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**REQUEST FOR PROPOSALS for  
WORKFORCE INNOVATION AND OPPORTUNITY ACT  
DIRECT SERVICES  
To  
YOUTH, ADULTS AND DISLOCATED WORKERS**

**Services to be Delivered**

**July 1, 2026 – June 30, 2027**

**with annual renewal option for an additional four (4) years at the SCWDB's discretion**

**Estimated RFP Timeline of Events:**

<b>RFP Issue Date</b>	<b>February 4, 2026</b>
<b>Mandatory Letter of Intent Deadline</b>	<b>February 27, 2026</b>
<b>Questions in Writing Due</b>	<b>March 06, 2026</b>
<b>Responses to Questions Posted</b>	<b>March 13, 2026</b>
<b>Proposals Due</b>	<b>March 27, 2026</b>
<b>Review Panel Convenes &amp; Makes Recommendation to SCWDB</b>	<b>April 14, 2026</b>
<b>SCWDB Approves Contract / Awardee Notified</b>	<b>April 16, 2026</b>
<b>Contract Negotiations Complete</b>	<b>June 5, 2026</b>
<b>Contractor Start Date and Program Implementation</b>	<b>July 1, 2026</b>

**Contact**

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## REQUEST FOR PROPOSALS SYNOPSIS

The South Central Workforce Development Board (“SCWDB”), in partnership with the Barren River Chief Local Elected Official (CLEO), has responsibility for the planning and oversight of workforce development services under the Workforce Innovation and Opportunity Act (WIOA) in the 10-county South Central Workforce Development Area (Area). The Area is comprised of the Counties of Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, and Warren.

**Date Issued:** February 04, 2026

**Scope of Services:** The successful bidder will deliver workforce services to businesses and jobseekers at the direction of the SCWDB.

**Contract Period:** July 1, 2026 – June 30, 2027 with annual renewal option up to four (4) additional years at the SCWDB's discretion.

**Funds Available (Program Year 2025 Allocated to Service Provider):**

- Youth PY 2025 Planning Numbers \$360,453
- Adult PY 2025 Planning Numbers \$352,067
- Dislocated Worker 2025 Planning Numbers \$252,480
- National Dislocated Worker Grant: \$118,895

Bidders are required to submit a proposed budget with justification of the costs. The chosen bidder will be required to adhere to strict guidelines including regular approval of all expenditures.

**Eligible Bidders:** Any public or private for-profit or non-profit entity registered with the Kentucky Secretary of State's Office to do business in Kentucky, operating in the South Central Workforce Development Area or entity deemed eligible to operate within the South Central Workforce Development Area can respond to the RFP. Entities that are presently debarred, suspended, or proposed for debarment are not eligible to receive a contract. Bidders must have a minimum of two (2) years of experience within the past (5) five years delivering public or social services.

**Project:** 1) Delivery of workforce services to adults, dislocated workers, and youth in the 10-county area; 2) Delivery of Business Services, Rapid Response, Trade and other workforce-related services for which the South Central Workforce Development Area receives funding and deems appropriate. Services will be funded using WIOA funds, other US Department of Labor funds and grants obtained by the SCWDB. Project and administrative management cost against funding sources, must comply with all WIOA federal, state and local policies, regulations and applicable statutes.

**Questions:** Deadline for submission of written questions is March 06, 2026 at 4:00 PM CST. Answers will be posted at [www.southcentralworkforce.com](http://www.southcentralworkforce.com) no later than March 13, 2026.

**Note:** This RFP does not commit the SCWDB to award a contract. The SCWDB reserves the right to accept or reject any or all proposals received. The SCWDB reserves the right to waive informalities and minor irregularities in offers received. All solicitations are contingent on availability of funds. No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies.

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# SECTION 1 PROGRAM DESCRIPTION AND REQUIREMENTS

## A. Background and General Information

The South Central Workforce Development Board (herein referred to as “SCWDB”) is a community-based organization created by statute to manage federal, state and local funding that serves our community’s workforce needs. Our 23-member Board of Directors, appointed by the panel of 10 County Judge Executives, keeps us on track and focuses on impactful, innovative solutions for the region. We oversee the Kentucky Career Center (our local American Job Center) in Bowling Green and 15 Access Points across the region to ensure support is always available for job seekers and employers alike. Our efforts are powered by collaboration, teaming up with our WIOA Direct Service Provider, the Career Development Office, the Office of Vocational Rehabilitation, the Office of Unemployment Insurance and the three Kentucky Adult Education providers. Together, we form the “public workforce system,” a network dedicated to helping employers find the right talent and guide job seekers on their career paths. The SCWDB, the Kentucky Career Center and our WIOA Direct Service provider engage over 15,000 individuals and hundreds of businesses each year.

The SCWDB concentrates strategic efforts towards engaging employers, aligning workforce system initiatives, educating and preparing job seekers, increasing regional workforce participation and ensuring organizational excellence to drive economic growth and workforce innovation in South Central Kentucky. While the public workforce system aims to assist and serve all individuals, the SCWDB has traditionally selected these five demographic groups, each with their own unique barriers to employment for innovative outreach and employment programming: 1) Opportunity Youth (ages 16 – 24) 2) Veterans and Transitioning Military Members 3) New Americans (Immigrants and Refugees) 4) Justice-Involved Individuals and 5) Older Adults (ages 45+). Read more about our strategic efforts to engage these groups and serve employees in our region in our [2025 – 2028 Strategic Plan](#). For more details about the SCWDB, visit [www.southcentralworkforce.com](http://www.southcentralworkforce.com).

**The SCWDB issues this Request for Proposals to competitively procure a single service provider (“Contractor”) to deliver all WIOA Title 1 Adult, Dislocated Worker (DW), and Youth direct services, including Business Services, across the SCWDB’s ten-county region.** The Contractor will provide comprehensive, aligned, and outcome-driven workforce services that measurably contribute to increased labor-force participation and improved regional talent outcomes. Provision of these services will be funded by WIOA Title I formula allocations, awarded to the SCWDB by the Kentucky Education and Labor Cabinet (ELC). All WIOA funded services must be delivered in accordance with WIOA rules and regulations, guidance from U.S. Department of Labor ([found here](#)), Commonwealth of Kentucky laws and regulations, and policies set forth by SCWDB ([found here](#)). Bidders are strongly encouraged to incorporate the SCWDB’s Strategic Objectives into their response to the RFP and to demonstrate a clear understanding of WIOA. Any contract entered because of this RFP may change from time to time in accordance with any guidance issued by the KY ELC or the U.S. Department of Labor. Accordingly, SCWDB reserves the right to modify the contract that is developed because of this proposal. All bidders must be committed to following and adapting to any changes in policy that may be issued by the SCWDB, the Commonwealth of Kentucky and the U.S. Department of Labor.

### **Opportunities for Additional Program Funding**

The SCWDB has secured discretionary and supplemental funding and grants, including active National Dislocated Worker grants, for special projects and initiatives. The Contractor selected through this competitive RFP process may be eligible to receive additional WIOA and similar funding that becomes available and may be asked by the SCWDB to collaborate in fulfilling the requirements of additional grant funding.

## **B. RFP Overview**

The SCWDB hereby solicits proposals, using a competitive bid process, to qualified organizations to provide Adult and Dislocated Worker and Youth Services for the South Central Workforce System in Kentucky. Services will include designing, delivering and improving high-performing workforce programs which will include career and training services and business services while leveraging resources and maintaining robust data tracking. Services may be expanded to include other applicable workforce opportunities as they become available regardless of the funding source. This RFP does not commit SCWDB to accept any proposal submitted, nor is the SCWDB responsible for any costs incurred by bidders in the preparation of responses to this RFP.

The SCWDB reserves the right to (a) reject any or all proposals, (b) to accept or reject any or all items in the proposal, and (c) to award multiple contracts as deemed to be in the best interest of the SCWDB. The SCWDB reserves the right to negotiate with the selected bidder after proposals are reviewed, if such action is deemed to be in the best interest of the SCWDB. The specifications outlined in this RFP have been determined to be a minimum acceptable standard. Bidders are encouraged to submit a proposal that will provide the ten-county region with the best quality and most cost-effective option for the services being requested.

