availability, and universal access resources, the costs saving associated for the term of the contract, how the design will better serve the community and the innovative additions in functionality of the system. Floor plans of the current facilities are outlined in Attachment F.

J.9. Some suggested scenarios to be considered include:

- J.9.a. Scenario 1 – Maintain two comprehensive One-Stop Centers and two satellites as already established (same locations) and renegotiate lease as necessary. Implement system on July 1, 2008.
 - J.9.b. Scenario 2 – Maintain two comprehensive One-Stop Centers and two satellites as already established. Develop a 12 month transition plan for closure of one Center. Develop a satellite system that ensures service availability in the balance of the County region. Implement modified system on July 1, 2009.
 - J.9.c. Scenario 3 – Maintain one of the comprehensive One-Stop Centers at the current location. Develop a six month transition plan for closure of one Center by December 31, 2008. Develop a satellite system that ensures service availability in the balance of the County region. Implement modified system on January 1, 2009.
 - J.9.d. Scenario 4- Maintain two comprehensive One-Stop Centers and two satellites as already established (same locations). Develop a twelve month transition plan that includes the relocation of one Center by July 1, 2009. The new location shall be identified in partnership with the County of Orange/OCWIB. The new location lease costs would be at a significantly reduced monthly rate and/or subsidized by another funding source to be determined. Implement modified system on July 1, 2009.
- J.10. Contracts awarded under this RFP are subject to change based on funding availability. Available funding (or anticipated funding) and service delivery strategies will dictate the recommendations that are ultimately considered by the OCWIB and County of Orange.

J.11. Current facilities and obligations are detailed below:

Facility	Square Footage	Monthly Rent	Termination Date
Westminster	23,200	\$38,280	January 31, 2010
Irvine	21,960	\$38,617	January 31, 2010
Fullerton	3,023	\$4,837	July 31, 2010
San Juan Capistrano	86.3	\$760	March 8, 2008

IV. SCOPE OF SERVICES

A. Service Delivery

- A.1. To fulfill the requirements of this RFP, Respondent, if selected and contracted as an Operator of a Comprehensive One-Stop Center, must effectively and efficiently deliver various workforce development services to job seekers and business customers. In order to accomplish these RFP requirements, Contractor must maintain and continue to improve on our system of service delivery that is already in place by clearly demonstrating positive outcomes. The Contractor shall provide individualized assessments, case management, job development, job placement, and follow up services to ensure the long-term success of customers. Contractor shall serve all areas of the region and shall have the capacity to outreach and recruit for the entire region.
- A.2. The OCWIB strives to provide the business community with a well-trained and job-ready workforce. Business services shall be integrated within the two regionally based Comprehensive One-Stop Centers. Services shall include: assistance with tax credits and other business incentives, coordination of applicant screening, recruitment and placement activities of dislocated workers, and business education on an array of workforce issues. The Contractor shall recognize that businesses are customers as well as sources for jobs leading to employment. Contractor shall serve any specific industry or population the OCWIB identifies and targets as special or priority populations. Businesses in each region, segregated by industry clusters, are on Page 62 of this RFP.
- A.3. A Service Integration Model is currently being developed by the California Employment Development Department (EDD). Once implemented, it will create a new local workforce system that is not only skill based, but moves each One-Stop client through a common set of services designed to increase their employability and their chances of retaining jobs and advancing in them. The model is based upon three key principles:
- a common pool of co-enrolled customers composed of WIA Title I Adult and Dislocated Worker, Wagner-Peyser, Long Term Unemployed, Veteran, Migrant Seasonal Farm Worker, and Trade Adjustment Act (TAA);
 - a common set of services available to all customers in the pool through a common customer flow; and
 - shared WIA, Wagner-Peyser, Veteran, Migrant Seasonal Farm Worker, and Trade Adjustment Act staffing of the common integrated service and customer flow.

These priorities imply a dramatically different service model, impacting everything from program focus, priorities, performance, staff development and training to One-Stop facilities management and design. The service integration model moves local systems to a skill-based emphasis, with particular attention to business demand for a prepared and skilled workforce, with less emphasis on program requirements. There will be less emphasis on self-help and general resource room activities, and specifically more emphasis on assessment, career coaching, and skill development. EDD has established a target date of July 1, 2008 for implementation.

B. Target Population

The Respondent must be able to provide the services described in this RFP to the following customers, as appropriate and within funding/eligibility guidelines:

- B.1. The general public seeking workforce services;

- B.2. Individuals who meet the requirements for WIA eligibility, including the priority of services categories;
- B.3. Individuals who reflect the demographics of the region, for example; if the region has a high percentage of ethnically diverse individuals, Respondents are required to strategize on how to best deliver services to those eligible within that population group;
- B.4. Other individuals in need of specialized services, such as Veterans, offenders, substance abusers, individuals with multiple barriers, limited-English proficient, older adults and people with disabilities;
- B.5. Special projects include but not limited to High Growth Initiative, Disability Program Navigator, Senior Employment programs and Welfare to Work programs, and
- B.6. Local businesses and employers.

C. Services to be Provided to Job Seekers

All customers accessing intensive and training services must be determined WIA eligible and must participate in an assessment. Availability of funds, in conjunction with customer need and eligibility guidelines, including the Priority of Service Policy, will determine the combination of services appropriately provided to individual customers.

D. Resource Room for Universal Access

- D.1. Each of the Comprehensive One-Stop Service Centers must have a self-serve resource area or “resource room” that offers the following services to customers:
 - Labor exchange tools
 - Computer applications software
 - Résumé writing software
 - Career exploration software
 - Job, career, and skill self-assessment tools
 - Career, job, and labor market information
 - Career planning information
 - Job search information
 - Interviewing information
 - Information on writing résumés and cover letters
 - Information on job retention
 - Directories
 - Periodicals
- D.2. Due to funding limitations, the number of centers that can be funded, and the expected volume of approximately 250 – 350 new (unique counts) customers monthly per region, it may be necessary to provide many of the core services in groups or in a self-directed environment. (For example, initial orientations, assessments, and some job search activities may be more efficiently provided in groups, while résumé writing and review of job listings may be done on an individual basis on a computer in the core services area, otherwise called the resource room). There is currently an average of 6,200 universal access customers visiting the One-Stop Centers on a monthly basis (includes repeat visitors).
- D.3. It is expected that a minimum standard be met regarding the ability to provide universal access activities to all job seekers. Each Comprehensive One-Stop Center must have a resource room with the capacity to hold at least 50 people dedicated to self-service activities.
- D.4. The resource room shall house computers with internet access, appropriate software to create letters, résumés and job applications, email capability, and computer

software for customers to engage in self-learning activities. Shared printers shall accompany the computers. A phone bank area must be arranged in such a way that individuals may talk privately to employers with minimal noise and distraction. At minimum, one dedicated telephone line must be available for filing unemployment compensation claims through the Employment Development Department. The room shall be equipped with fax machines and copier(s) completely accessible to the public with written instructions for use. There should be no limitations or restrictive use on this equipment as long as it is being used for appropriate job search activities.

D.5. Special equipment shall be available for those customers who are hearing and seeing impaired. Auxiliary aids and services, including a TTY phone line, shall be available upon request to individuals with disabilities. The physical layout of the room must meet ADA requirements.

D.6. Contractor must staff the resource room to provide labor market and job information, to answer questions, and provide assistance in operating equipment and software in the resource room. Partner staff may, in part, cover staffing of the resource room. All staff in the resource room must have the ability to provide basic information on all partner programs participating in the One-Stop (including those partners electronically linked and/or physically located outside the Center).

E. Core Services

Core Services must be available at each Comprehensive One-Stop Center. These services shall include:

- Outreach, intake and orientation to the system
- Computer assisted assessment of skill levels, aptitudes, abilities, interests and values
- Information on community resources and services
- Information on the eligibility requirements for all partner employment and training programs
- Job search assistance workshops, career information, and career guidance
- Job matching and referral
- Job Clubs
- Local, regional and statewide labor market information
- Information on financial assistance
- Information on services available through EDD, including unemployment compensation
- Information on education and training providers as well as local performance outcomes of services providers
- One-Stop activities, such as job fairs and supportive services
- Informational Workshops
- Orientation to personal computers for access to self-directed services, including, but not limited to, how to access the internet or navigate through specialized résumé software
- Follow-up activities, including reassessment services, as appropriate

F. Intensive Services

Adults and Dislocated Workers unable to obtain employment through Core Services may be eligible for Intensive Services.

F.1. Through Intensive Services, individual obstacles to employment are identified and specific needs are determined to design a service package. Services may also be available to adult and dislocated workers who are employed or underemployed, but who are determined to be in need of intensive services to obtain or retain employment that allows for a path to self-sufficiency. The following services shall be offered under the intensive services tier:

- Staff assisted, comprehensive assessment of knowledge skills, abilities and interests
- Development of the prescribed OCWIB Individualized Employment Plan (IEP)
- Group Counseling
- Individual Counseling and Career Planning
- Case Management
- Short-term prevocational and stand alone services which may include adult basic education, ESL, GED, basic computer literacy, skills enhancement, interviewing skills and soft skills
- Paid/Unpaid Work Experience

This list is not all inclusive of the services that may be provided under the WIA. However, they are the mandated services for the local area. Other services may be provided based on the needs of the customer with approval of OCWIB.

G. Training Services

Customers may need specific occupational training services to equip them to enter the workplace and retain employment. Training services may be provided to WIA eligible adults and dislocated workers who have met the eligibility criteria for intensive services, received at least one core and one intensive service but are still unable to obtain or retain employment.

Training activities are reserved for individuals who are unable to obtain/retain employment without training in a specific skill set or demand occupation. Successful completion of training courses must lead to recognized certificate/credential or their equivalent. A certificate is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. A credential is a nationally recognized degree or certificate or state/locally recognized credential. Contractor shall assist the OCWIB in identifying non-WIA sources to insure adequate levels of training. The categories below list the training services that shall be made available to individuals showing an assessed need.

A detailed explanation of certificate and credential is available at the Department of Labor's (DOL) web-site at <http://www.doleta.gov/performance/guidance/> (Common Measures TEGL 17-05).

- G.1. Under WIA, Adults and Dislocated Workers can receive training services through an Individual Training Account (ITA). The ITA is established on behalf of the individual, and is based on individual assessment and choice of selected training programs that will facilitate them in obtaining employment in a high-growth high-demand occupation.
- G.2. An ITA will be issued only after being approved by the Orange County Workforce Investment Board. The OCWIB's local ITA policy requires that only those participants residing in Orange County, including Anaheim and Santa Ana, are eligible to receive an ITA, and if they meet all other criteria. Currently, the OCWIB has a tuition cap of \$6,500 per participant for one training program. If the training program tuition is less than \$6,500, the remaining balance shall not be used for an additional training program. If the training program cost exceeds \$6,500, it is the responsibility of the participant to obtain additional funding.
- G.3. Customized training is training that is designed to meet the special requirements of an employer, and is conducted with a commitment by the employer to employ (or in the case of employed workers, continue to employ) an individual upon successful completion of training. The employer pays for at least 50 percent of the cost of the training.

- G.4. On-the-Job Training (OJT) is designed for individuals based on specific skills the participant seeks to obtain. OJT's are provided by with an employer in the public, private non-profit, or private sector. Occupational skills training is provided for the customer in exchange for reimbursement of up to 50 percent of the wage rate to compensate the employer's extraordinary costs.
- G.5. Registered apprenticeships are a combination of on-the-job training and related classroom instruction in which workers learn the practical and theoretical aspects of a skilled occupation. Apprenticeship programs may be sponsored by joint employer and labor groups, individual employers, and/or employer associations.

H. Outreach and Recruitment

The Contractor shall be responsible for adequately informing the public, including individuals and businesses of the services available through the Comprehensive One-Stop Center.

- H.1. Outreach and recruitment methods may include formal advertising, flyers, brochures, word-of-mouth and other methods of program information dissemination.
- H.2. The Contractor must ensure that the outreach and recruitment conducted within the jurisdictional boundaries of the Center is coordinated with mandated partners of the One-Stop.
- H.3. All outreach and recruitment materials must be approved by the Orange County Workforce Investment Board prior to publication.
- H.4. The Contractor shall develop working relationships with the city governance entities within the region as part of their outreach.

I. One-Stop Center Orientation

The Contractor shall provide an orientation that informs individuals of the full array of services available, including all partner services conducted at the Center and any other pertinent resources to ensure successful participation. The orientation shall include a complete overview of the processes and procedures.

- I.1. The Contractor is responsible for ensuring that all program specific requirements are addressed in the orientation.
- I.2. The frequency of delivery of these orientations shall be included in a master calendar and published on a monthly basis for the public. A minimum of one orientation per week must be offered. The Contractor is encouraged to use either video or PowerPoint presentations as a means of sharing information in a consistent manner and quality of delivery. One-on-one orientations should also be available for the public, when necessary. Contractor must have on-line orientation that is available to customers 14 hours per day seven days per week.

J. WIA Registration

WIA is not an entitlement program, and selection for a customer's participation in the program is a decision based on an assessment of the client's needs, interests, abilities, motivation, their prospects for successfully completing the program, available funding levels and priority of service policy. Registration involves certifying and documenting the eligibility and priority of service of the individuals to be served, in accordance with local policies and procedures.

K. Assessment

Assessments must assist the customer in identifying the appropriate employment or training area which best suits their abilities and needs.

- K.1. Initial assessments may be self-service or staff-assisted. The assessment may be Internet based and/or using other assessment tools identified by the Contractor and approved by the OCWIB.
- K.2. The Contractor shall have the ability to provide a Comprehensive Assessment to registered customers who are assigned to a case manager during the intensive phase of services. The Comprehensive Assessment is an objective assessment of academic, employment skills, barriers to employment and supportive service needs. This information is necessary to develop an Individual Employment Plan. The depth of the assessment may vary depending on the needs and employment barriers of the individual.
- K.3. Assessments, which have been conducted by another partner, may be used as documentation of this assessment. Staff may decide that additional tools/tests are necessary to determine the customer's occupational interest or to determine reasons for the lack of success in finding employment. This process may be done through observation and/or a detailed interview.

L. Individual Employment Plan

An Individual Employment Plan (IEP) shall be developed for each customer registered in intensive services. This plan is a standardized document in the OCWIA and serves as the "road map" and action plan for services. As the needs of the customer change, the IEP must be modified to reflect these changes. As they occur the IEP shall include activities and services provided by partner programs.

M. Case Management

The Contractor shall be responsible for providing case management services to all enrolled individuals. Case management is considered a key component of service delivery and critical to the ultimate success of the participant.

- M.1. The Contractor shall be responsible for tracking the customer's progress, assisting the customer in identifying and overcoming any barriers, providing career and motivational counseling, acting as an advocate on behalf of the customer and referring the customer to other resources that can meet the needs that are identified in the IEP.
- M.2. The Contractor shall use the information collected to submit required Management Information System (MIS) paperwork. This information will be submitted in a timely manner.
- M.3. The Contractor shall monitor all program offerings and ultimately performance outcomes.

N. Workshops

The Comprehensive One-Stop Center shall offer a wide range of informational workshops to both Universal Access customers and registered WIA customers. Workshops shall be offered on a regular basis throughout the month. Workshop topics may include, but are not limited to:

- Jobs in Demand Occupations
- Tools for an Effective Job Search
- How to Market Yourself to Employers
- What do Employers Want?
- Money Management

- Developing a Career Path
- Conflict Resolution
- Résumé Writing
- How to Locate Job Openings
- How to Use Reference Material
- How to Network
- Discovering Skills and Strengths
- Keys to Keeping a Job
- Effective Communication
- Time and Stress Management
- Orientation to Computer Basics
- Business Etiquette
- Life Skills

N.1. Some of the topics above may be combined into one workshop instead of independently offered. The Contractor shall work closely together with all partners to share in the development and execution of workshops offered to offset staffing costs and time.

N.2. The Comprehensive One-Stop Center should always have a back-up facilitator in the event a staff member is sick or on vacation.

N.3. Workshops shall not be cancelled once the monthly schedule is published.

O. Supportive Services Coordination

The Contractor shall coordinate and manage the provision of supportive services to WIA registrants in accordance with the WIA and local OCWIB policies. Supportive services shall only be issued after a need has been identified and when no other funding is available to pay for such services. Supportive services shall include, but are not limited to transportation, clothing, childcare and other costs that may be a barrier to an individual's job search, training or placement. The Contractor is responsible for managing the provision of supportive services in as cost efficient manner as possible to ensure non-duplication of resources and services.

P. Job Placement

The Contractor is responsible for providing job listings and referrals to EDD and other partner-funded staff, local education agency's placement staff if the customer is enrolled in training at that institution, providing job leads, specific job development and job matching.

Job placement is typically defined as matching job seekers with employers after assessment.

Q. Follow-Up Services

The goal of Follow-up Services is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment.

Q.1. Follow-up Services must be made available for a minimum of 12 months following the first day of employment. While follow-up services must be made available, not all of the adults and dislocated workers who are registered and placed into unsubsidized employment will need or want such services. The intensity of appropriate follow-up services may vary among different participants. (Not to be confused with follow-up contact for performance for all WIA exiters done at 30/60 intervals, 1st, 2nd and 3rd quarter after exit).

- Q.2. Follow-up Services shall include, but are not limited to: additional career planning and counseling; contact with the participant's employer, including assistance with work-related problems that may arise; peer support groups; information about additional educational opportunities, and referral to supportive services available in the community.

R. Rapid Response Services

Rapid Response Services, as mandated by the WIA, are services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the State of California.

- R.1. Contractor shall provide the following Rapid Response Services including:
- R.2. Developing a plan for averting layoff(s) with the affected business and/or in consultation with State or local economic development agencies, including private sector economic development entities;
- R.3. Reviewing affected workers' assistance needs;
- R.4. Coordinating and conducting Rapid Response Workshop presentations to assist with career transition, job search tools and skills, résumé preparation, and interviewing techniques;
- R.5. Assessing re-employment prospects for workers in the local community;
- R.6. Providing information on available resources to meet the short and long-term needs of affected workers;
- R.7. Establishing a process of referring affected employees to the One-Stop System;
- R.8. Developing recruitment/job development activities including job fairs, positive recruitments, job lead development, and general recruitment notifications;
- R.9. Providing Rapid Response Information Packets with appropriate WIA Information Services (Re-employment Survey, List of All Workforce Delivery Areas, Unemployment Insurance Eligibility, Dates of Job Search Workshops, One-Stop Services, and Cobra Information Booklet);
- R.10. Developing and maintaining mechanisms for the regular exchange of information relating to potential dislocations, available adjustment assistance, and the effectiveness of Rapid Response strategies; and when appropriate, including information on the Trade Adjustment Assistance (TAA) program and the North American Free Trade Act (NAFTA) – TAA program;
- R.11. Developing a plan to provide linkages with youth services, and
- R.12. Developing a business visitation program that improves service coordination, guidance in establishing a labor-management committee voluntarily agreed to by labor and management, or a workforce transition committee comprised of representatives of the employer, the affected workers and the local community.

S. Business Assistance Services

The Contractor shall offer a broad range of integrated services that are provided free-of-charge to all employers to support economic and workforce development efforts.

- S.1. The Contractor is responsible for the following:

- Interview facilities at the Comprehensive One-Stop Center
- Access to labor market and related information through the website
- State and/or federally generated information on the American With Disabilities Act (ADA)
- Information regarding consultations on workplace accommodations for persons with disabilities
- Information on and referral to business start-up, retention and expansion services
- Information on and referral to sources for developing customized training programs
- Information on career preparation activities
- Information on Trade Adjustment Assistance (TAA) and certification
- Information about incentives such as On-the-Job Training (OJT) programs, based on worker eligibility
- State and/or federally generated information on tax credits for new hires
- Access to information and services through the One-Stop Center as well as electronically through the Contractor's website
- Access to various media addressing the employment and training needs of businesses
- Avenues to place job openings as well as access to CalJOBS

S.2. Comprehensive and higher level services to employers and businesses shall be provided by the Contractor. These services shall include:

- Referrals of well-qualified One-Stop participants including all served populations
- Staff-assisted employee pre-screening
- Basic job matching of résumés and applications
- Preliminary basic skills and other assessments
- Industry specific job fairs
- Positive recruitments
- Relevant business seminars and information sessions
- Job developer referrals and workshops
- Other Orange County WIB approved business services

S.3. Contractor shall offer customized and innovative Business Services. These services may be offered for a fee. Services that can be offered may include employee background checks, applicant pre-interview screening, drug testing, in-depth assessment and testing of potential candidates, locate and procure sites for the interviewing process, and business-specific job fairs, as well as outreach and marketing services to small businesses and entrepreneurs.

T. Business Service Performance

Contractor shall develop a strategy of ensuring business services align with the One-Stop System, regional trends, OCWIB recommendations, and Labor Market Information. Business Services performance shall, in part, be based on customer service survey results as well as the number of services to businesses established in the contract including job fairs and required labor market related activities. Contractors shall be required to collect survey data and submit results on a monthly basis to OCWIB.

U. Special Programs

The OCWIB applies for various grants and discretionary funding from federal, state, and local agencies. The programs that are developed using these funding streams are short-term special programs administered by the OCWIB, One-Stop Center and various other partners. The following outlines the OCWIB's current special programs:

U.1. Senior Community Service Employment Program – Orange County (SCSEP-OC)- The SCSEP-OC provides, fosters, and promotes useful part-time training opportunities in community service assignments for low income persons who are 55 years of age or older, and assists the transition of program enrollees to unsubsidized employment opportunities.

- U.2. CalWORKS Welfare to Work (WTW) Employment Services Program- On-the-Job Training (OJT) and Work Experience Program (WEX) provides job training and work experience activities that will facilitate opportunities for WTW participants to find and retain unsubsidized employment. These services are made available under funding granted by the Orange County Social Services Agency (SSA) CalWORKs program.
- U.2.a. OJT- Occupational training provided by an employer in exchange for a reimbursement of up to 50% of the wage rate to compensate for the employer's extraordinary costs. Currently, the program reimburses up to 50% of the wages for 36 clients for up to 4 months at approximately \$10 per hour.
- U.2.b. WEX- A planned structured learning experience in an approved worksite for a limited period of time that is designed to provide exposure to the working world and its requirements. The WEX worksite may include public, private for-profit or not-for-profit organizations. The duration of the program will not exceed four (4) months. Staff will conduct worksite monitoring on a regular basis. This program currently provides paid work experience for 36 participants for up to 4 months at approximately \$8 per hour depending upon the type of job.
- U.3. Disability Program Navigator (DPN) - The employment opportunities through the One-Stop System. The Navigator serves as an expert on workforce development issues and policies impacting persons with disabilities who are seeking employment, skill development, job retention assistance, or career advancement. The Navigator serves as a resource to the workforce investment community within their service area to ensure the availability of comprehensive knowledge on federal, state, local, and private programs that impact the ability of persons with disabilities to enter and remain in the workforce. The Navigator position is intended to increase employment and self-sufficiency for persons with disabilities by linking them to employers and by facilitating access to supports and services that will enable the transition to employment.
- U.4. Recently Separated Veterans Grant- The "Operation: Veterans Employment and Training Services (VETS)" project provides specialized services to recently separated Veterans transitioning to sustainable employment. This project currently provides employment and training related services to 100 recently separated Veterans that have been discharged from the armed forces within the last four years.
- A unique aspect of this program is the establishment of an Employment Transition Center located on site at the Joint Forces Training Base at Los Alamitos. Veterans have access to an extensive array of resources, supportive services, workshops, assessment, case management, educational opportunities and specialized training tailored to their individual needs. Job development services are provided to assist Veterans seeking to obtain employment that allows them to attain financial independence and successful integration back into their community.
- U.5. Biotechnology High-Growth Job Training Initiative - The Biotech HGI Job Training Program trains incumbent workers of biotech and biotech healthcare-related employers, as well as entry-level and dislocated workers, as potential hires for project employers and other local biotech-related businesses. The project concept is to both support and strengthen the skill-base of current biotech industry employees and companies and develop a pipeline of new workers into this high-growth, expanding industry.

V. Integrated Service Delivery

Integrated Services delivery is a key component of a demand-driven workforce investment system. Service integration ensures that program and community resources are utilized effectively to create employment and business solutions for businesses, industry, and individual customers. Comprehensive One-Stop Service Centers must allocate resources for system operation; however, these resources go beyond program funding. Contractor must ensure that the local delivery system also meets the following:

- V.1. Allocation of resources such as staff assistance and the contributions of appropriate staff positions by partners to an integrated service delivery system, often requiring changes in the way work is performed.
- V.2. Financial assistance by partners of buildings, equipment, and other assets to the larger picture of integrated programming.
- V.3. The Contractor shall hire qualified personnel consisting of both program and technical staff who meet minimum qualification standards set forth in this RFP.
- V.4. The Contractor shall ensure that staff and sub Contractors are properly trained to effectively carry out all activities required by WIA and shall develop ongoing training programs to ensure staff acquire the basic competencies of their positions.
- V.5. At a minimum, the center must have on its staff: one full-time person who is fluent and literate in Spanish language; one full-time person who is fluent and literate in Vietnamese language; and access to translators of other languages (including sign language) that reflect the demography of the region.
- V.6. The Contractor's senior management team shall possess a four-year degree in Business or Public Administration or a related field and at least five years experience managing a successful organization (Three of those five years shall be in a workforce/economic development agency). The senior management team must be able to create the agency's vision and mission, sustain values, provide organizational direction, set expectations, and promote performance excellence.
- V.7. Workforce Professionals shall be thoroughly knowledgeable of case management methods. They must be knowledgeable of the career development and training resources available in the OCWIA and be able to identify other resources that may be available and needed to enhance services provided to each customer. They must be familiar with other mandated partner services and be able to successfully refer a customer for the services that he or she may require. They must be thoroughly trained in determining the customer's eligibility for services. They must be able to evaluate the customer's potential for placement in jobs and directly assist the customers in finding employment. They must be able to communicate both orally and in writing. Formal education in the field of Social Services is preferred, but not mandatory. A minimum of two years experience with employment and training programs, or closely related activities is mandatory.