### **Contract**

Bidders must propose a cost reimbursement contract. A cost reimbursement contract is one that establishes an estimate of total costs for the purpose of obligating funds and a ceiling that the bidder may not exceed (except at the bidder's risk). A line-item budget shall be based on all legitimate costs to be incurred by the Contractor in carrying out the services. The Contractor will be reimbursed for actual expenses according to the approved line-item budget. The SCWDB will negotiate and finalize these during the contract negotiation process.

### **Transition of Current (Carry-in) WIOA Participants**

The SCWDB is committed to a seamless continuation of services to existing participants without an undue interruption of services. The SCWDB currently has a single contractor that provides Adult, Dislocated Worker and Youth services, as well as other forms of WIOA funding (such as National Dislocated Worker Grant and/or Statewide or Governors Reserve funds). If the current contractor does not bid and/or does not win the bid: a) the SCWDB will work with the chosen bidder for no less than 30 days from the date of the award of the contract to transition the systems, processes and procedures established to successfully carry out the services, including WIOA participants, of the winning bidder; b) the chosen bidder will budget and establish a plan with reasonable staff time to successfully transition the functions from the incumbent service provider; and c) the SCWDB will negotiate a budget with the chosen bidder for these transactional activities to occur prior to July 1, 2026.

### **Disclaimer**

WIOA, policy, procedures, and guidance continue to be revised and developed at the federal, state, and local levels. Bidders for this RFP must be willing to creatively and quickly invent and implement new practices and processes, then evaluate and modify them as needed to best serve customers and to comply with new regulations and/or changes to available funds. Bidders should be cognizant of pending workforce system changes due to the passage/reauthorization of WIOA legislation.

## Timeline Overview

<b>RFP Issue Date</b>	<b>February 06, 2026</b>
<b>Mandatory Letter of Intent Deadline</b>	<b>February 27, 2026</b>
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<b>Contractor Start Date and Program Implementation</b>	<b>July 1, 2026</b>

Beginning on February 06, 2026, the RFP will be available for download from the South Central Workforce Development Board website at <http://www.southcentralworkforce.com>.

This RFP will be published in a major newspaper in the SCWDB operating area and will also be distributed via email to organizations on the SCWDB Bidder's List. Upon its release, the RFP, and any accompanying attachments, will be posted on the SCWDB's website and social media.

The chosen bidder will be notified of the SCWDB's decision in writing by **April 16, 2026**. Funds will become available July 1, 2026. If a transition period is required from the current vendor, funds will be available earlier to enable a smooth transition for customers.

### Submission of Proposals

The SCWDB is requesting bidders submit a signed proposal (with all accompanying attachments) as a single PDF copy to [contact@southcentralworkforce.com](mailto:contact@southcentralworkforce.com). **Proposals are due March 27, 2026 by 4:00 PM EST.** Proposals submitted after the due date will not be considered. Please include the Subject Line "SCWDB WIOA Services RFP." Bidders will receive an email from SCWDB confirming receipt of the proposal.

### Questions

If you have difficulty downloading the proposal, or have any questions regarding this proposal, please contact SCWDB RFP designee(s), Jon Sowards or DaRhonda Hawthorne by email at [contact@southcentralworkforce.com](mailto:contact@southcentralworkforce.com). Phone and/or text queries are unacceptable.

**The final date for written questions to be submitted is March 06, 2026 (by 4:00 p.m. CST). All questions and answers will be posted on March 13, 2026 (by 4:00 p.m. CST) at [www.southcentralworkforce.com](http://www.southcentralworkforce.com).**

### Bidder Eligibility Criteria

Any public or private for-profit or non-profit entity registered with the Kentucky Secretary of State's Office to do business in Kentucky, operating in the South Central Workforce area or entity deemed eligible to operate within the South Central Workforce Development Area can respond to the RFP. Entities that are presently debarred, suspended, or proposed for debarment are not eligible to receive a contract. Bidders must have a minimum of two (2) years of experience within the past (5) five years delivering public or social services.

## **Formatting Requirements**

To simplify the review process and obtain the maximum degree of comparison, each Technical Proposal shall be organized as follows:

- Font: 11 point
- Line spacing: Double-spaced
- Margins: 1" on all sides
- Pages: 8 ½" x 11" plain white paper
- Page number: Centered at the bottom of each page
- Language: English
- Each section and subsection should be clearly marked.

**The Proposal should be no longer than thirty-five (35) double-spaced pages PER SCOPE OF SERVICES, excluding Cover Page, Table of Contents, Executive Summary, Budget and Budget Narrative and Attachments.** Appendices may be used to provide detailed operational information related to staffing tables, past performance and performance projection tables, and compliance reports and will not count toward the narrative page limit. Brief proposals are welcomed.

## **Points Awarded**

• Experience and Capacity, including completed Reference Forms	20 Points
• Adult / Dislocated Worker and Youth Services Statement of Work	50 Points
• Business Services	15 Points
• Budget / Budget Narrative	15 Points

Total Points that may be awarded: 100 Points

## **Proposal Composition**

**1. Cover Page** – Includes name, address, phone number, and contact information for the Authorized Representative of the bidder. Also include corporate structure (e.g. Non-Profit 501C, C or S Corp, Sole Proprietor, or Limited Liability Corporation), date of inception and/or incorporation, and Federal, State and County Tax ID numbers. Attach a copy of all valid business licenses and proof of insurance.

**2. Executive Summary** – Includes an executive summary that provides a brief overview of the proposal not to exceed one (1) page.

**3. Statement of Work Narrative** – Includes bidder experience and capacity, WIOA service delivery strategies for Adult/Dislocated Worker/Youth services and Business Services.

**4. Budget Proposal** – Includes project budget and budget narrative.

**5. Attachments** – Includes signed copies of Attachments C, D and E as well as an organizational chart, audit results, and other documentation to evidence effective and measured outcomes for WIOA and/or similar work managing and operating workforce development programs that may not have been funded through WIOA.

## **C. Criteria for Proposal Narrative**

The Proposal shall include the following where applicable for each scope of service the bidder is proposing:

**1. Experience** – Provide a description of the organization(s) and staff experience in delivering workforce programs, particularly WIOA Programs for Adult, Dislocated Workers and Out-of-School Youth, and the services requested. Include projects completed during calendar years 2023 through present and verifiable details pertaining to measured changes in employability and employment outcomes in the project region.

Provide a description of how the services the bidder is proposing will be staffed and the qualifications of the current/proposed individuals. Attach resumes of key staff (as attachments, they will NOT count within the overall proposal page limitation) and clearly identify how they will contribute to the provision of services, including their relationship to the contracting organization (full-time, part-time, consultant) and amount of time to be devoted to the project. Bidders should indicate that they will interview existing staff currently delivering services, if there is a transition from the incumbent, and provide a description of the process to do so. Include 3 completed Reference Forms (see **Attachment E**) as attachments (these will NOT count towards the proposal page limit).

**2. Capacity** – Qualified bidders must have the capacity to design, deliver and continuously improve workforce programs for Adults and Dislocated Workers and Youth and to lead the work of the system-wide Business Services Team and a demonstrated understanding of career pathways as part of the program delivery system.

The chosen bidder will be required to use the Bowling Green Kentucky Career Center site as its primary proposed service delivery site/facility. Bidders should describe plans to operate within the facility and provide services within the network of the SCWDB Access Point sites, understanding the need for services throughout the 10-county region.

**3. WIOA Service Delivery Strategies** – Bidders must submit a proposal that identifies the service delivery strategies for both WIOA Adults and Dislocated Workers, Youth (In-School and Out-of-School), and Business Services. Bidders should provide current or proposed recruitment and retention strategy examples to attract populations throughout the region.

The proposal must demonstrate an understanding of the current labor market challenges and how they will identify the employment needs of employers within high growth industry sectors and occupations throughout the region. Bidders are also required to align service delivery and strategies with the SCWDB's five targeted industry sectors of Healthcare, Manufacturing & Logistics, Construction, Educational Services and Professional, Scientific & Technical Services and five focus populations of individuals with barriers to employment.

Bidders must provide a proposed work plan or strategy for accomplishing select tasks identified in SECTION 2 – Required Program Design Elements. Bidders should demonstrate an awareness of the difficulties in the completion of the work and a plan for surmounting them. They should also describe how they intend to track data and measure performance to meet WIOA Common Measures. The SCWDB is particularly looking for bidders to identify innovative, proven strategies that emphasize assisting adults in obtaining Industry Recognized Credentials that are in demand by employers in South Central KY.