W. Caseloads

Workforce Professional caseloads shall be set at no less than 1:80 at any point in time. This caseload ratio is only for those registered in core, intensive and training activities and does not include those individuals exited and in follow-up services.

X. Accessibility

The Contractor will meet all requirements regarding Comprehensive One-Stop Center compliance with State and Federal disability laws and procedures for ensuring universally

accessible physical and program environments for all customers. It is required that the Contractor complete and adhere to the National Equal Opportunity Self-Assessment Guide and be monitored once yearly for compliance. The Contractor's staff is required to attend training in program access for customers with disabilities and access to employment programs and services for the disabled.

Y. Hours of Operation

Hours of operation shall be, at a minimum, from 8:00 am to 5:00 pm Monday through Friday. The OCWIB reserves the right to mandate hours of operation that will most effectively serve the needs of its customers. The Contractor must ensure that arrangements are made to keep service delivery available throughout the holiday seasons with limited closings for major holidays. To the extent possible, Contractor must coordinate schedules with other partners to leverage staff time and eliminate overtime hours. Contractor should be aware that some services may require non-traditional hours including early morning Rapid Response presentations, Chamber meetings both after 5.00 p.m. and/or before 8:00 a.m.

Z. Printed Material

Printed material and other written information at the Comprehensive One-Stop Center must be provided in English, Spanish and Vietnamese. Whenever feasible, language barriers should be removed so that all visitors to the One-Stop Center feel welcome and can benefit from the experience. Any printed material and/or marketing material must be submitted to OCWIB for approval, prior to use.

Z.1. One-Stop Service signage must be prominent recognition of the location.

Z.2. Publicity materials and other public documents issued by the Contractor must include the following tag line "The OCWIB is an equal opportunity employment program supported by the County of Orange, Orange County Housing and Community Services Department and the Orange County Workforce Investment Board. Auxiliary aids and services are available upon request to individual with disabilities." A TDD/TTY or relay service should be available.

AA. Marketing and Outreach

AA.1. The Contractor will be responsible for developing a marketing plan that shall include development of brochures, power point presentations, community based print and radio ads, and website information detailing business offerings and an overall strategy for announcing the resources of the Orange County One-Stop System. All materials produced and published will require prior approval from the OCWIB.

AA.2. The Contractor shall have a coordinated outreach plan targeting local chambers of commerce, economic development organizations, local units of government and other relevant business organizations to achieve the goal of reaching and providing quality services to businesses.

AA.3. Contractor shall maintain a website to allow customer's access to One-Stop and Business Services information twenty four hours a day and shall include information on:

- Core, Intensive, and Training Services
- Employer Business Services
- Job Seeker Services
- WIA
- Job Skills
- Disability Resources
- Job Postings
- Labor Market Information

- Calendar - Upcoming Events
- Workshops

BB. Emergency Assistance/Natural Disasters

BB.1. The One-Stop Center Contractor, in case of an emergency/natural disaster may be required to establish an on-site Local Assistance Center (LAC). The identified space will provide individuals, families and businesses access to available assistance programs and services. The One-Stop Center contractor may be asked to provide ongoing facilitation/support to the LAC located within the One-Stop and/or at a different location.

LACs have proven to significantly contribute to a streamlined recovery process and have been field-tested in numerous disasters and emergency events. An effective LAC requires coordination, cooperation and participation of local, state and federal agencies, as well as voluntary organizations. An Oversight Team will be established to provide direction and phased action plans that include addressing community outreach and evaluation of client satisfaction and will work with the Office of Emergency Services/FEMA and other agency officials as appropriate.

V. ORGANIZATIONAL QUALIFICATIONS, EXPERTISE AND BUDGET

A. Management

Respondents must be able to demonstrate the management and financial capability needed to effectively and efficiently deliver the program proposed. Management capability includes the following:

- Ability to manage the delivery system effectively and efficiently
- Conduct self-monitoring for contract and regulatory compliance
- Achieve contract objectives
- Provide quality service delivery
- Keep appropriate records in an auditable manner
- Meet/exceed performance standards

B. Financial Capability

Respondents are expected to have the ability to manage and track multiple funding streams and to have the mechanisms in place so they can quickly react to changes in fund availability.

B.1. Financial capability includes the ability to maintain fiscal controls, accounting procedures, and financial reporting in accordance with Generally Accepted Accounting Principles (GAAP) and requirements established by the OCWIB.

B.2. Demonstrate sound financial practices

B.3. Respondent is advised that separate accounting records must be kept for the contract to ensure accurate and appropriate reporting of contract expenditures, and costs must be tracked in sufficient detail to determine compliance with contract requirements and ensure funds have not been unlawfully spent. All accounting records must be made available for review upon request for examination, audit, or for the making of excerpts or copies of such records for the purpose of determining compliance with all applicable rules and regulations, and the provisions of the contracts.

B.4. There is an expectation that Respondents will bring resources into the System that will compliment the WIA funding streams. WIA funds have greatly fluctuated over the past few years, and therefore, fund diversification is required to maintain an effective One-Stop System. Respondents shall identify cash and in-kind match resources from non-WIA mandated partners.

C. WIA Performance

C.1. The Contractor shall be responsible to meet or exceed all performance measures, for all funding streams, established by OCWIB. Performance statistics shall be evaluated quarterly (Actual vs. Planned Goals, New Enrollments, Entered Employment Rate, Retention, Average Earnings, Credentials/Certificates and any other performance measures established by the OCWIB).

C.2. The lead proposing agency will be responsible for all subcontractor's performance achievements.

C.3. Performance Requirements for Program Year 2007-2008 are listed below for reference. Actual Performance levels for Program Year 2008-2009 and subsequent years are not currently available.

**Orange County Workforce Investment Board
Workforce Investment Act
Performance Requirements**

Measure	PY 07-08
Adult	
Entered Employment Rate	84%
Retention Rate	86%
Average Earnings	\$15,720
Employment and Credential/Certificate	61%
Dislocated Worker	
Entered Employment Rate	86%
Retention Rate	91%
Average Earnings	\$17,200
Employment and Credential/Certificate	70%

D. SCSEP Performance

D.1. Performance Requirements for Program Year 2007-2008 for the Senior Community Service Employment Program are as follows:

Orange County Workforce Investment Board Performance Requirements SCSEP-OC CORE	
Measure	Performance Goals
Authorized Slots	103
Service Level	175
Community Service	89%
Common Measures Entered Employment	43%
Common Measures Employment Retention	75%
Common Measures Average Earnings	\$7,143
Service to Most in Need	Collect and report data to establish goal for PY 2008 ⁷
Retention at 1 year	No goal for PY2007-2008 (Collect and Report data)

⁷ 1.2 (Barriers) (Base Line Year for PY 2007)

E. Work Experience Program (WEX) and On-the-Job Training (OJT) Performance

Orange County Workforce Investment Board Performance Requirements WEX and OJT	
	PY 07-08
New Enrollees	72
Work Experience	63
On-the-Job Training	50
Co-enrollment with WIA	10
Total Participants Exiting	113
Entered Employment	82
Entered Training	0
Other	31

F. Business Services Performance

F.1. Performance Requirements for Program Year 2007-2008 for Business Services are as follows:

Orange County Workforce Investment Board Performance Requirements Business Services	
Businesses Contacted	3300
Job Fairs	10
Rapid Response Workshops	90
Layoff Aversion/Business Assistance Related	100

G. New or Additional Performance Standards

- G.1. Performance measures and goals for contractors may be modified as required by the implementation of new regulations by the Federal Government and/or State of California.
- G.2. Proposers should refer to DOL TEGL 17-05, February 17, 2006, for requirements on the implementation of Common Measures for WIA Programs. This TEGL can be accessed at the DOL website at <http://www.doleta.gov/directives> .

- G.3. Proposers should refer to DOL TEGL 30-06, June 21, 2007, for requirements on the implementation of Common Measures for the Senior Community Service Employment Program (SCSEP) Program. This TEGL can be accessed at the DOL website at <http://www.doleta.gov/directives> .

H. Participant Tracking and Data Management,

Contractor is required to submit MIS paperwork to the OCWIB office.

- H.1. Tracking of universal access customers must include the number of unique customers.
- H.2. The Contractor will maintain a summary of layoff activity for each month of all businesses contacted through marketing and outreach and Rapid Response.
- H.3. The Contractor shall be required to use the EDD CalJobs System Program Activity Support System (PASS) and the Employer Contact Management System (ECMS) to record services and activities provided to customers. CalJobs is a data base management system that uses the Internet's technology for maximum ease of use and access by authorized staff. Specific reportable services are to be determined but may include Assessment Interview, Bonding Assistance, Employer Contact and services, Case Management, Employment Plans, Job Development contacts, Job Club, Job/education/training referrals, employment workshops, obtained employment, training, placements, résumé preparation, specific labor market information or others as deemed necessary by the OCWIB.

I. Deliverables

- I.1. Contractor is required to deliver services in accordance with all specific program components, service levels and performance standards established by the OCWIB. Contractor performance will be reviewed on a quarterly basis. Contractor performance includes but is not limited to meeting all general program requirements, approved scope of work, WIA performance measures, enrollment plans, and expenditure plans.
- I.2. Monthly and Quarterly Reports: Routine monthly and quarterly written reports shall be due by the tenth day of the month following the month being reported on. One-Stop activity calendars shall be submitted prior to the month events are occurring.
- I.3. Worker Adjustment & Retraining Notification (WARN) events issued by the State of California must be reported. A WIA 121 form must be filed for any employer site visit to assist dislocated workers in obtaining reemployment because of a permanent closure or layoff of employees at a plant, business facility, or enterprise. Reportable on-site visits include Worker Adjustment and Retraining Notification (WARN) and non-WARN events. The 121 form shall be submitted to the OCWIB via email within five business days of the occurrence.
- I.4. Invoices: Monthly invoices are due to HCS by the twentieth (20th) calendar day of every month for expenses incurred in the preceding month.
- I.5. Other: Upon award of contract, deliverables for Special Programs shall be outlined in the Statement of Work. Reports shall be in a format approved by the OCWIB and the respective funding entity (SSA, EDD DOL).

J. File Maintenance and Documentation

- J.1. A case file shall be maintained for every registered customer.

- J.2. Case file, must include information and documentation of each of the following:
- Program eligibility/determination of need for:
 - MIS forms
 - Initial and Comprehensive Assessments
 - IEP, including all updates of service
 - Approved ITA voucher if receiving training
 - Progress reports, time and attendance if receiving WIA and non-WIA funded training
 - Computer generated case notes

K. Monitoring of Contractor Performance Achievement

- K.1. The OCWIB Administrative Staff will monitor and measure the performance of Contractors on a regular basis. Contractors shall review and analyze performance data on an on-going basis, utilizing data management tools (such as participant rosters, customized reports, quarterly performance detail and summary reports, base wage reports, expenditures etc.).
- K.2. Contractors must demonstrate that reports and statistics are used regularly as a management tool to comply with the commitment to continuous improvement. Contractors must also demonstrate that the reports and performance results are shared with the appropriate staff.
- K.3. Contractor's individual performance statistics are evaluated on a quarterly basis.
- K.4. Performance (such as '90 day no service rule', enrollments, employment, retention, credentials, wages, exits, follow-ups) will be monitored and evaluated quarterly.
- K.5. Activities/Services (such a workshops, IEPs, assessments, partner-funded services and activities and supportive services etc.).

L. Corrective Action Plans

- L.1. Contractors performing below the contract level on any given quarter on any individual performance measure will be subject to the following corrective actions:
- L.1.a. Development and implementation of appropriate Corrective Action Plan(s) to raise performance; and
 - L.1.b. Close monitoring of subsequent performance to assess the impact of the corrective action plan(s).
- L.2. Failure to achieve the goals set forth in the corrective action plan may result in penalties such as de-obligation or in extreme cases revocation of the contract by the OCWIB.

M. Incentives

Pending availability of funds and finalization of an incentive policy by the OCWIB, Contractors performing above the contracted level in established categories for Adults and/or Dislocated Workers on a given year may be eligible to receive exemplary performance awards at the beginning of the next program year pending verification of Contractors' final performance.

N. Measures and Method of Performance Determination

N.1. Customer Service Levels

N.1.a. Service will be provided to approximately 250 – 350 new (unique counts) customers monthly per region. Service may include self-directed and assisted job search, workshops, informational activities, and training.

N.1.b. The Contractor must be committed to take on caseloads of customers already in the system in all stages of service levels, core, intensive, training and follow-up. Some files may be incomplete due to loss of contact, or low customer satisfaction. The Contractor must make a documented effort to capture positive performance on these customers and/or integrate them into quarterly cohorts that achieve performance.

O. Quality Control

The Contractor's quality control process shall include mechanisms to detect and reduce fraud and errors in data collection eligibility determinations and service delivery. All Contractor's staff shall be responsible for error and fraud detection and reduction.

P. Continuous Improvement

The Contractor shall establish and maintain reliable mechanisms that will immediately identify when a problem occurs, administrative or programmatic, and when corrective action is necessary. This continuous improvement process shall include, but not be limited to the following:

P.1. Monitoring Activities: internal monitoring activities shall include monthly file review, data entry review, caseload contact, performance and quality control to ensure continuous improvement.

P.2. Tracking Effectiveness: Contractor shall track effectiveness using monitoring data, state reporting data, and customer feedback. At least a monthly review and analysis of data to identify trends, issues shall be required.

P.3. Performance Evaluation: Contractor shall track, and continue to evaluate performance and the overall success of the delivery system. This shall include a comprehensive analysis of both financial and performance aspects of the managers' operation. The evaluation shall address aspects such as accountability, supervisory review, monitoring customer progress, customer feedback, cost accounting, monitoring contract compliance, reaching performance objectives, continuous improvement, and immediate corrective action.

P.4. File Review: The Contractor shall designate staff responsible to analyze performance and approve MIS forms and transmittals. File reviews shall be performed quarterly to ensure program and regulatory compliance.

VI. PROPOSAL APPLICATION

This form will be used by OCWIB staff prior to submitting the proposal to the Evaluation Team for review. Respondents may wish to use it before submitting the proposal to ensure that all required documents have been submitted and required elements have been addressed. Proposals found lacking any item or section thereof may not be considered for review. Responsive proposal applications shall be submitted in the following manner:

1. PROPOSAL COVER SHEET - Shall be the first page of the proposal.
2. TABLE OF CONTENTS
3. PROPOSAL APPLICATION AND EVALUATION CRITERIA

Narrative Questions and Answers Section (Maximum **25** Pages)

A. Scope of Work (30 Points)

- Attachment A – 1: Customer Flow Chart (CREATE ATTACHMENT AND IDENTIFY AS A-1)
- Attachment A – 2: Recruitment Plan (CREATE ATTACHMENT AND IDENTIFY AS A-2)

B. Performance (20 Points)

- Attachment B – 1: Performance Record (FORM INCLUDED)
- Attachment B – 2: Letters: (GROUP AND IDENTIFY AS ATTACHMENT B-2)
 - Companies, varying from small to large businesses;
 - Economic development agencies; and
 - Chambers of commerce.

C. Organizational Qualifications, Expertise and Budget (20 Points + 5 Bonus Points)

- Attachment C – 1: Staff Qualifications (CREATE ATTACHMENT AND IDENTIFY AS C-1)
- Attachment C – 2: Organizational Chart (CREATE ATTACHMENT AND IDENTIFY AS C-2)
- Attachment C – 3.1: Budget - One-Stop Services (Include FTEs) (FORM INCLUDED)
- Attachment C – 3.2: Budget - Rapid Response (Include FTEs) (FORM INCLUDED)
- Attachment C – 4: Copy of Last Audit; if applicable (IDENTIFY AS C-4)
- Attachment C – 5: Signed Assurances (FORM INCLUDED)
- Attachment C – 6: If applicable, proof of non-profit status or business license for other than public schools or governmental agencies (CREATE ATTACHMENT AND IDENTIFY AS C-6)

D. Partnership Development (15 Points)

- Attachment D – 1: Organizational References (FORM INCLUDED)
- Attachment D – 2: Letters of Support with Resource Identification (GROUP AND IDENTIFY AS ATTACHMENT D-2)
- Attachment D – 3: Fund Diversification Form for Proposed Services

E. Innovation – (10 Points)

TOTAL POSSIBLE POINTS = 100

NOTE: If a Respondent wishes to operate Comprehensive One-Stop Center and Business Services in both the Northern and Southern Regions – one proposal for each region must be submitted. Failure to complete the proposal cover sheet may result in a determination that the proposal is non-responsive and it will not be read, evaluated, or considered for funding.

Comprehensive One-Stop Center and Business Services

VII. PROPOSAL COVER SHEET

Organization Name: _____

Address: _____

Contact Person: _____

Telephone Number: _____ Fax Number: _____

Email Address: _____

Note: Notifications regarding this procurement will be sent to the above-mentioned email address.

Please Check Appropriate Box:

Respondent must indicate either an address or a general identification of the site within the region(s) where the Center(s) will be located:

Region: _____

Site Location: _____

Is Respondent willing to operate at a site(s) or region(s) OTHER than the one proposed and is willing to relocate? Yes No

Federal ID #:

Comprehensive One-Stop Center including Business Services		
Funding Requested for Above Services:	\$	
Number of customers served:	Registered	Universal Access
Number of businesses to be served:		
Lowest funding acceptable to operate Comprehensive Center:	\$	
Number of customers able to be served at lowest acceptable funding level:	Registered	Universal Access
Number of businesses able to be served at lowest acceptable funding level:		

Rapid Response Services	
Estimated Number of businesses to be served:	

By signing this proposal, Corporate Officer or Public Officer certifies that no representative of the corporation has exerted any undue influence on the procurement process, violated any federal or state procurement, conflict of interests or ethics law in seeking funding for this proposal.

Corporate Officer Signature: _____

Print/Type Name and Title: _____

Date: _____

Check all applicable: Corporation For-Profit Organization Labor Organization
 Community-Based Organization Sole Proprietorship Partnership Not-for-profit
 State Agency Other Public Agency (specify): _____ Other: _____

Comprehensive One-Stop Center and Business Services

VIII. PROPOSAL NARRATIVE

A. Scope of Work – Narrative

30 Points

Evaluator’s consideration shall include:

- A Recruitment Plan that includes strategies to ensure geographic and demographic coverage of the region being proposed.
- Capability to serve large numbers through Universal Access services. Respondent must be able to serve unique populations such as individuals with disabilities, limited literacy, limited English proficient, and the highly skilled job seeker;
- Service strategies that include the coordinated efforts of the organization and other partner agencies in delivering Rapid Response and Business Assistance Services
- Service strategies that include the coordinated efforts of the organization and other partner agencies in delivering WIA services;
- A Customer Flow Chart and description that shows how job-seeking customers will be served through the One-Stop System.
- The overall capacity to serve job-seeking customers and employers in varying phases of service; and
- A proposal narrative that is specific and action oriented.

Attachments

A-1: Customer Flow Chart

A-2: Recruitment Plan

Respondent: Answer the following questions. Make sure you include all attachments. Evaluator will use both your narrative response and the required attachments when evaluating your proposal. Restate the question and then provide your answer using the numbering shown below.

- A.1. Describe how WIA-mandated core, intensive and training services will be delivered to job-seeking customers. Include a “Customer Flow Chart” that visually shows the flow of how a job-seeking customer will be served from the universal access phase of service through the training phase of service. The flow chart should also include partner services. Flow chart shall be included as Attachment A-1.
- A.2. Describe your plans to deliver business assistance services. Include specifically what you plan to offer businesses from the required services outlined in the RFP. Provide a Service Plan that includes the coordinated efforts of your organizations and other partner agencies.
- A.3. Describe your plans to deliver Rapid Response services. Include specifically what you plan to offer businesses from the required services outlined in this RFP. Describe how you will coordinate efforts with partner agencies. Discuss your organizations’ ability to provide workshops to employees of a company that has requested Rapid Response services.
- A.4. Describe how you will serve large numbers of individuals. In your description include special populations with limited English proficiency, persons with limited literacy skills, and the disabled. Include your plan for services for the more highly-skilled job seeker.

- A.5. Describe how you will ensure complete geographic and demographic coverage of the region(s). How will you attract and serve new customers to the system? Include a Recruitment Plan as Attachment A-2.
- A.6. Describe how you would transition existing services/customers from the current system so that no lapse in service occurs. Include the time needed to acquire and train staff and to procure equipment and space if proposing a reorganization of current space or new location. Refer to J-9 page 19 for suggested scenarios that may be considered.
- A.7. Describe how your resources, professional contacts, knowledge of the labor market and special expertise will accomplish the goals and performance of the Comprehensive One-Stop Center. Describe how you ensure services are in alignment with current local and regional labor market demands.
- A.8. Describe how you plan to provide on-going staff training to ensure your staff has access to the most current information and tools.
- A.9. Consistent with EDD upcoming policy direction (Integrated Service Delivery Model), describe how you will increase emphasis on assessment, career coaching and skill development rather than on self-directed services?
- A.10. For each designated staff position, provide the following information:
- Position Title (Assigned by the organization)
 - Position Classification (Professional, technical, managerial, clerical, etc.)
 - Full-time Equivalency (Express fractions as decimals, i.e., ½ time as .50 FTE)
 - Areas of Responsibility (Identify functions that will be assigned to this position)
 - Qualifications (Identify skills and prior experiences)
 - Credentials (Identify any credentials that are required for this position and a brief explanation of how these credentials relate to the areas of responsibility assigned to this position)

Customer Flow Chart

Include Customer Flow Chart as Attachment A-1.

Recruitment Plan

Include Recruitment Plan as Attachment A-2.

B. Performance - Narrative

20 Points

Evaluator's consideration shall include:

- Performance Record
- Respondent has demonstrated effectiveness in the past two years in meeting contract goals with a similar program.
- Respondent's job development, placement, and retention strategy indicate capability to meet performance standards.
- Respondent's ability and experience in connecting with the business community.

Attachments

B – 1: Performance Record

B – 2: Letters from:

- (a) companies, varying from small to large businesses;
- (b) economic development agencies; and
- (c) chambers of commerce.

Respondent: Answer the following questions. Make sure you include all attachments. Evaluator will use both your narrative response and the required attachments when evaluating your proposal. Restate the question and then provide your answer using the numbering shown below.

- B.1. What strategies are you proposing to ensure positive outcomes?
- B.2. Describe in detail the follow-up strategies that will be utilized with customers who have been exited from program services and what will be done during those periods to enhance retention and average earnings?
- B.3. What re-employment assistance will be offered to individuals who lose their jobs after being placed?
- B.4. Describe how your organization will ensure customer satisfaction for both the job seeker and the employer?
- B.5. Describe your experience in connecting with the business community. Provide letters from businesses, economic development agencies, and chambers of commerce as described in Attachment B-2. The letters shall include the following elements:
 - The specific service(s) requested or offered to the business
 - Date of the service(s) month and year
 - Contact name and phone number
 - The result of the service (what was the request, what was received)
- B.6. Demonstrate how the respondent has met contractual performance standards for the last two years by completing Attachment B-1.

PERFORMANCE RECORD

Respondent: _____

Measure (WIA)	Respondent Past Performance History PY 05-06		Respondent Past Performance History PY 06-07	
	Contracted	Attained	Contracted	Attained
ADULT				
Entered Employment Rate				
Employment Retention Rate				
Earnings Change/ <i>(applies to PY 2005-2006)</i> Average Earnings <i>(applies to PY 2006-2007)</i>				
Employment & Credential Attainment Rate				
DISLOCATED WORKER				
Entered Employment Rate				
Employment Retention Rate				
Earnings Change/ <i>(applies to PY 2005-2006)</i> Average Earnings <i>(applies to PY 2006-2007)</i>				
Employment & Credential Attainment Rate				

If respondent does not have WIA-specific performance outcomes, complete the following table to demonstrate previous achievements and attainment of established goals.

Measure (non-WIA)	Respondent Past Performance History PY 05-06		Respondent Past Performance History PY 06-07	
	Contracted	Attained	Contracted	Attained
Enrollment				
Employment Rate				
Retention Rate				
Earnings				
Credential Attainment Rate				
Other:				
Other:				

Letters

Include letters from:

- (a) companies, varying from small to large businesses;
- (b) economic development agencies; and
- (c) chambers of commerce.

C. Organizational Qualifications, Expertise and Budget

20 Points + 5 Bonus Points

Evaluator's consideration shall include:

- The experience of the organization in providing the same or similar services, or ability of an organization to replicate a successful model provided elsewhere.
- The staffing plan for implementing the project, including the number of FTEs dedicated to the program as well as a brief description of each position. The Respondent's senior management team shall possess a four-year degree in Business or Public Administration or a related field. Additionally, they shall have at least five years experience managing a successful organization, three years of which is specifically in workforce development.
- The Respondent's Organizational Chart.

The Budget narrative should include but not be limited to:

- Summary and detail for July 1, 2008 – June 30, 2009.
- The overall fiscal capability of the organization. Funds are awarded on a cost reimbursement methodology with invoices paid monthly. Respondent must be able to support the cost of the program until they are reimbursed, which typically takes three-four weeks because of State cash management requirements.
- The cost effectiveness of the services proposed.
- The ability to fund disallowed costs or program cost overages.
- The level of resource matching respondent demonstrates.

Attachments

- C – 1: Staff Qualifications
- C – 2: Organizational Chart
- C – 3-1: Budget – One-Stop Services – Form Included
- C – 3-2: Budget – Rapid Response – Form Included
- C – 4: Audit
- C – 5: Assurances
- C - 6: Proof of Non-Profit Status or Business License

Respondent: Answer the following questions. Make sure you include all attachments. Evaluator will use both your narrative response and the required attachments when evaluating your proposal. Restate the question and then provide your answer using the numbering shown below.