Bidders should integrate plans for collaboration throughout the proposal. In general, plans should specify partners that will assist in delivering the services proposed. The chosen bidder will be expected to link extensively with employers, existing partner programs and resources in the community and with the SCWDB's strategic efforts. The chosen bidder will be expected to assist in many workforce system-building activities including, but not limited to, partnerships with schools to provide workforce information and resources, assisting with career fairs, supporting career pathways, and support the SCWDB's efforts to engage its focus populations of individuals with barriers to workforce participation. Proposals should incorporate activities that demonstrate the provider's ability to successfully engage and contribute to the development of the local workforce system.

#### **4. Budget Proposal**

The Budget Proposal shall include the following (*excluded from 35-page limit*):

- a. Justification and data adequate to establish the reasonableness of the proposed costs.
- b. Delineate personnel costs, travel, supplies, equipment, job seeker training, support services or other expenses, as appropriate, by each program being proposed. Specify whether staff travel to meet with customers is reimbursed to staff using their own vehicles or if the bidder leases cars for this purpose.
- c. Bidders must follow the Federal allowable cost principles that apply under WIOA, and they will be evaluated by their ability to offer high quality services while keeping costs reasonable for the services provided. Bidders should also describe the financial systems in place to operate the programs listed in the RFP and the internal controls present to ensure all costs are allowable and expenditures are tracked for reporting purposes. The chosen bidder will maintain a fiscal management and accounting system that is sufficient for the accurate and timely accounting and reporting of all financial transactions under the contract.
- d. If any bidder is proposing to be reimbursed for a Federally Approved Indirect Cost Rate (ICR), the bidder must submit a copy of the approved indirect cost plan that has been approved by the Federal cognizant agency for the organization for indirect costs to be considered for payment.
- e. Follow the guidelines established in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. If the organization does not have an approved ICR, the SCWDB reserves the right to negotiate possible indirect costs with the chosen bidder after contract award.
- f. Bidders must maintain the documentation necessary to support all costs and expenses, and ensure that costs are separated by WIOA Adult, Dislocated Worker, Youth, NDWG services and Administration expenses.
- g. Bidders must demonstrate the ability to meet program and financial expectations with a minimum amount of administrative cost charged to the contract. Costs in this request are limited to staff who directly perform duties necessary to the program and other reasonable indirect costs that are indispensable to achieving the goals of the proposal.
- h. Include the Cost Allocation Plan or a summary explaining an Indirect Cost Rate, if applicable.
- i. A budget narrative should be attached that describes the allocation of funds among overhead, management and the philosophy of the bidder with respect to minimizing customer costs. The budget narrative should be used to clarify and annotate the budget.
- j. Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles.
- k. Financial records must be available for audit and monitoring purposes.
- l. Bidders should provide a brief description of the accountability of the organization and financial history in this section and provide two (2) years of audited financial history with the proposal.
  - Bidders must provide the status of disallowed cost by any state and/or federal agency within the past (3) three years. List the organization name, amount of disallowed costs, and the bidder's position as to the disputed costs and the current status of any review process, dispute process or corrective action plan.
  - If WIOA costs incurred become subsequently disallowed as a result of audit or monitoring, the bidder must explain how it will have the capacity to repay these funds and from what source.
- m. Provide financial and administrative experience in managing multiple funding sources.

### **Additional Budgeting Considerations**

Bidders to this RFP should submit a combined budget for the Adult, Dislocated Worker, Youth and National Dislocated Worker Grant services. The proposed budget must not exceed the projected allocated funding for each program as identified in the accompanying chart. Bidders should note that the projected funding amounts represent the total available for the full ten-county region. The amounts shown in the funding chart are intended as guidelines and are subject to revision based on final notification of WIOA funding availability from the KY Education and Labor Cabinet. If additional narrative details are needed, please provide them as well. It is understood that participant expenses will be difficult to accurately predict at this time; however, a projection of these expenses based on plans for services to customers is requested. More detailed budgets will be developed after the service provider is selected and allocation amounts are more defined.

Proposed budgets must be within the amounts indicated and must be reasonable based on proposed staffing, service levels and service delivery plans. The amount awarded will be determined on a competitive basis but not necessarily based on the lowest proposed cost. Subsequent revisions and negotiations of final contract budgets may be required due to funding award decisions.

Since this is a reimbursement contract, service providers will be expected to incur the costs for all program services and make payments on behalf of the enrolled customers, then report each month's expenses by the 10th day of the following month for each of the fund sources in the contract. The monthly reimbursement submission will include a line-item invoice, with budgets, current month expenses, unexpended balances, and accrued expenses. As backup to the invoice, a summary line-item expenditure report and detailed line-item expenditure reports by fund source that support the invoice amounts should be submitted each month.

WIOA funds are distributed through a process of drawdowns from the US DOL and then from the Commonwealth of Kentucky to the SCWDB' Fiscal Agent. Since this is a reimbursement process, the time from incurred expense to receipt of reimbursement may take up to 30 to 60 days. Bidding organizations must have the fiscal ability to operate under this timeframe. Since the program year and fiscal year run from July 1st through the following June 30th, final payment for each program year's WIOA expenses will occur with the June invoice that will be submitted by the service provider to the SCWDB during the month of July, along with end-of-year Financial Closeout documents. Service providers are expected to meet, but not exceed, contracted amounts for each program year.

### **D. Available Funds**

The SCWDB anticipates that there will be negotiations with the chosen bidder for the costs of any of the services in this solicitation based on the proposed budget found in the bidder's response. The chart below represents the PY 2025 WIOA formula funds currently allocated to the WIOA Service provider. Bidders will use the following amounts for planning purposes, including the Budget and Budget Narrative.

#### ***Allocations for PY 2025***

<b><i>(July 1, 2025 through June 30, 2026) WIOA</i></b>	<b><i>Allocation to Service Provider</i></b>
Adult	\$352,067
Dislocated Worker	\$252,480
Youth	\$360,453
National Dislocated Worker Grant (per year through PY27)	\$118,895
<b>TOTAL</b>	<b>\$1,083,895</b>

## **E. Authorized Signatory Authority**

The bidder's authorized signatory authority must sign all signature documents in the proposal. This individual should typically be the director, president or chief executive officer of the organization or any individual who has the authority to negotiate and enter into and sign contracts on behalf of the bidder's organization.

## **F. Subcontracting**

Any intent to subcontract must be clearly identified in the proposal narrative and approval must be provided by the SCWDB prior to contract execution. If the bidder currently subcontracts certain functions or activities and intends to do so as part of this proposal, the subcontractor must be identified and an original signed letter from the subcontractor attesting to agreement to the terms of the proposal and any resulting contract must be included in the proposal. Subcontractor performance is the responsibility of chosen bidder, and the chosen bidder/primary contractor is liable for all actions and/or lack of action on the part of all subcontractors.

## **G. Attachments**

Bidders are encouraged to attach best practice materials, evidence of innovative workforce strategies and/or WIOA strategies that meet the most complex challenges faced by workforce agencies and One Stop providers.

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# **SECTION 2 Required Program Design Elements**

## **A. Adult and Dislocated Workers Scope of Services**

Bidders may be an organization or a partnership of organizations. This section of the RFP seeks proposals for a design of how services will be delivered to Adults and Dislocated Workers in collaboration with appropriate required partners and other potential partners in the region. Workforce development-minded organizations with or without previous experience as a contractor for workforce services with the SCWDB are encouraged to submit proposals; however, only proposals from organizations that can thoroughly demonstrate they can deliver workforce development services across the 10-county region will score sufficiently.

SCWDB provided core services to Adults and Dislocated Worker participants (including supportive services follow up) as follows:

### **WIOA Participants PY24 (July 1, 2024 - June 30, 2025)**

Adults Served = 82

Dislocated Workers Served = 19

National Dislocated Worker Grants = 159

### **WIOA Participants PY 2025 (July 1, 2025 – January 31, 2026)**

Adults Served = 74

Dislocated Workers Served = 20

National Dislocated Worker Grants = 52

Title I Performance Levels for the Local Workforce Investment Area for PY 2025 are provided for review and consideration in **Attachment A**.

## **Career and Training Services**

In accordance with WIOA legislation, bidders must be able to provide the following career and training services:

- Eligibility determination for funding and services;
- Outreach, intake and orientation to the information and other services available through the SCWDB's One-Stop center;
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
- Job search and placement assistance and, in appropriate cases, career counseling, including information on in-demand industry sectors and occupations and nontraditional employment; appropriate recruitment and other business services on behalf of employers;
- Referrals to and coordination of activities with partner programs and services;
- Workforce and labor market employment statistics information, which includes job vacancy listings, job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements and opportunities for advancement within those career pathways;
- Performance information and program cost information on Eligible Training Providers (ETPs);
- Referrals to supportive services or other needed assistance;
- Information and assistance regarding filing claims for unemployment assistance; and
- Information and assistance regarding establishing eligibility for financial aid assistance for training and education programs.

Additionally, bidders must outline other career services they intend to provide to customers seeking to obtain or retain employment. Services may include but are not limited to:

- Comprehensive and specialized assessments of the skill levels and service needs of Adults and Dislocated Workers, which may include use of assessment tools, nationally or state-recognized certifications, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an Individual Employment Plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives;
- Individual career coaching;
- Career planning;
- Short-term pre-vocational services, including development of learning, communication, and interviewing skills;
- Workforce preparation activities;
- Financial literacy;
- English language acquisition and integrated education and training programs; and
- Follow-up services, including counseling regarding the workplace for customers in WIOA activities that are placed in unsubsidized employment for not less than 12 months after the first day of the employment as appropriate.

**Bidders must submit a proposal that describes in detail how their proposed program will provide the following activities:**

### **I. Orientation, Service Navigation, and Career Coaching**

a. Provide each customer with an orientation of available services, including all partner services and any other pertinent resources to ensure successful return to employment.

- b. The proposed customer flow process for in-person walk-ins as well as phone/email/online referrals
- c. Provide and make orientation information accessible to customers both online and in person, at the Career Center and/or in any Access Point site.

**II. Training Services** - Upon completion of orientation, coaching, and assessments, customers may be deemed appropriate for training services if the customer is unlikely to obtain or retain self-sufficient employment.

- a. Outline training programs that they intend to offer.
- b. Offer training programs that focus on the SCWDB's (5) five targeted industry sectors.
- c. All types of occupational skills training programs will be provided through Individual Training Accounts (ITA's) and/or the Trade Adjustment Assistance (TAA). Bidders must demonstrate an understanding of TAA, who is eligible and how they will assist in making workers eligible. ITA's may only be issued from the Kentucky approved Eligible Training Provider List <https://etpl.ky.gov/ETPL/SearchProgram.aspx>.
- d. Provide additional training activities, including cohort training or the following training services:
  - Occupational skills training, including training for nontraditional employment;
  - On-the-job training;
  - Incumbent worker training (as authorized by the SCWDB);
  - 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;
  - Transitional jobs;
  - Job readiness training provided in combination with other training services such as occupational skills training;
  - Adult education and literacy activities including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with other training services; and
  - Customized training conducted with a commitment by an employer or group of employees to employ an individual upon successful completion of the training.
- e. Ensure all customers that receive training services are eligible for WIOA funding.

**III. Individuals with Barriers to Employment**

a. Address how the bidder will comply with WIOA Program Requirements for Job Seeker Services outlined in Sec. 3 (24) of the WIOA which defines an "individual with a barrier to employment" as a member of one or more of the following populations:

- Displaced Homemakers
- Low-Income Individuals
- Indians, Alaska Natives, and Native Hawaiians, per terms defined in Section 166
- Individuals with disabilities, including youth who are individuals with disabilities
- Older individuals
- Ex-Offenders
- Homeless Individuals (as defined in section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6)), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2)).
- Youth who are in or have aged out of the foster care system
- Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers

- Eligible migrant and seasonal farm workers, as defined in Section 167(i)
- Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- Single parents (including single pregnant women)
- Long term unemployed individuals
- Such other groups as the Governor determines to have barriers to employment.

#### **IV. Determination/Verification/Certification**

- a. Outline how the bidder will determine, verify, and certify WIOA eligibility for each Adult or Dislocated Worker customer.
- b. Provide a process for obtaining and maintaining acceptable records/documents to verify each required eligibility item.
- c. Outline processes for the following:
  - Verification of documents and other necessary paperwork maintenance;
  - Data entry into the Kentucky KEE Suite case management system, or any subsequent state system, on a regular and ongoing basis;
  - Documentation of services, referrals, progress, activities, and follow-up; and
  - Documentation of successes and barriers related to the completion of the service plan along with potential next steps of services.

#### **V. Assessment** - SCWDB requires a Basic Skills Assessment be used to assess basic skills.

- a. Outline how they will assess the skill levels and service needs of Adults and Dislocated Workers as follows:
  - Diagnostic testing instruments and/or any other assessment tools which will be used;
  - Interviewing and evaluation processes to identify employment barriers and appropriate employment goals; and
  - Methods for identifying how occupational skills, career interests, and aptitudes will be assessed.
- b. Provide information on the proposed assessment tools utilized when conducting assessments of basic skills, abilities, interests, evaluation of work history, and evaluation of support service needs for WIOA Adult and Dislocated Worker customers.
- c. Obtain approval from the SCWDB for all assessment processes and tools prior to implementation.
- d. Ensure all assessments are applied in a consistent and equitable manner.

#### **VI. Individual Employment Plans**

- a. Ensure each Adult/Dislocated Worker customer has an individualized employment plan (IEP) that identifies employment goals, appropriate achievement objectives, and an appropriate combination of services to meet employment goals.
- b. Provide methods for disseminating information to customers on Eligible Training Providers and career pathways.
- c. Describe how the bidder will work with customers to identify educational goals, pre-employment steps, selected learning objectives, training and work-based learning (when provided) and any other preparation for unsubsidized employment.
- d. Describe auditing and review process for IEPs.
- e. Review IEPs periodically with the participants and adjust IEPs as warranted.
- f. Prepare IEPs upon program enrollment and update as needed.
- g. Maintain a formal participant eligibility file. Note, this awarded contract will be subject to frequent case file monitoring and reviews.

## **VII. Case Management**

- a. Provide experienced Case Managers/Career Coaches to meet the needs of the active and follow-up WIOA customers of the current and future caseload.
- b. Provide case management to ensure all customers are successful.
- c. Outline case management strategies which should include, but are not limited to:
  - Regularly scheduled contact must be maintained with all customers. The frequency of the contact should be based on an assessment of the customer's needs as they move through the process. At a minimum, contact every 30 days must be made with each customer. More frequent contact may be needed in certain circumstances and encouraged.
  - Use of the IEP benchmarks to measure progress such as increasing TABE or college entrance exam scores, finding unsubsidized employment, attaining occupational and work readiness skills, attaining a high school diploma or GED, occupational license, certificate, or degree, etc.
  - Case notes must be entered into the Kentucky KEE Suite online case management tool in a timely manner. The state policy requires that case notes be entered within 10 days of the service or visit. Case notes are not limited to but should detail contacts per customer, missed appointments and attempts to contact the customer, career services provided to the customer, progress, barriers, interventions, and successes of the customer, etc.
  - Provision of referrals and resources that support the achievement of customer's IEP.
  - Collaboration with other service providers, training providers, businesses, and community agencies.

## **VIII. Follow Up**

- a. Provide services to Adults and Dislocated Workers through the completion of the participant's service plan and the minimum 12 months of follow-up services.
- b. Maintain participant enrollment and service activity and outcome records, and document and verify applicable performance metrics.
- c. Directly enter participant information into the state case management system on a regular and ongoing basis.

## **IX. Additional service strategies that should be incorporated into the response by bidders:**

1. Description of the strategy for wrap-around career readiness and recruitment services
2. Description of how intensive career planning, career coaching and job search preparatory services, including pre-employment assessments, individual employment plans, and career counseling will be tailored.
3. Description of services like resume development and interview support, as well as connections to supportive services, including High School Equivalency Diploma programs;
4. Provision of group and one-on-one financial counseling to support smart earning and saving practices;
5. Description of how referrals will be made to a coordinated network of the region's community-based organizations, providers, and agencies;
6. Statement of commitment to work in partnership with the Business Services Team to find, hire, and train a qualified workforce and to work together to create a single point of contact for business services; and
7. Statement that demonstrates understanding of the SCWDB's certification process and a commitment to become certified within a year of the contract's award.