Describe the proposing agency's organizational experience in providing the services proposed and the organization's capabilities to deliver the proposed services by thoroughly responding to the following:

- C.1. Describe past and current activities or programs administered and operated by the applicant that demonstrate the capability of the Respondent administer and operate a Comprehensive One-Stop Center.
- C.2. Describe your organization's experience in managing and providing services to businesses. Include in that description experience in:
 - C.2.a. Identifying the workforce development needs of businesses that can be met currently by the One-Stop System and expanding services to meet future needs;

- C.2.b. Matching the hiring needs of businesses with individuals who meet their minimum qualifications, thus eliminating referrals of unqualified candidates;
 - C.2.c. Overcoming the perception of some businesses that anything provided by the “government” is not worth the trouble/not quality services;
 - C.2.d. Training businesses, and
 - C.2.e. Significantly improving the provision of services to businesses while also increasing the use of One-Stop System by businesses.
- C.3. Describe your organization’s financial and administrative experience and capabilities. Include in that description experience in:
- C.3.a. Managing and accounting for multiple federal, state and local funding sources in accordance with Generally Accepted Accounting Principles (GAAP);
 - C.3.b. Conducting self monitoring for contract performance and compliance;
 - C.3.c. Developing and implementing a continuous improvement model;
 - C.3.d. Complete and submit Attachment C-3.1 and C-3.2 (Budget Pages). Budgets must include a detailed narrative with an explanation of how amounts were computed, and
 - C.3.e. If you are submitting an application for both the Northern and Southern regions, discuss how services will be coordinated between regions. Also discuss the associated economic benefits.
- C.4. Describe your organization’s financial resources to cover disallowed costs or program over expenditures.
- C.5. Describe your organization’s proposed staffing plan. Include résumés of current staff or general job descriptions, language abilities and minimum qualifications of staff that will be hired to respond to the contractual requirements of this RFP as Attachment C-1. Include FTEs. Also attach an Organizational Chart and include salary ranges for each position in Attachment C-2.
- C.6. Describe any programmatic and/or fiscal monitoring findings. Provide a copy of your last audit as well as your last two years of program findings and submit as Attachment C-4. If your organization was not required to be audited, please include the explanation in your response.
- C.7. Sign and submit Attachment C-5 as part of your proposal. Also describe any challenges your organization may have signing the WIA Cost Reimbursement Agreement that is attached to this RFP. If applicable, submit proof of non-profit status or business license for other than public schools or governmental agencies as Attachment C-6.

Staff Qualifications

Include Résumés of all Key Staff as Attachment C-1.

Organizational Chart

Include Organization Chart as Attachment C-2.

WIA Budget

Attachment C-3 -1

Comprehensive One-Stop Center Contract Period: July 1, 2008 - June 30, 2009 (Total Budget Not to Exceed \$1,980,000)

	One-Stop Services	Budget				Leveraging		Grand Total
		Core	Intensive	Training	Total Funding Requested	Cash	In-Kind	(Total Requested + Total Leveraged)
PROGRAM	Operations Activities:							
	Salaries				-			-
	Benefits				-			-
	Monthly Rent				-			-
	Lease Termination Cost				-			-
	Staff Training				-			-
	Printing				-			-
	Publications				-			-
	Utilities				-			-
	Meetings/Conferences				-			-
	Telephone				-			-
	Equipment (under \$5,000)				-			-
	Insurance				-			-
	Professional Memberships				-			-
	Subscriptions				-			-
	Postage				-			-
	Office Supplies				-			-
	Consultant/Subcontract (under \$10,000)				-			-
	Travel / Mileage				-			-
	Other:				-			-
	Operations Related Activities							
	Subtotal	0	0	0	0	0	0	-
	Direct Client Related Activities:							
	Participant Wages and Benefits				-			-
	Employer Reimbursement/OJT				-			-
Participant Training Cost				-			-	
Participant Supportive Services				-			-	
Other:				-			-	
Direct Client Related Activities								
Subtotal	0	0	0	0	0	0	0	
Program Subtotal	0	0	0	0	0	0	0	
ADMINISTRATION	Administration: (3% max)							
	Salaries				-			-
	Benefits				-			-
	Other:				-			-
	Other:				-			-
Administration Sub Total	0	0	0	0	0	0	0	
Grand Total	0	0	0	0	0	0	0	

Percent Cash: #DIV/0!

WIA Budget

Attachment C-3 -2

Rapid Response Services
Contract Period: July 1, 2008 - June 30, 2009
(Total Budget Not to Exceed \$170,000)

	<u>Rapid Response</u>	<u>Budget</u>	<u>Leveraging</u>		<u>Grand Total</u>
		Total Funding Requested	Cash	In-Kind	(Total Requested + Total Leveraged)
PROGRAM	Operations Activities:				
	Salaries				-
	Benefits				-
	Monthly Rent				-
	Lease Termination Cost				-
	Staff Training				-
	Printing				-
	Publications				-
	Utilities				-
	Meetings/Conferences				-
	Telephone				-
	Equipment (under \$5,000)				-
	Insurance				-
	Professional Memberships				-
	Subscriptions				-
	Postage				-
	Office Supplies				-
	Consultant/Subcontract (under \$10,000)				-
	Travel / Mileage				-
	Other:				-
Operations Related Activities Subtotal	0	0	0	0	
Direct Client Related Activities:					
Participant Wages and Benefits				-	
Employer Reimbursement/OJT				-	
Participant Training Cost				-	
Participant Supportive Services				-	
Other:				-	
Direct Client Related Activities Subtotal	0	0	0	0	
Program Total	0	0	0	0	

Percent Cash: _____ #DIV/0!

Audit

Include a copy of your most recent audit as Attachment C-4.

Assurances

As a condition of submitting a proposal, Respondent hereby assures the following:

- 1) I am authorized by my Board of Directors, Trustees, or other legally qualified officer or as the owner of the agency or business to submit this proposal on behalf of the “Respondent.”
- 2) The submitted proposal shall remain valid until such a time as contracts are awarded and procurement process is successfully completed.
- 3) Respondent is not currently on any Federal, State of California or local Debarment List.
- 4) Respondent will provide records to show fiscal solvency, if required.
- 5) Respondent has additional funding sources and will not be dependent on WIA funds alone to carry out the proposed program(s).
- 6) Respondent will meet all applicable Federal, State, and local compliance requirements. These include, but are not limited to:
 - a) Meeting County of Orange Insurance requirements;
 - b) Ensuring that records accurately reflect actual performance;
 - c) Maintaining record confidentiality, as required;
 - d) Reporting financial, participant, and performance data, as required;
 - e) Complying with Federal and State non-discrimination provisions;
 - f) Meeting requirements of Section 504 of the Rehabilitation Act of 1973;
 - g) Meeting all applicable labor law, including Child Labor Law standards;
 - h) Meeting all child support enforcement certification requirements;
 - i) Meeting all Employment Development Department Independent Contractor Reporting Requirements; and
 - j) Meeting all lobbying certification and disclosure of lobbying activities requirements.
- 7) Respondent will not:
 - a) Place a customer in a position that will displace a current employee.
 - b) Use WIA money to assist, promote, or deter union organizing.
 - c) Use funds to employ or train persons in sectarian activities.
 - d) Use funds for customers in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship.
- 8) Respondent will assure:
 - a) That it will establish, in accordance with section 184 of the Workforce Investment Act, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the Local Workforce Investment Board through the allotments made under sections 127 and 132 [WIA, Section 112(b)(11)].
 - b) That it will comply with the uniform administrative requirements referred to in WIA, Section 184(a) (3).

- c) Compliance with the confidentiality requirements of WIA, Section 136(f) (3).
- d) That no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing [WIA, Section 181 (b) (7)].
- e) That it will comply with the nondiscrimination provisions of WIA, Section 188, including an assurance that Methods of Administration have been developed and implemented.
- f) That it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- g) That there will be compliance with grant procedures of WIA, Section 189I.
- h) That veterans' services provided with Wagner-Peyser Act funds will be in compliance with 38 U.S.C. Chapter 41 and 20 CFR part 1001.
- i) That Wagner-Peyser Act-funded labor exchange activities will be provided by merit-based public employees [State Planning Guidance VI. 13].
- j) That it will comply with section 504 of the Rehabilitation Act of 1973 (29 USC 794) and the Americans with Disabilities Act of 1990 (42 USC 12101 et seq.).
- k) That all funds will be spent in accordance with the Workforce Investment Act, written Department of Labor guidance, and other applicable Federal and State laws and regulations.
- l) That it will comply with local and statewide One-Stop Certification requirements and policies relating thereto.
- m) That it will endeavor to partner and plan with such entities, that the OCWIB, its subcommittees or staff direct, including regionally, statewide or nationally.
- n) That it will comply with such new regulations that are set forth in the Reauthorization of WIA or new Law that will govern the activities set forth herein.
- o) That it will comply with policies initiated by the State of California, County of Orange and the OCWIB, as appropriate.
- p) That it will comply with the scope, requirements and parameters set forth in this RFP.

I hereby assure that all of the above are true.

Name

Title

Date

Proof of Non-Profit Status or Business License

If applicable, include proof of non-profit status or business license, as Attachment C-6.

D. Partnership Development

15 Points

Evaluator's consideration shall include:

- The organization's current level of partnership with both WIA mandated and non-mandated agencies;
- An analysis of how these partnerships have added services to the system, both quantitatively and qualitatively;
- The level of cash and in-kind services contributed to the system by these partnerships;
- How the organization plans to bring in additional partnerships to strengthen the system;
- Five written organizational references, which support the Respondent's capability to provide services, shall also be considered.

Attachments:

D – 1: Organizational References

D – 2: Letters of Support with Resource Identification

D – 3: Fund Diversification Form

Respondent: Answer the following questions. Evaluator will use the narrative when evaluating your proposal.

- D.1. Describe your organization's current level of partnership with each of the WIA mandated partners in Orange County. Discuss how the partnership results in an increased quality and quantity of services available to WIA customers. Complete Attachment D-3 and submit with your proposal.
- D.2. Describe your organization's current level of partnership with other organizations in Orange County that aren't specifically mandated by WIA. Discuss how the partnership results in an increased quality and quantity of services available to WIA customers. Identify the cash and in-kind resources each partner has contributed to the overall operation of the One-Stop System. List five organization references and include as Attachment D-1.
- D.3. Describe how you will incorporate the contents of the letters of commitment/support from the non-mandated partners including, but not limited to, the following information:
 - D.3.a. How the services shall be provided through the One-Stop System;
 - D.3.b. How the operating costs of such services will be funded (cash or in-kind services), and
 - D.3.c. Methods for referral of individuals between the One-Stop System and the non-mandated One-Stop partner, for appropriate services and activities.

Organizational References

Faith- Based Organization:

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address: _____

Educational Organization:

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address: _____

Training Provider:

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address: _____

Government Agency:

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address:: _____

Community Based (Non-Profit)

Agency:

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address: _____

Required Letters of Support

Submit required letters of commitment/support as Attachment D-2.

E. Innovation

10 Points

Evaluator's consideration shall include:

- The innovation of the idea(s) including partner linkages, other services available in the community, area businesses or training in demand occupations;
- How the innovation(s) will make the System more customer-responsive, and
- How the innovation(s) will make the System more efficient.

Respondent: Answer the following questions. Evaluator will use the narrative when evaluating your proposal.

- E.1. Describe past innovation(s) that you have used in delivering similar types of services to similar types of customer groups as would be serviced through this RFP.
- E.2. Discuss your ability to analyze targeted industry cluster research findings and how you would innovatively apply them to your service delivery strategies.
- E.3. Describe any future innovation(s) that you envision implementing should you be awarded a contract under this RFP.

IX. ATTACHMENTS

Orange County Industry Clusters

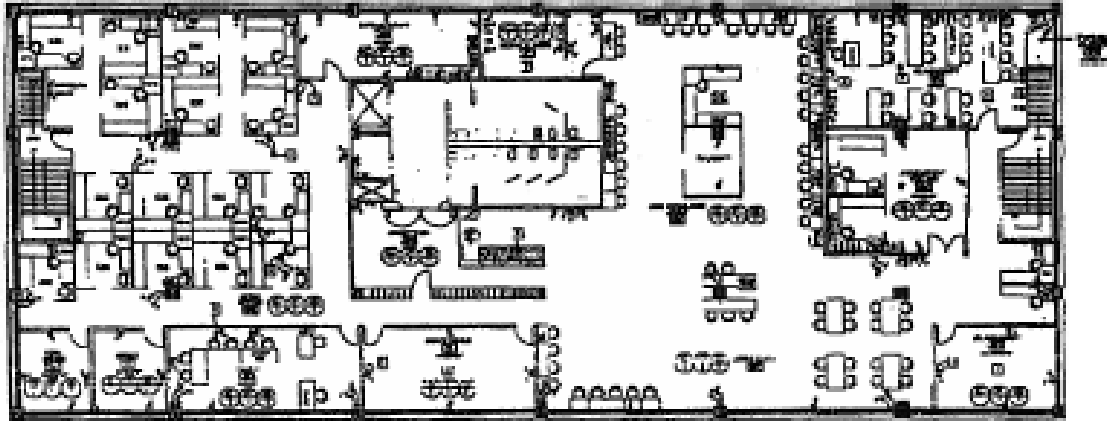
CLUSTERS REGION/ CITY	BIOMEDICAL			BUSINESS & PROFESS.			COMMUNICATION			COMPUTER HARD.			COMPUTER SOFT.		
	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL
OCWIB-NORTH															
Atwood				2	10	1	10	1	15			1	8		
Brea	21	21	290	121	1,963	8	142	29	637	34	656	32	714	4	48
Buena Park	9	8	869	56	858	5	49	11	1,195	7	90	5	57	4	65
Cypress	13	13	265	48	1,457	4	78	8	643	7	76	23	282	2	90
Fountain Valley	20	20	476	71	1,639	11	129	10	1,382	20	352	20	197	3	52
Fullerton	23	24	10,596	155	3,076	8	162	15	389	22	250	40	436	11	533
Garden Grove	23	23	465	105	2,603	11	245	19	1,610	14	164	37	549	10	814
Huntington Beach	38	40	723	230	5,377	22	662	28	1,386	48	531	69	1,195	19	4,513
La Habra	12	13	105	39	948	5	85	6	73	5	29	27	400		
La Palma				13	63		1	5	3	162	2	16	1	0	
Los Alamitos	11	11	168	48	6,426	1	12	4	41	6	141	23	433	6	794
Midway City				1	5	1	5					5	75		
Placentia	6	7	97	40	720	3	50	11	181	8	96	30	726	4	66
Seal Beach	1	1	400	21	296	3	20	3	231	4	45	11	701	3	2,011
Stanton	5	5	83	20	235	1	16	5	146			9	350	3	57
Sunset Beach				5	138							2	40		
Surfside		1	25	1	10										
Westminster	8	8	106	55	529	6	94	4	41	3	35	16	324	3	18
Yorba Linda	12	12	1,370	43	414			9	126	17	184	35	748	3	14
TOTAL	202	207	16,038	1,074	26,767	90	1,759	164	8,101	198	2,811	387	7,251	76	9,075
OCWIB-SOUTH															
Aliso Viejo	18	16	4,765	77	2,769	8	119	10	2,100	39	8,207	14	2,746		
Capistrano Beach	1	1	13	17	231	1	14	1	110	2	10	13	215		
Corona Del Mar	4	4	60	17	254	1	13	2	25	4	47	5	36	1	5
Costa Mesa	42	43	1,182	324	31,246	18	1,191	32	2,844	58	2,392	92	2,718	14	544
Dana Point	8	8	90	50	757	5	60	5	113	6	95	17	149	6	451
El Toro	6	6	3,464	34	620	3	160	1	19	14	193	9	116		
Foothill Ranch	2	4	379	12	234	1	10	3	135	5	382	1	34		
Irvine	158	157	17,818	1,069	30,174	72	9,397	149	24,435	375	16,941	169	11,013	21	623
Laguna Beach	10	10	108	92	904	3	24	3	31	16	168	25	415	6	50
Laguna Hills	15	17	411	142	1,608	8	105	11	215	34	700	37	405	1	7
Laguna Niguel	12	12	138	59	603	2	18	8	59	23	507	8	57	3	21
Lake Forest	22	21	1,370	108	4,109	8	453	29	26,551	32	1,357	28	3,018	2	13
Mission Viejo	13	13	133	128	1,649	4	34	6	66	37	568	27	483	2	18
Newport Beach	30	30	671	561	12,903	16	256	18	5,495	82	2,976	132	9,587	10	521
Newport Coast												1	60		
Orange	46	46	6,979	352	7,400	24	576	33	1,281	44	698	105	2,388	9	337
Rancho Santa Margarita	10	9	696	43	528	6	112	10	778	14	151	18	262	1	180
San Clemente	17	18	1,711	82	1,201	5	169	17	408	25	2,763	34	409	4	51
San Juan Capistrano	8	1,084	1,428	66	704	709	1	250	0	5	170	224	7	205	199
Trabuco Canyon				17	156	1	45			5	51	9	206		
Tustin	31	32	647	217	2,892	17	266	26	2,067	42	763	37	659	9	463
Villa Park	1	1	7	2	10	1	8	1	5	1	6	1	15		
TOTAL	454	448	40,642	3,403	100,248	204	13,030	365	66,737	858	38,975	782	34,991	89	3,284
OTHER															
Anaheim	62	64	1,807	399	9,193	41	15,664	76	2,775	62	1,352	130	3,974	30	546
Santa Ana	69	69	10,991	582	20,556	51	12,556	93	6,031	69	3,923	93	2,011	28	2,299
Silverado				2	5							1	10		
TOTAL	131	133	12,798	983	29,754	92	28,220	169	8,806	131	5,275	224	5,995	58	2,845

Source: D&B Database
Q3 2007

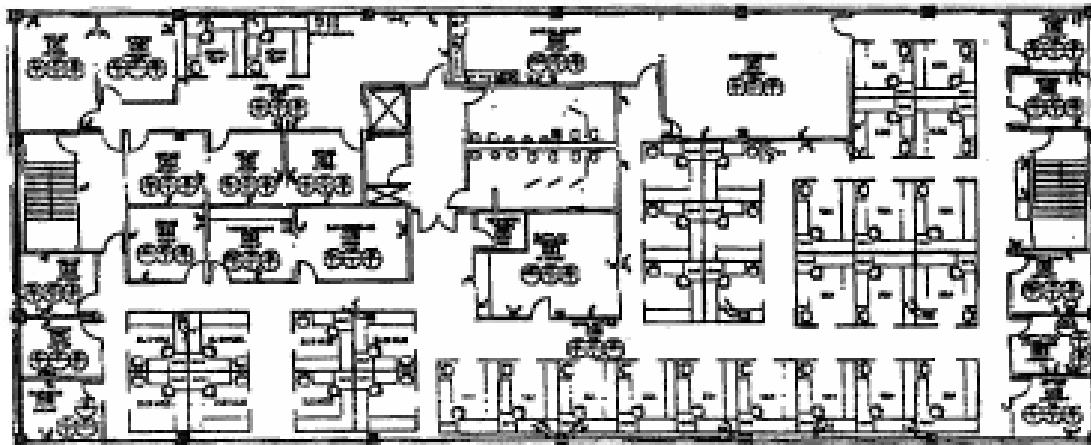
CLUSTERS	CONSTRUCTION			DEFENSE & AERO.			ENERGY & ENVIRON.			HEALTH SERVICE			TOURISM			NON-CLUSTER			TOTAL BUSINESS	TOTAL EMP HERE
	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL		
REGION/ CITY	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	# OF BUSINESS	EMP HERE	EMP TOTAL	TOTAL BUSINESS	TOTAL EMP HERE
OCWIB-NORTH																				
Atwood							13	239	18			282				12	207	212	17	250
Brea	15	822	52	519	90	2,291	938	34,780	1,344	42,862	1,010	501	91	2,793	2,302	928	31,982	31,913	1,326	41,510
Buena Park	10	119	46	1,216	100	2,488	644	26,898	896	33,904	1,182	1,213	102	3,945	2,512	637	21,683	26,986	895	29,989
Cypress	3	126	27	777	70	14,303	385	35,404	590	53,501	959	772	70	1,628	13,534	378	14,518	34,969	579	21,314
Fountain Valley	12	789	127	3,869	78	1,087	558	11,841	930	21,813	4,366	3,869	77	4,722	1,083	545	16,509	13,195	913	26,059
Fullerton	16	465	129	4,737	178	2,622	1,163	26,375	1,761	49,641	4,990	4,747	179	3,516	2,633	1,156	29,603	26,520	1,747	46,082
Garden Grove	19	861	119	2,290	163	1,811	1,052	26,815	1,572	38,227	2,525	2,326	166	3,056	1,850	1,030	25,329	24,939	1,554	38,928
Huntington Beach	33	987	209	3,631	244	8,957	1,732	45,812	2,674	73,774	3,846	3,649	244	5,714	8,967	1,723	40,578	45,851	2,655	65,850
La Habra	4	40	45	529	74	1,252	464	7,228	682	10,689	673	498	78	1,535	1,311	460	9,422	7,383	674	12,714
La Palma	1	10	20	127	15	339	89	3,065	145	3,787	203	127	14	434	261	87	3,623	3,083	143	5,044
Los Alamitos	9	123	101	1,244	35	1,654	346	7,810	590	18,846	1,800	1,242	37	1,314	1,670	345	7,543	7,799	583	13,741
Midway City					2	15	33	340	42	440			2	35	15	33	467	340	42	587
Placentia	7	106	39	397	60	754	452	9,245	661	12,438	780	390	63	1,240	799	450	8,573	9,444	661	12,775
Seal Beach	1	5	22	249	54	1,169	194	3,821	317	8,948	380	250	54	1,410	1,164	190	4,140	3,715	312	8,495
Stanton	5	150	6	296	30	233	228	3,606	312	5,172	306	296	29	512	208	223	4,326	3,585	304	6,039
Sunset Beach	1	18	1	11	8	122	14	128	31	457	11	11	8	156	122	14	125	135	30	491
Surfside					1	0	2	14	5	49			1	5	0	3	20	20	6	38
Westminster	2	27	89	1,325	103	1,364	613	9,007	902	12,870	1,410	1,315	103	1,670	1,363	609	12,811	9,036	895	17,357
Yorba Linda	6	129	48	628	68	818	489	6,724	730	11,155	682	626	70	1,682	839	480	8,527	6,279	726	13,683
TOTAL	144	4,777	1,080	21,845	1,373	41,279	9,409	259,152	14,202	398,855	25,123	21,832	1,388	32,117	40,633	9,303	239,986	255,404	14,062	360,946
OCWIB-SOUTH																				
Aliso Viejo	3	110	41	5,205	35	505	320	7,827	563	34,353	603	5,130	33	985	468	310	7,306	7,695	550	15,125
Capistrano Beach			3	83	11	238	66	882	115	1,796	73	73	11	243	238	65	938	860	113	1,648
Corona Del Mar			13	236	27	442	122	1,516	196	2,634	269	276	26	515	442	121	1,582	1,511	193	2,734
Costa Mesa	18	805	130	2,848	220	4,622	1,771	53,022	2,720	103,414	2,141	2,726	224	6,033	4,673	1,746	49,048	50,588	2,690	79,574
Dana Point	1	6	30	203	73	2,773	255	2,426	456	7,123	233	204	72	2,755	2,761	253	3,248	2,413	450	7,867
El Toro	3	27	12	90	49	644	208	10,956	339	16,289	200	90	49	1,274	644	209	6,735	10,970	341	10,368
Foothill Ranch			4	15,970	2	7	29	8,392	61	25,543	134	15,970	2	29	7	29	3,368	8,399	57	4,305
Irvine	39	2,391	229	36,939	285	140,932	3,154	195,001	5,719	485,664	5,366	34,513	293	10,779	140,919	3,096	117,128	194,331	5,636	205,361
Laguna Beach	2	16	62	1,209	101	2,993	399	4,757	719	10,675	1,169	1,196	101	3,576	2,978	398	5,881	4,665	718	13,076
Laguna Hills	5	49	138	2,753	70	873	690	11,558	1,153	18,684	2,787	2,795	68	1,795	860	682	12,664	11,361	1,135	20,493
Laguna Niguel	3	51	46	418	63	929	431	5,256	658	8,057	473	405	64	1,250	892	430	10,308	5,268	651	13,398
Lake Forest	10	277	48	14,883	72	10,647	603	27,959	961	90,637	1,010	14,747	73	1,402	10,662	599	14,374	19,138	947	23,461
Mission Viejo	5	50	166	8,771	108	2,186	852	28,413	1,348	42,371	4,096	8,486	107	2,226	2,196	842	20,243	28,353	1,324	30,208
Newport Beach	7	217	296	7,767	232	19,930	1,507	74,710	2,891	135,033	7,615	7,787	231	6,372	19,793	1,481	33,803	74,279	2,840	66,857
Newport Coast							1	5	2	65									1	60
Orange	29	1,980	285	18,925	222	4,689	1,985	78,861	3,134	124,114	15,722	18,930	219	5,756	4,669	1,978	57,599	78,887	3,109	92,891
Rancho Santa Margarita	6	210	28	241	44	1,701	334	17,661	513	22,520	231	226	43	772	1,656	331	8,072	8,900	505	11,285
San Clemente	8	237	58	1,006	89	1,699	636	13,528	976	23,182	1,052	953	91	1,522	1,728	628	11,459	13,223	959	19,089
San Juan Capistrano	16	220	221				6	363	526	40	1,283	2,182	54	1,263	1,755	403	9,856	12,754	606	15,398
Trabuco Canyon	3	37	8	70	15	368	83	932	141	1,865	65	65	15	400	368	78	1,364	924	135	2,366
Tustin	6	67	121	4,258	100	9,115	922	19,566	1,529	40,763	1,778	4,185	101	2,190	9,161	899	19,168	19,285	1,505	31,640
Villa Park	1	5	4	29	3	46	19	268	34	399	29	29	3	46	46	18	468	268	33	596
TOTAL	149	6,535	1,722	121,904	1,821	205,339	14,387	563,496	24,228	1,195,181	46,329	120,968	1,880	51,183	206,916	14,596	394,612	554,072	24,498	667,800
OTHER																				
Anaheim	80	3,343	302	7,932	401	26,454	3,333	133,233	4,918	206,273	7,423	8,016	401	17,285	26,371	3,297	100,815	134,452	4,868	155,656
Santa Ana	45	2,188	335	11,854	319	6,131	3,201	212,664	4,885	291,204	7,702	11,699	323	7,206	5,980	3,161	109,721	212,413	4,823	157,798
Silverado			1	0	1	15	10	73	15	103	16	0	1	15	15	10	232	73	15	283
TOTAL	125	5,531	638	19,786	721	32,600	6,544	345,970	9,818	497,580	15,141	19,715	725	24,506	32,366	6,468	210,768	346,938	9,706	313,737