## **B. Youth Scope of Services**

The SCWDB is responsible for providing an integrated system and sound youth development practices that enable youth and young adults in the ten-county region to obtain the skills they will need to succeed in the workplace. Accomplishing this outcome requires a diverse partnership of public and private providers of education, workforce, and supportive services. An integrated WIOA youth workforce development system

should link services to local labor market needs, community youth programs, and services that effectively connect academic and occupational learning and provide for the holistic development of youth. The intensity and methods of delivering services should be flexible and responsive to the individual needs of youth participants as they develop and progress through a continuum of customized services.

SCWDB provided core services to Youth participants (including supportive services follow up) as follows:

**South Central WIOA Participants PY 2024 (July 1,2024 - June 30, 2025)**

In-School Youth (ISY) = 3

Out-of-School Youth (OSY) = 34

**South Central WIOA Participants PY25 (July 1,2025 – January 31, 2026)**

In-School Youth (ISY) = 2

Out-of-School Youth (OSY) = 24

Title I Performance Levels for the Local Workforce Investment Area for PY 2025 are provided in **Attachment A**.

To create a strong, sustainable local youth program for disconnected Out-of-School youth, the SCWDB is seeking service providers who can meet or exceed WIOA requirements and who can also demonstrate:

- A strategic approach aligned with the goals of WIOA and the SCWDB;
- A well-developed organizational infrastructure and experienced staff skilled in youth centered service delivery and workforce development services and program administration;
- Ability to recruit and serve out-of-school youth in facilities and through methods that are geographically distributed throughout the region;
- Ability to maintain ADA-compliant facilities while servicing WIOA-funded youth;
- Ability to incorporate partnerships and collaborations offering a seamless continuum of programs and services.

Note: Partnerships are urged to include a broad and robust spectrum of stakeholders, including but not limited to community-based organizations, employers, institutions of higher education, faith-based institutions, and adult basic education providers that give access to a wide range of services;

- Effective intake and assessment processes and an efficient, well-defined customer flow methodology that ensures every young person receives a customized array of services that meet his or her individual needs; and
- A demonstrated track record of providing the proposed services successfully to the target population.

**Target Population**

WIOA Youth Programs focus on two target populations:

- In-School Youth must be fourteen (14) to twenty-one (21) years of age, attending school including post-secondary school (as defined by state policy, regulations or state law).
- Out-of-School Youth - must be ages sixteen (16) to twenty-four (24). Not attending any school. (as defined by state policy, regulations or state law).

In accordance with WIOA, at least 75% of WIOA Youth Program funding must be spent on Out-of-School Youth. The SCWDB is focusing primarily on providing services to disconnected Out-of-School youth and young adults. It is also allowable to propose services to In-School youth as a small percentage (less than the WIOA allowable 25%) of the bidder's overall program. However, the focus for the SCWDB is on providing an intensive array of services to Out-of-School youth and young adults who are defined as follows:

- High School Dropouts – Youth in need of reengagement into secondary education - or its recognized equivalent - to obtain a high school diploma and to continue to build their competencies and skills beyond the secondary level.

- High School Graduates – Youth and young adults who have obtained a high school diploma or its recognized equivalent, but who are disconnected from both school and work.

Refer to SCWDB policies and eligibility requirements for [WIOA Youth here](#).

**Bidders must submit a proposal that describes how their proposed program will provide the following:**

**I. Recruitment and Eligibility Determination**

- Develop and implement a viable outreach and recruitment strategy for Out-of-School Youth (OSY) that coincides with enrollment levels identified in the proposal.
- Maintain a written strategy to recruit and engage OSY and to consistently meet the enrollment targets agreed upon in the contract.
- Find, connect with and recruit OSY with creative, proactive and broad outreach strategies.
- Identify and screen youth for WIOA eligibility.
- Ensure OSY with disabilities receive equal opportunities to receive services.
- Establish a successful recruitment program that will incorporate ongoing outreach to community, governmental and faith-based organizations with strong connections to OSY.
- Organize partnerships with the Department of Health and Human Services, Department of Juvenile Services, Community Colleges and other entities.

**II. Process for Eligibility Determination**

- Determine, verify and document WIOA eligibility for program participants.
- Maintain formal participant eligibility files.
- Conduct ongoing quality assurance activities.
- To participate in a program funded under this RFP, Out-of-School Youth must meet the following eligibility requirements:

- Age 16 to 24 and not attending school (as defined by state policy, regulations or State law)
- Fall within one or more of the following categories:
  - o Individual with a disability
  - o School dropout
  - o Not attended school for at least the most recent complete school year calendar quarter
  - o A high school graduate or its recognized equivalent who is: low income and basic skills deficient; or an English language learner
  - o Offender
  - o Homeless, runaway, or foster child
  - o Pregnant or parenting
  - o A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment

- If the bidder chooses, in a limited way, to address programs for In-School Youth the following eligibility criteria must be met:

- Age 14 to 21 and attending school
- Low-income individual and
- Fall within one or more of the following categories:

- o Individual with a disability
- o Basic skills deficient
- o English language learner
- o Offender
- o Homeless, runaway, or foster child
- o Pregnant or parenting
- o An individual who requires additional assistance to enter or complete an educational program or to secure or hold employment

f. Ensure all young adults applying for services meet these additional programmatic requirements:

- Must have complied with the requirements of the Military Selective Service Act by providing documentation to demonstrate compliance with those requirements; and
- Be lawfully eligible to work in the United States.

### **III. Assessments to Identify Skills, Competencies and Service Needs of Young Adults**

Basic skills assessments are required for all WIOA youth. Previous assessment results may be used if completed with the past six months. Other assessment instruments appropriate to the population can also be used to gauge other skills and/or competencies.

- a. Outline the types of assessments that will be used in youth programs which may include but are not limited to the following: academic skills in reading and math; occupational skills; prior work experience; interests; aptitudes; supportive service needs; and developmental needs, including assessing disabilities where appropriate, resiliency and self-efficacy.
- b. Identify how the results of the assessment will be used to (a) design an individual service strategy that assists a young adult to develop the skills required to gain competence in those skills, (b) reenter an educational setting, (c) remain in a current educational environment and complete postsecondary education or (d) to identify and obtain employment.
- c. Administer and evaluate appropriate pre- and post-tests to measure actual performance outcomes for participants, as appropriate to the activity.
- d. Enter into written agreements or establish linkages with community organizations to provide services to OSY.

### **IV. Planning and Delivering Effective Individualized Services**

- a. Establish a plan to strengthen education, employment outcomes and retention for youth participants and demonstrate an effective service delivery framework for meeting each individual's needs.
- b. Establish strategies to guide and support youth as they work to achieve their postsecondary and career goals while promoting long-term retention.
- c. Document each participant's plan in his or her "Individual Service Strategy" (ISS). The ISS will include a customized program of services that is based on assessment findings and incorporate, as appropriate, one or more of the 14 WIOA-required program elements summarized below. The 14 required program elements support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants. Bidders are not required to provide these fourteen elements on their own but must demonstrate that all will be available to participants through a combination of their own resources and partnerships with other organizations:

1. Dropout Prevention Services
2. Alternative Secondary School Services

3. Paid and unpaid work experiences (Note: the Contractor will be responsible for the development and execution of formal worksite agreements with employers)
4. Occupational Skills Training
5. Leadership Development Opportunities
6. Supportive Services
7. Adult Mentoring
8. Follow-up Services
9. Comprehensive Guidance and Counseling
10. Integrated Education and Training for a Specific Occupation or Cluster
11. Financial Literacy Education
12. Entrepreneurial Skills Training
13. Postsecondary Preparation and Transition Activities
14. Labor Market Information

#### **V. Development of Individual Employment Plans and Ongoing Case Management**

- a. Develop and document an Individual Employment Plan (IEP) for each participant based on the results of the assessment. The IEP must identify the participant's short and long-term goals, specific plan of activities and services to attain the goals, identification of any applicable barriers and resolutions and required supportive services. The IEP must be periodically reviewed with the participant and adjusted, as warranted.
- b. Prepare IEPs upon program enrollment and update as needed.
- c. Maintain a formal participant eligibility file which will be subject to periodic case file monitoring reviews.
- d. Maintain participant enrollment and service activity and outcome records, and document and verify applicable performance metrics.
- e. Directly enter information into the state's case management system on a regular and ongoing basis.
- f. Produce and provide monthly programmatic reports for the SCWDB.

#### **VI. Follow-Up**

- a. Provide services to young adults through the completion of the participants' service plan and a minimum of 12 months of follow-up services.

#### **VII. Capacity**

- a. Support the SCWDB One-Stop center system approach to the delivery of services by establishing a system for young adults to connect, utilize and benefit from the services available at each SCWDB one-stop center and affiliate site.
- b. Establish a seamless delivery of services, outreach and recruitment functions associated with the delivery of youth program activities offered and coordinated out of the one-stop centers.

#### **VIII. Proposed Outcomes**

- a. Prepare a chart that identifies the numbers to be served, placed into employment, and estimated cost per participant for Out-of-School young adults.

Under WIOA, there are five (5) required core performance measures for the Youth program. Bidders must be able to meet or exceed all performance measures. The current PY 2025 performance levels negotiated with the Kentucky Department of Workforce Development for Youth are outlined in **Attachment A**.

## **C. Business Services**

Employer engagement is a foundational focus of WIOA and a strategic priority of the SCWDB. Employers are a critical customer of the workforce system, with ongoing needs related to talent recruitment, hiring, training and retention. The Contractor shall implement a coordinated and integrated business services delivery approach designed to provide clarity, consistency and high-quality service to the business community. Business services staff must lead efforts to understand employer workforce needs and actively communicate those needs throughout the workforce system to inform service delivery, training investments, and workforce strategies. The Contractor is required to collaborate with all entities providing business services within the local workforce system and lead the Business Services Team, which includes but is not limited to the Kentucky Career Development Office, Local Veterans' Employment Representative, Vocational Rehabilitation, SCWDB program staff, postsecondary education providers, and economic development partners. This coordination is intended to eliminate duplication of effort, avoid multiple or conflicting employer contacts, and ensure employers receive streamlined, employer-driven solutions.

The Contractor will be responsible for coordinating or delivering these primary business engagement activities and services with partner staff and programs:

1. Connect employers to untapped talent pipelines (SCWDB focus populations, including WIOA participants):
  - Referrals of well-qualified job seekers
  - Staff-assisted employee pre-screening
  - Basic job matching of resumes and applications
2. Connect Employers to Local Workforce Resources:
  - Information and referral to sources for developing customized training programs
  - Information on career preparation activities and career pathways
  - Access to information and services through the Kentucky Career Center and SCWDB
  - Avenues to place and promote job openings
3. Connect Employers to Hiring Events That Work
  - Industry, region and focus-population-specific job fairs
  - Hiring events and Interviewing activities held at the Kentucky Career Center
  - Assist employers, as requested, with hosting their own hiring events
4. Empower Employers With Strategy and Labor Market Intelligence
  - Access to labor market and related information
  - Identification of business needs and solutions
  - Relevant business seminars/presentations and information sessions
5. Connect Employers to Government-Funded Talent Solutions
  - Information, development, and coordination of work-based learning opportunities, including Work Experiences, Internships, On-the-Job Training contracts, and apprenticeships
  - Information and development of incumbent worker training and Trade Adjustment Act (TAA)
  - State and/or federally generated information on tax credits for new hires
  - State and/or federal program information on federal bonding

Additional expected services and activities include:

- Data entry of business services in state CRM platform, SCWDB data-tracking sheets and tracking job seeker referrals and positive employment outcomes
- Coordination of Rapid Response activities
- Coordination with other business-serving organizations
- Establish metrics for business services team members that will allow the SCWDB to measure outcomes and improve team performance
- Other SCWDB-approved business services, as applicable.

Certain services may be offered for a fee to businesses through the SCWDB's Foundation. The SCWDB will coordinate with the Contractor to provide any fee-based services. All revenue generated from fee-based services must be handled in accordance with WIOA regulations and the appropriate federal circulars regarding program income. The service provider may not charge for services already funded by WIOA or Wagner Peyser.

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## **SECTION 3 GENERAL PROVISIONS**

### **3.1 Insurance**

**A.** The Contractor will be responsible for its work and every part thereof, and for all materials, tools, equipment, appliances, and property of any and all materials, tools, equipment, appliances, and property used in connection therewith whether owned by the Contractor or by SCWDB. The Contractor assumes all risks of direct and indirect damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the Contract, or in connection in any way whatsoever with the contracted work.

**B.** The Contractor shall, during the continuance of all work under the Contract provide the following:

- Maintain statutory Worker's Compensation coverage in compliance with Kentucky law to protect the Contractor from any liability or damages for any injuries (including death and disability) to any and all of its employees, volunteers, or subcontractors, including any and all liability or damage which may arise by virtue of any statute or law in force within Kentucky, or which may be hereinafter enacted.
- The Contractor agrees to maintain Comprehensive General Liability insurance in the amount of \$1,000,000 per occurrence, to protect the Contractor, its subcontractors, and the interest of the SCWDB against any and all injuries to third parties, including bodily injury and personal injury, wherever located, resulting from any action or operation under the Contract or in connection with contracted work. The General Liability insurance shall also include the Broad Form Property Damage endorsement, in addition to coverages for explosion, collapse, and underground hazards, where required.
- The Contractor agrees to maintain owned, non-owned, and hired Automobile Liability insurance, in the amount of \$1,000,000 per occurrence, including property damage, covering all owned, non-owned borrowed, leased, or rented vehicles operated by the Contractor. In addition, all mobile equipment used by the Contractor in connection with the contracted work will be insured under either a standard Automobile Liability policy, or a Comprehensive General Liability policy.
- Liability insurance may be arranged by General Liability and Automobile Liability policies for the full limits required, or by a combination of underlying Liability policies for lesser limits with the remaining limits provided by an Excess or Umbrella Liability policy.
- The Contractor agrees to provide insurance issued by companies admitted within Kentucky, with the Best's Key Rating of at least A: VI. The only exceptions to this are insurers of the London Syndicate and other recognized British and European insurers who are not rated by Best Guide.

- *Hold-harmless and Indemnification:* Contractor shall indemnify and hold harmless the SCWDB, the KY Education and Labor Cabinet and their respective officers, directors, volunteers, members, employees and agents from and against any and all obligations, costs, expenses, liabilities, claims, demands, suits, proceedings, actions or causes of action of any kind or nature whatsoever, whether accrued, absolute, contingent, or otherwise, including without limitation reasonable attorney's fees, which arise out of or are in any way related to the performance or failure to perform any duty required of Contractor or which arise from or are related to the services provided by Contractor, except to the extent arising out of the gross negligence or willful misconduct of the SCWDB. The Contractor agrees to indemnify the SCWDB and the KY Education & Labor Cabinet from any and all liability, loss, or damage the SCWDB or Cabinet may suffer resulting therefrom. Provided, however, in the event the Contractor is a state agency or subcontracts services with a state agency subject to the jurisdiction of the Board of Claims pursuant to KRS 44.070 through 44.160, the state's tort liability may be limited to an award from the Board of Claims up to the jurisdictional amount.
  - The Contractor will provide an original, signed Certificate of Insurance and such endorsements as prescribed herein, and shall have it filed with the SCWDB before any work is started.
  - If the Contractor delivers services from a SCWDB-leased facility, the Contractor is required to carry personal property insurance on all equipment installed and maintained on the premises.

**C.** No change, cancellation, or non-renewal shall be made in any insurance coverage without a forty-five (45) day written notice to SCWDB. The Contractor shall furnish a new certificate prior to any change or cancellation date. The failure of the Contractor to deliver a new and valid certificate will result in suspension of all payments until the new certificate is furnished.

**D.** Precaution shall be exercised at all times for the protection of persons (including employees) and property.

**E.** The SCWDB, its employees and officers shall be named as an additional insured in the Automobile and General Liability policies, and it shall be stated on the Insurance Certificate with the provision that this coverage is primary to all other coverage the SCWDB may possess.

### **3.2 Contract and Performance Monitoring**

The SCWDB is committed to working closely with the chosen bidder to ensure the successful implementation of the contract's goals. This will be achieved through consistent communication, progress tracking, and proactive collaboration to address challenges and design course corrections as needed. Reliable and relevant data is necessary to drive service improvements, facilitate compliance, inform trends to be monitored, and evaluate results and performance. As such, the SCWDB reserves the right to request/collect other key data and metrics from the chosen bidder.