Source: D&B Database
Q3 2007

One-Stop Center Floor Plans

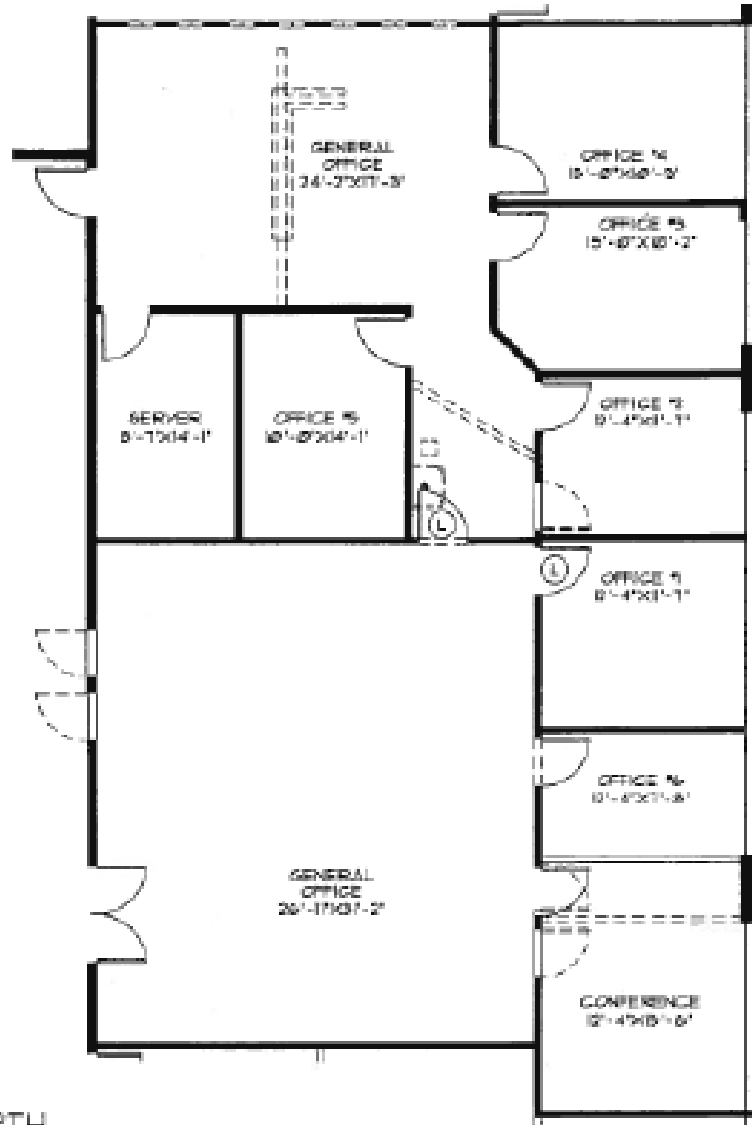


FIRST FLOOR PRELIMINARY SPACE PLAN
SCALE: 1/8" = 1'-0"



SECOND FLOOR PRELIMINARY SPACE PLAN
SCALE: 1/8" = 1'-0"

EXHIBIT A



SCALE: 3/32" = 1'-0"

CDL Associates, Inc.

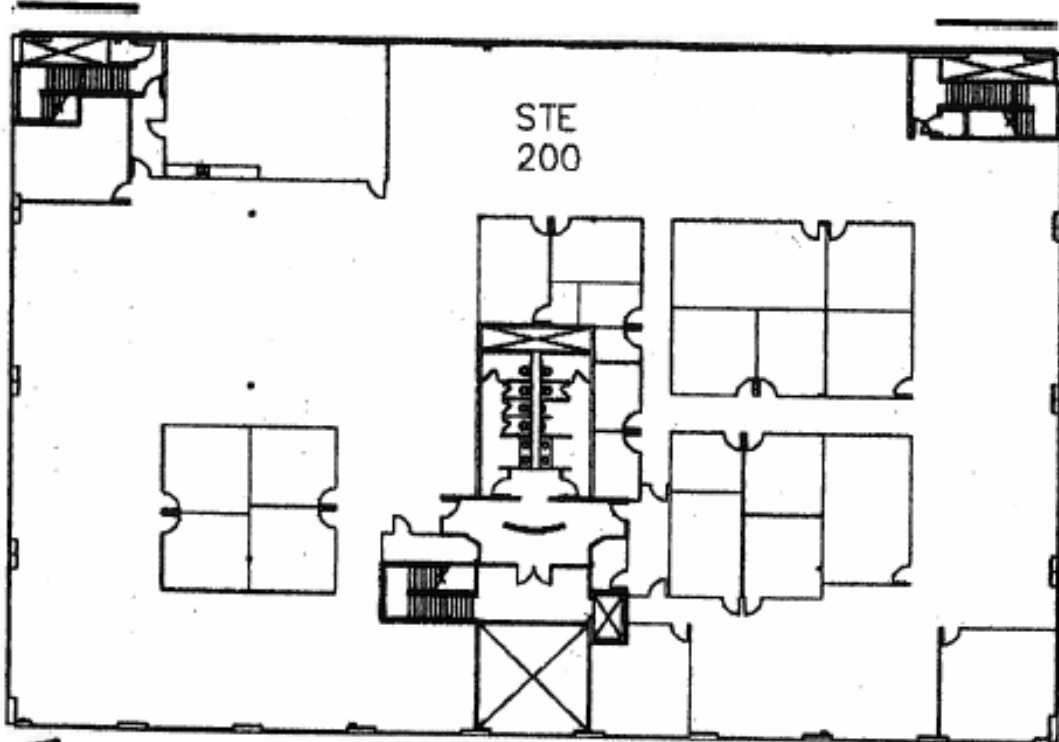
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 04/18/05

ALL ROOM SIZES ARE APPROXIMATE. ALL INFORMATION REPRESENTED ON THIS DRAWING IS BELIEVED TO BE ACCURATE. HOWEVER, TENANT SHOULD VERIFY ALL PERTINENT INFORMATION PRIOR TO COMMITTING TO A LEASE.

 **THE IRVINE COMPANY**

Corporate Business Center
125 Technology, Suite 200



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WIA Cost Reimbursement Agreement

(See Separate Document)

X. GLOSSARY

Administrative costs

All direct and indirect costs associated with the management of the program to be funded by this proposal. They are costs which are not directly related to the provision of customer services or which do not benefit customers but which are necessary for the effective delivery of direct services to participants. The definition of administrative costs can be found at 20 CFR 667.220. The Orange County Workforce Investment Board has established administrative cost caps for proposers that are provided in the instructions to this proposal.

Adult

An individual with an age of 18 or older. [WIA Section 101(1) and 20 CFR 663.110]

Allowable costs

Those costs which are necessary, reasonable and allowable under applicable federal, state and local law for the proper administration and performance of services to participants. All program funds are subject to the rules found in the Workforce Investment Act of 1998 (20 CFR 667 Sub-Part B) and the Office of Management and Budget (OMB) Circular A-87

Assessment

The process whereby applicants are interviewed to determine their employability, motivation, aptitude, family situation, education and training, attitudes, transportation, support needs, abilities and interests in order to assist in developing an Individual Employability Plan (IEP) for the attainment of the individual's career goals. Testing and counseling are a part of the assessment process.

Audit

A systematic review by a Certified Public Accountant (CPA) to determine and report whether an organization's financial operations are being properly conducted, financial reports are being presented fairly and applicable laws and regulations are being complied with. All successful proposers must submit an audit of their organization or the program to be funded as a result of this proposal. Audits must be performed in accordance with OMB Circular A-133, or State of California rules as they apply to providers.

Barriers to employment

Characteristics that may hinder an individual's ability to participate in the labor force.

Basic skills deficient

With respect to an individual, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test or solve problems, read, write or speak English at a level necessary to function on the job, in the individual's family or in society. [WIA Section 101(4)].

Case management

The provision of a client-centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using,

where feasible, computer-based technologies; and to provide job and career counseling during program participation and after job placement [WIA Section 101(5)].

Certificate

A certificate is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. Certificates awarded by workforce investment boards are not included in this definition. Work readiness certificates are also not included in this definition. [Reference TEGL 17-05]

A certificate is awarded in recognition of an individual's attainment of technical or occupational skills by:

- A state educational agency or a state agency responsible for administering vocational and technical education within a state.
- An institution of higher education described in Section 102 of the Higher Education Act (20 USC 1002) that is qualified to participate in the student financial assistance programs authorized by Title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs.
- A professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellence certification, National Institute for Metalworking Skills, Inc., Machining Level I credential) or a product manufacturer or developer (e.g., Microsoft Certified Database Administrator, Certified Novell Engineer, Sun Certified Java Programmer) using a valid and reliable assessment of an individual's knowledge, skills, and abilities.
- A registered apprenticeship program.
- A public regulatory agency, upon an individual's fulfillment of educational, work experience, or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession (e.g., FAA aviation mechanic certification, state certified asbestos inspector).
- A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons.
- Job Corps centers that issue certificates.
- Institutions of higher education which is formally controlled, or has been formally sanctioned, or chartered, by the governing body of an Indian tribe or tribes.

CID

Community Investment Division of the Housing and Community Services Department of the County of Orange.

Community-based organization (CBO)

A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.

Commercial organization

A private for profit entity.

Common Measures

Workforce programs administered by Department of Labor (DOL) and VETS are subject to the common measures policy. Designation that a program is subject to the adult and/or youth measures will be implemented through modifications to each program's reporting and recordkeeping system. This, however, does not impact the existing eligibility requirements of the program.

ETA has adopted the common measures methodology for the calculation of the entered employment, employment retention, and earnings measurement in the WIA performance accountability system for WIA Adult, Dislocated Worker and Youth programs and for the Trade Act, Jobs for Veterans Act (38 USC 4102A(f)), and Wagner-Peyser Act program performance measures. Exclusion from the WIA performance accountability system of adult and dislocated worker program participants who receive only self-service and activities is discussed in Section 8 of this referenced TEG. (TEGL 17-05)

Core services

Core Services are WIA activities that may be self-directed or staff-assisted. By regulation, all self-directed activities must be available through the One-Stop system. [§663.150]. They are to be provided free to everyone on a universal access basis.

Self-service and informational activities (no registration required) include, but are not limited to: outreach, intake, and orientation to the information and other services available through the Comprehensive One-Stop Center. Initial assessment of skill levels, aptitudes and abilities. Employment statistics information including job vacancy listings, job skill requirements for job listings, and information on demand occupations; information on supportive services and referral to supportive services; resource room usage; workshops and job clubs.

Staff-assisted services (WIA registration required) include, but are not limited to: staff assisted job search and placement assistance, including career counseling, job referrals, job development, and workshops and job clubs.

Cost allocation plan

A cost allocation plan identifies and distributes the costs departments and functions. It is the means to substantiate and support how the costs of a program are charged to a particular cost category. Cost allocation plans must use methodologies that comply with state requirements.

Cost reimbursement agreement

This is an agreement format that provides for the reimbursement of all allowable costs which have been identified and approved in the contract budget. Contractors must maintain the documentation necessary to support the costs. The contract to be negotiated as a result of this proposal will be a cost reimbursement contract.

Credential

A nationally recognized degree or certificate or state/local recognized credential. Credentials include, but are not limited to, a high school diploma, GED, or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates designed to equip individuals to enter or re-enter employment, retain employment, or advance into better employment. Note: this term applies to the current WIA

statutory adult, dislocated worker, and older youth measures only, it does not apply to the common measures). [TEGL 17-05]

Customized training

Training that is designed to meet the special requirements of an employer (including a group of employers); that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and for which the employer pays for not less than 50 percent of the cost of the training [WIA Section 101(8)].

Demand occupation in Orange County

An occupation which has been designated as a high-growth and high-demand occupation specific to the Orange County labor market area.