The SCWDB has developed a systematic monitoring system for evaluating the quality and effectiveness of program services and fiscal expenses. Monitoring is the quality control system whereby the SCWDB gathers and analyzes information to detect problems, identify strengths and weaknesses, and propose improvements to the services. Monitoring activities are conducted regularly to determine whether services are following contractual agreements, SCWDB policies, WIOA regulations, and SCWDB requirements. SCWDB monitors performance, programming, and fiscal activities. In many instances, the different types of monitoring are interrelated and conducted simultaneously.

The SCWDB will prepare performance reports and conduct weekly audits of participant files that are newly enrolled, active and in follow-up status. Performance Reports will be prepared from: WIOA Title I Performance

Outcomes in compliance with any applicable local, state, or federal reporting requirements; Fiscal Records (invoices, contracts, etc.); and other SCWDB Data Collection and Analysis. The SCWDB and the chosen bidder will jointly establish performance metrics and targets to measure the success of the contract and track progress toward achieving its goals. Performance metrics will include both negotiable and non-negotiable metrics. The chosen bidder must consistently track and report on these performance metrics, using the data to inform service delivery improvements and course corrections as needed. The SCWDB will conduct monthly meetings to review progress toward performance metrics, discuss challenges, and identify corrective actions as needed. The SCWDB will actively collaborate with the chosen bidder to address challenges and design course corrections throughout the contract's duration. The chosen bidder is expected to be proactive in identifying challenges and proposing solutions, working closely with the SCWDB to ensure the successful implementation of the contract's goals.

### **3.3 Authority to Re-Capture and Re-Distribute Funds**

The SCWDB has the authority to re capture and re-distribute funds based on the following criteria not being met or changing customer needs across the region: program changes; staffing levels; enrollments; caseloads; and spending levels.

### **3.4 News Releases by Contractors**

The SCWDB does not endorse the products or services of a contractor. News releases concerning any resultant contract from this solicitation will not be made by a contractor without the prior written approval of the SCWDB.

### **3.5 Access to and Inspection of Work**

The SCWDB staff shall, at all reasonable times, have access to the work being performed by Contractor, wherever it may be in progress or preparation.

### **3.6 Evaluation Process**

**3.6.1** A Review Panel assembled by the SCWDB will evaluate proposals as described in the following table:

Criterion	Points
Cover page (1-page limit)	0
Table of Contents (1-page limit)	0
Executive Summary (1-page limit)	0
Experience and Capacity, including Reference Forms	20
Adult / Dislocated Worker and Youth Services	50
Business Services	15
Budget and Budget Narrative	15

The SCWDB reserves the right to waive any informalities and to reject all proposals in whole or in part.

**3.6.2** A Review Panel will independently evaluate each proposal. The Review Panel will meet virtually to review the proposals as a group and take action. It is possible the Review Panel will request that bidders make an oral presentation to the representatives of the Review Panel and others. If an oral presentation is requested, bidders will be notified of date, time and provided access for a virtual meeting. Bidders should note that the SCWDB may award a contract with or without price negotiation.

### **3.7 Contract Award and Details**

**A.** The contract will be awarded for one year from July 1, 2026, through June 30, 2027 with the following stipulations:

1. On or before February 1, 2027, the Contractor must provide a detailed Mid-Year Performance Report. This report will provide evidence of adherence to the statements, policies, practices and methods outlined by the Contractor in their response to this RFP.
2. SCWDB will review and evaluate the performance report and supporting documentation to ensure (1) adherence to contracting terms; (2) performance outcomes; and (3) appropriate use of both state and federal funds to support and improve workforce training and education services in the 10-county region.
3. Prior to May 1, 2027, the SCWDB will vote whether to extend the contract for the second year of service.
4. If SCWDB determines the Contractor failed to meet any of the terms of the contact or otherwise determines to terminate the contract in its sole discretion, SCWDB will perform a search for a replacement contractor. During this time, SCWDB will extend the existing contract to the incumbent contractor for a period of time deemed necessary to find a suitable replacement contractor. This contracting arrangement is referred to as “bridge contract” which is executed to ensure there is no gap in services.
5. Following the second contract year, three (3) one-year contract extensions may be granted in the sole discretion of the SCWDB. In order to receive a one-year extension contract, the Contractor must submit the Mid-Year Performance Report each year. The SCWDB will provide the criteria, a format for these reports, and recommendations or requirements for any programmatic or administrative steps to be taken. Failure to fully implement any requirements may result in loss of the contract.

**B.** The subsequent contract extensions will be based on a comprehensive program proposal, including personnel and operating costs. Subsequent extensions will be negotiated based on available WIOA Program (or whatever name a reauthorized WIOA fund takes) funding allocations from the U.S. Department of Labor and the KY Education and Labor Cabinet. Any additional work will be discussed in the future and price will be negotiated at that time.

**C.** Payments will be made by the SCWDB’s Fiscal Agent to the Contractor after acceptance of a properly completed invoice. Reimbursement requests will be separated by each of the programs for which the expenses accrue (e.g., Youth and Adult and Dislocated Worker). The expenses must include documentation that the expense has already occurred and provide supporting documentation before reimbursements will be honored. The invoices should be sent to the Fiscal Agent no later than 15 days after the last day of the month that services took place.

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## **SECTION 4 PROPOSAL NARRATIVE SECTIONS**

### **1. Organizational Experience and Capacity**

**Total Points: 20**

#### **A. Organizational Background & Experience**

Provide the following information for the bidding organization. If submitting as a partnership or consortium, respond for each organization and include a fully executed Memorandum of Understanding (MOU).

1. Provide a brief history of the organization, including mission, vision, and strategic goals.
2. Description of the organization's experience delivering WIOA-funded services (Adult, Dislocated Worker, Youth, Business Services) and required service components, including experience serving individuals with significant barriers to employment. If WIOA experience is limited or not applicable, describe comparable workforce, education, human services, or employment programs experience.
3. Provide specific examples and/or performance data from the past three (3) years demonstrating:
  - a. Ability to meet or exceed WIOA or comparable grant performance measures
  - b. Success recruiting and enrolling eligible participants
  - c. Effective use of case management and data systems to capture services, case notes, and documentation
  - d. Use of performance data to inform decision-making, improve service delivery, and support continuous improvement

Attach relevant audit summaries, monitoring reports, or performance dashboards as supporting documentation (these attachments will NOT be included in the page limit)

4. Description of the organization's approach to contract compliance, self-monitoring, continuous improvement and responsiveness to data requests, reporting deadlines and corrective actions.
5. Describe the organization's fiscal management system, including:
  - a. Experience managing multiple funding sources in compliance with GAAP and 2 CFR 200
  - b. Systems used to track expenditures, obligations, and encumbrances
  - c. Ability to track costs by funding stream and down to the participant level
  - d. Processes for timely fiscal reporting and invoicing
  - e. Capacity and process to repay disallowed costs, if identified and disclosure of any financial instability, audit findings or disallowed costs within the past three (3) years

Provide at least three (3) references from organizations for which similar services were provided using the template in **Attachment E** for each (these will NOT be included in the page limit).

6. Provide a staffing plan that includes:
  - a. the number of staff (full-time/part-time) assigned to the proposed services
  - b. locations where staff will be housed and counties served
  - c. an organizational chart (this attachment will NOT be included in the page limit) identifying key leadership (including corporate level) and supervisory staff and their roles
  - d. ongoing staff training and professional development strategy
7. (New providers): Describe a start-up and transition plan addressing staffing, training, systems setup, and participant handoff within the first 90 days. (Current providers): Describe plans to transition into the new program year, including implementation of proposed enhancements or service changes.

## **2. Adult, Dislocated Worker and Youth Services Statement of Work**

### **Total Points: 50**

Bidders must describe a comprehensive, integrated service delivery model for WIOA Adult, Dislocated Worker, and Youth programs. Responses must demonstrate how required program design elements (Section 2 of this RFP) will be implemented across all counties served and how services will be delivered in alignment with SCWDB priorities, WIOA regulations, and local labor market needs. Please indicate the minimum percentage of funds that will be dedicated to direct client services.

Bidders are expected to clearly distinguish where service strategies differ by population (Adult/DW vs. Youth), while demonstrating an integrated system of service delivery through the Kentucky Career Center.