Dislocated worker

An individual who has been terminated or laid off, or who has received a notice of termination or layoff from employment; is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment compensation law; and is unlikely to return to a previous industry or occupation;

- has been terminated or laid off, or has received notice of termination or layoff, from employment as a result of a permanent closure of, or substantial layoff at, a plant, facility, or enterprise;
- is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training, intensive or supportive services is employed at a facility at which the employer has made a general announcement that facility will close;
- was self- employed but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or is a displaced homemaker [WIA Section 101(9)].

Displaced Homemaker

An individual who has been providing unpaid services to family members in the home and who (A) has been dependent on the income of another family member but is no longer supported by that income; AND (B) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment. [WIA Section 101(10)]

Economically Disadvantaged

Individuals who do not have an income that exceeds the federal Lower Living Standard Income Level/Poverty Standards and are not eligible to receive public assistance and may include those 18-21 years of age, or

Individuals who do not have an income that exceeds the OCWIB determination of a self-sufficient wage, which is 200% of the federal Lower Living Standard Income Level/Poverty Standards.

Eligible (eligibility)

Refers to an individual's status in relation to their ability to receive services under the Workforce Investment Act. (Ref. 20CFR663.110, 663.115, 663.120)

Enrollment

An eligible participant who has been referred for WIA services and for whom enrollment documents have been completed and entered into the Job Training Automation (JTA) Management Information System (MIS).

ETP

Employment Training Panel is a state agency that provides training money for California businesses and training schools. ETP funds a variety of training including business skills, computer skills, continuous improvement, industry-specific skills, literacy skills, management skills and manufacturing skills.

Employer Contact Management System (ECMS)

The ECMS is an Internet-based system available to those staff responsible for contacting employers for potential job openings. Using the windowing capability of Internet software, staff can use CalJOBS to enter and update job listings and then navigate to the ECMS to record employer contacts.

The ECMS is a tool available to EDD and Partner staff that provides an easy-to-use process for recording employer contacts, characteristics, services, information, and resulting outcomes. The ECMS has many useful features that will make the job identifiers' job easier. It contains a history of employer contacts, updates and activities.

Externship

The placement of participants in a training related position at a location or facility operated by an organization other than the provider. This may be done only in accordance with negotiated contract language.

Individual employment plan (IEP)

The individual employment plan is an ongoing strategy jointly developed by the participant and the case manager that identifies the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals. [20 CFR 663.245]

Individual with a disability

Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment [42 U.S.C. 12102].

In-kind contribution

Contributions provided by a service provider from non-WIA sources to support a WIA training program. In-kind contributions must be itemized in the proposal and contract budgets and are subject to audit.

Institution of higher education

An institution as defined in the Higher Education Act of 1965 at section 120 (a) or 481 (b).

Intensive services

Services may include, but is not limited to: comprehensive assessment, individual counseling and career planning, and short-term pre-vocational services. [20 CFR 663.200]

Job retention

The period an individual remains in an unsubsidized job following placement. The period of required retention is determined in accordance with WIA, SCSEP or WTW as appropriate to the individual.

Job search assistance

Job search skills training including job club, which provides the participant with the instruction and necessary to obtain full time employment. These skills may include resume writing, interviewing skills telephone techniques, and job acquisition skills, Job search assistance must be offered to all customers.

Job development

The planned and organized effort by WIA representatives to encourage employers or business organizations to make jobs available for WIA participants.

Labor market area

An economically integrated geographic area in which individuals can reside, find employment within a reasonable distance, or can readily change employment without changing their place of residence. Such an area shall be identified in accordance with criteria used by the Bureau of Labor Statistics of the Department of Labor in defining such areas or similar criteria established by a Governor [WIA Section 101(18)].

Labor market information

Occupational supply and demand information identifying a growth or decline for the labor market and assessment of the effects of such growth or decline. Evaluation of an area's employment possibilities, including projected openings, new employment skills needed, available training programs, wages and labor supply.

Lead agency

The organization submitting the proposal requesting a direct contract with the WIB. The Lead Agency will be responsible for ensuring compliance with all terms and conditions of the contract, administration and fiscal management of the contract, and will be held accountable for program results. Lead agencies submitting proposals that incorporate a collaborative relationship with other entities in the provision of comprehensive and integrated youth services, must clearly identify the collaborating organization(s), the services they will provide, and the funding to support those services.

Local area

A local workforce investment area designated under WIA Section 116: Orange County is a local workforce investment area (OCWIA).

Local board

A local workforce investment board established under section 117: Orange County Workforce Investment Board (OCWIB).

NAFTA-TAA

(North American Free Trade Act - Transitional Adjustment Assistance) The NAFTA-TAA Program assists workers who lose their jobs or whose hours of work and wages are reduced as a result of trade with, or a shift in production to, Canada or Mexico. The NAFTA-TAA Program provides affected workers with both rapid and early response to the threat of unemployment and the opportunity to engage in long-term training while receiving income support. The NAFTA-TAA Program combines aspects of two laws that have been in effect for many years: Title I of the Workforce Investment Act (WIA) and the Trade Adjustment Assistance (TAA) Program, under the Trade Act of 1974.

Non-traditional employment

Refers to occupations where women comprise less than 25% of the individuals employed in that occupation.

Northern region

This area encompasses the following cities and unincorporated areas: Brea, Buena Park, Cypress, Fountain Valley, Fullerton, Garden Grove, Huntington Beach, La Habra, La Palma, Los Alamitos, Placentia, Seal Beach, Sunset Beach, Stanton, Surfside, Westminster, Yorba Linda and the unincorporated areas of El Modena, Anaheim, Independencies and Midway City.

Occupational skills training

Vocational education or training designed to provide the participant with the skills and certification necessary for employment in an occupational area.

Offender

An individual (A) who is or has been subject to any stage of the criminal justice process for whom services under WIA may be beneficial; or (B) who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction. [WIA Section 101(27)]

On-the-job training (OJT)

Training by an employer that is provided to a paid participant while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate[WIA Section 101(31)].

OCWIA

The Orange County Workforce Investment Area includes the geographic region encompassing the County of Orange, excluding the cities of Anaheim and Santa Ana.

OCWIB

The Orange County Workforce Investment Board has jurisdiction throughout the County of Orange, with the exception of the cities of Anaheim and Santa Ana.

One-Stop operator

One or more entities designated or certified under WIA Section 121(d) [WIA Section 101(29)].

One-Stop partner

An entity described in section 121(b)(1); and an entity described in section 121(b)(2) that is participating, with the approval of the local board and chief elected official, in the operation of a one-stop delivery system [WIA Section 101(30)].

Participant

An individual who has registered under 20 CFR 663.105 or 20 CFR 664.215 and has been determined to be eligible to participate in and who is receiving services (except for follow-up services) under a program authorized by WIA Title I. Participation commences on the first day, following determination of eligibility, on which the individual begins receiving other core, intensive, training or other services provided under WIA Title I. [WIA Section 101(34); 20 CFR 660.300] Participant as defined in the Common Measures: see TEGL

PASS

Program Activity Support System – information system for case management purposes for staff and partners to record services provided to job seekers.

Pell grant

Educational grants from the federal government which are targeted to disadvantaged and low income individuals. PELL must be coordinated with WIA funds to prevent duplicate payments. PELL grant recipients must use Pell grant funds before using any WIA funding.

Post-secondary education

A program at an accredited degree-granting institution that leads to an academic degree (e.g. AA, AS, BA, BS). Does not include programs offered by degree granting institutions that do not lead to an academic degree.

Post-secondary institution

An institution as defined in the Higher Education Act of 1965. (20 USC 1088).

Poverty guidelines

Issued by the Department of Health and Human Services and are used for administrative purposes – for instance, for determining whether a person or family is financially eligible for assistance or services under a particular Federal program.

Profit

An amount in excess of the cost necessary to operate a program. Profit is allowable under a cost reimbursement contract to the extent it is reasonable as determined during contract negotiations. It includes that amount which is associated with proprietary materials included in the cost of the program. Profit may be allocated among the cost categories. Profit is limited to 10%.

Program income

Income generated, by a contract funded with federal grant dollars, as a result of fees, rental, or real or personal property, the sale of commodities or items developed with contract funds,

and revenues in excess of costs earned by organizations. Program Income does not include profit earned by for-profit agencies and identified and agreed to in the Contract budget. Program income must be reinvested in program activities.

Program services

Personnel and non-personnel costs related to the provision of direct services to participants. Costs include the salaries, fringe benefits, equipment, supplies, and space related to the above, staff training, transportation and other related costs of personnel providing training, component supervisors, coordinators, clerical staff working on direct training activities or functions, instructional materials and equipment used by or for participants, classroom training, space, utility costs, insurance, commercially available off the shelf training packages, tuition, work experience, and OJT reimbursements.

Public assistance

Federal, State, or local government cash payments for which eligibility is determined by a needs or income test. [WIA Section 101(37)]

Rapid response activity

An activity provided by a State, or by an entity designated by a State, with funds provided by the State under WIA Section 134(a)(1)(A), in the case of a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural or other disaster, that results in mass job dislocation, in order to assist dislocated workers in obtaining reemployment as soon as possible, with services including the establishment of onsite contact with employers and employee representatives immediately after the State is notified of a current or projected permanent closure or mass layoff or in the case of a disaster, immediately after the State is made aware of mass job dislocation as a result of such disaster; the provision of information and access to available employment and training activities; assistance in establishing a labor-management committee, voluntarily agreed to by labor and management, with the ability to devise and implement a strategy for assessing the employment and training needs of dislocated workers and obtaining services to meet such needs; the provision of emergency assistance adapted to the particular closure, layoff, or disaster; and the provision of assistance to the local community in developing a coordinated response and in obtaining access to State economic development assistance [WIA Section 101(38)].

Recently separated veteran

Any veteran who applies for participation under this title within 48 months after the discharge or release from active military, naval, or air service [WIA Section 101(49)(B)].

Register

The process for collecting information to determine an individual's eligibility for services under WIA Title I. Individuals may be registered in a variety of ways as described in 20 CFR 663.105 and 20 CFR 664.215. [20 CFR 660.300]

Registration (adults and dislocated workers)

(a) Registration is the process for collecting information to support a determination of eligibility. This information may be collected through methods that include electronic data transfer, personal interview, or an individual's application. (b) Adults and dislocated workers who receive services funded under Title I other than self-service or informational activities must be registered and determined eligible. (c) Equal Opportunity data must be collected on every individual who is interested in being considered for WIA Title I financially assisted aid,

benefits, services, or training by a recipient, and who has signified that interest by submitting personal information in response to a request from the recipient. [20 CFR 663.105]

Self-sufficiency

An objective of the Workforce Investment Act is to move individuals and families toward self-sufficiency with employment services, retention services, and increased earnings. At a minimum self-sufficiency means employment that pays at least the lower living standard income level. [20 CFR 663.230]

Self-sufficiency barriers

Learning Disability, Domestic Violence, Housing Issues, Legal Issues, Medical Problems, Transportation, Child Care.

Senior community service employment program (SCSEP)

Under Title V of the Older Americans Act an older American community service employment program is established in order to foster and promote useful part-time opportunities in community service activities for unemployed low-income persons who are fifty-five years or older and who have poor employment prospects.

Slot

An opening into which an individual can be enrolled for services which one or more participants may occupy at different times within a contract period.

Southern region

This area encompasses the following cities and unincorporated areas: Aliso Viejo, Capistrano Beach, Corona Del Mar, Costa Mesa, Dana Point, Foothill Ranch, Irvine, Laguna Beach, Laguna Hills, Laguna Niguel, Lake Forest, Mission Viejo, Newport Beach, Newport Coast, Orange, Rancho Santa Margarita, San Clemente, San Juan Capistrano, Silverado, Trabuco Canyon, Tustin, Villa Park.

Stand-in costs

Costs paid from non-federal sources which may be used to stand in for a disallowed cost identified as a result of a monitoring report or audit. These costs must be reported as uncharged program costs and must have been allowable under the grant for which the stand in costs is offered. They are subject to verification through audit and must be reported in accordance with standards set by the USDOL.

Statement of work

A plan which details when specific elements of performance under the contract negotiated will be attained. The work activity plan is an integral part of the contract budget and non-compliance with negotiated time frames and performance levels may result in de-obligation of contract funds.

Supportive services

Services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIA [WIA Section 101(46)].

Training services

These services include WIA-funded and non-WIA funded partner training services. These services include: occupational skills training, including training for nontraditional employment; on-the-job training; programs that combine workplace training with related instruction, which may include cooperative education programs; training programs operated by the private sector; skill upgrading and retraining; entrepreneurial training; job readiness training; adult education and literacy activities in combination with other training; and customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Underemployed

Occurs when an individual who is working part-time, desires full-time employment, or who is working in employment not commensurate with the individual's demonstrated level of educational attainment.

Unsubsidized employment

Participants entering full or part-time employment in a job not financed from funds provided by WIA or other federal funds.

Veteran

An individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable [WIA Section 101(49)(A)].

WIA

The Workforce Investment Act of 1998. [20 CFR Part 652 et al.]

Work experience

An activity designed to provide a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience workplace may be in the private for profit sector, the non-profit sector, or the public sector. [§663.200(b)]