1. Provide a summary description of the proposed Adult, Dislocated Worker, and Youth programs, including projected activities, goals, and outcomes for each program.
2. Identify the target populations to be served under each program and the geographic areas covered.
3. Describe how the proposed service model supports individuals with barriers (see pages 13-14, 17-18).
4. Using the components below, describe your end-to-end customer service flow. Responses should address program-specific strategies, staffing models, and innovative practices, with examples of approaches that have proven successful.
5. Describe strategies for each of the following:
  - a. Outreach and recruitment
  - b. Intake and eligibility determination (including staff training and supervision)
  - c. Assessment of skills, interests, aptitudes, barriers, and supportive service needs
  - d. Development and ongoing management of Individual Employment Plans (IEPs/ISS)
  - e. Alignment with business services and use of local and regional labor market intelligence
  - f. Occupational skills training (awareness of, assistance selecting, and obtainment of) and career pathway alignment
  - g. Case management and participant engagement strategies
  - h. Job search assistance and placement preparation
  - i. Job development and employer engagement
  - j. Supportive services
  - k. Follow-up and retention services and methods (in-person, text, email, phone, etc.)
  - l. Partnerships and collaborations with community organizations, education providers, economic development entities and workforce partners.
6. For NDWG activities, describe any proposed differences in outreach and service strategies.
7. Explain how Individual Training Accounts (ITAs), financial aid coordination, and training provider oversight will be managed.
8. Explain how customers will be supported to achieve credential attainment, Measurable Skills Gains, and successful transition from training to employment.

9. Describe how work-based learning opportunities (On-the-Job training, internships, WEX, transitional jobs and apprenticeships/pre-apprenticeships) will be implemented across all programs. In addition, for WEX/OJT, describe processes for participant skill-gap analysis, conflict resolution and quality assurance and any examples of past successes and challenges in implementing work-based learning.
10. Briefly describe how each of the 14 WIOA Youth Program Elements will be provided. Indicate whether services will be delivered directly by the bidder, through referral and/or through formal partnerships.
11. Describe the outbound referral process for individuals not eligible for WIOA services, WIOA participants requiring partner services (including resources available through the Kentucky Career Center) and how inbound referrals to the service provider will be tracked and followed up.
12. Summarize continuous improvement procedures, including feedback from participants, employers, and partners.
13. Describe workforce, economic, and educational challenges in the proposed service area.
14. Identify in-demand occupations and explain how services align with current and emerging labor market needs and how engagement with business and industry will support successful outcomes for Adults, Dislocated Workers, and Youth.
15. (Optional) Include any additional information demonstrating capacity to deliver high-quality services, such as:
  - In-kind support or leveraged resources (including National Dislocated Worker Grants)
  - Digital or AI-powered platforms or solutions and strategies to keep WIOA service delivery updated and relevant
  - Innovative practices or pilot programs not addressed elsewhere

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### 3. Business Services

#### Total Points: 15

Proposers must describe a comprehensive and coordinated **Business Services delivery model** that supports regional employers while advancing employment, training, and retention outcomes for WIOA Adult, Dislocated Worker, and Youth participants. Responses should demonstrate alignment with regional labor market needs, sector strategies, and the public workforce system's role in economic development.

1. Provide a summary description of the proposed Business Services approach, including projected goals, outcomes, and key performance indicators.
2. Identify the target employer populations to be served, including high-demand industry sectors, business size (with attention to small businesses), and the geographic area covered.
3. Describe how Business Services activities will be integrated with Adult, Dislocated Worker, and Youth service delivery and case management to support placement, retention, and advancement. Include strategies to promote and implement: On-the-Job Training (OJT), incumbent worker training, customized training, internships/work experience (WEX), and apprenticeships.

4. Describe methods used to identify the current and future workforce and hiring needs of regional employers, including comprehensive employer needs assessments.
5. Describe how local and regional labor market intelligence will be used to inform employer engagement strategies, job development, and training investments.
6. Describe how the bidder will ensure that businesses clearly understand and access the full range of services available through the public workforce system and how a seamless, cross-agency business engagement approach will be coordinated with workforce partners to avoid confusion for businesses, including but not limited to:
  - o Workforce system partners, including state-level teams and working groups
  - o Economic development organizations
  - o Chambers of Commerce
  - o Education and training providers
7. Describe how Business Services staff will collaborate internally with Case Managers/Career Coaches and with Kentucky Career Center staff to align employer needs with available, qualified job candidates.
8. Explain how employer feedback will be collected and used to refine Business Services strategies.

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#### **4. Budget / Budget Narrative (this section is not included in the page limit)**

##### **Total Points: 15**

Bidders must submit a detailed budget and corresponding narrative that clearly demonstrates how proposed costs are reasonable, allowable, and directly aligned with the delivery of WIOA Title I services described in this proposal. Budgets must comply with WIOA regulations, state policy, and 2 CFR Part 200 (Uniform Guidance).

Budgets should be based on the PY 2025 funding allocations and must include all costs necessary for program operation, reasonable and allocable, and allowable under WIOA Title I, state policy, and federal regulations. Bidders should identify any indirect costs or profit. Any indirect cost or profit must be fully explained in the Budget Narrative.

All budget items are subject to review and negotiation prior to contract execution. SCWDB reserves the right to request clarification or revisions to proposed budgets or disallow unallowable or inadequately justified costs. Failure to submit a complete budget, narrative, or required documentation may result in the proposal being deemed non-responsive.

**ATTACHMENT A: PY 2025 PERFORMANCE LEVELS**  
 (established by the KY Department of Workforce Development)

<b>ADULT PROGRAM</b>	<b>PY25 South Central Rate</b>
Employment Rate 2nd Quarter After Exit	77%
Employment Rate 4th Quarter After Exit	78%
Median Earnings 2nd Quarter After Exit	\$8,722
Credential Attainment within 4 Quarters After Exit	76%
Measurable Skills Gains	60%
<b>DISLOCATED WORKER PROGRAM</b>	<b>PY25 South Central Rate</b>
Employment Rate 2nd Quarter After Exit	87%
Employment Rate 4th Quarter After Exit	80%
Median Earnings 2nd Quarter After Exit	\$11,800
Credential Attainment within 4 Quarters After Exit	78%
Measurable Skills Gains	74.3%
<b>YOUTH PROGRAM</b>	<b>PY25 South Central Rate</b>
Employment Rate 2nd Quarter After Exit	71%
Employment Rate 4th Quarter After Exit	75%
Median Earnings 2nd Quarter After Exit	\$9,000
Credential Attainment within 4 Quarters After Exit	66%
Measurable Skills Gains	56%

## **ATTACHMENT B: SCWDB RFP PROTEST PROCESS (ADOPTED January 2018)**

Funding decisions are the sole responsibility of and are made at the sole discretion of the SCWDB. Any formal protest to the SCWDB's final funding decisions must be based on at least one of the following conditions: the action of SCWDB is at variance with the law; and/or the action of SCWDB contravenes current SCWDB policy, and/or; the Bidder is alleging improprieties occurred during the proposal evaluation period. Any Bidder has the right to file a protest that meets the conditions set out above. In addition, a Bidder that submitted a proposal may protest the award only if it meets all the following conditions: the Bidder has submitted a proposal that it believes to be responsive to the RFP document; the Bidder believes that its proposal meets the administrative and technical requirements of the RFP, proposes services of proven quality and performance, and offers a competitive cost; or the Bidder believes that SCWDB has incorrectly selected another Bidder submitting a proposal for an award. Protests must be received no later than five (5) business days after the protesting party is sent a Non-Award letter.

**Form of Protest:** A Bidder who is qualified to protest should submit the protest to the SCWDB CEO, who will forward the protest to the Protest Review Panel (the Panel) seated for the specific RFP. The Panel consists of three individuals, the SCWDB CEO and two SCWDB board members who were not proposal reviewers. Members will be appointed by the SCWDB Chair for the sole purpose of reviewing a protest and each of whom has no conflict of interest regarding the protestor. Protests must meet the following requirements to be considered: the protest must be in writing and sent by certified or registered mail, or overnight delivery service (with proof of delivery); the protest shall include the name, address, telephone and facsimile numbers, and email address of the party protesting or their representative; the protest must include the title of the RFP under which the protest is submitted; the protest must include a detailed description of the specific legal and factual grounds of protest, together with any supporting documentation; and the protest must include the specific ruling or relief requested. The Panel, at its sole discretion, may make a decision regarding the protest without requesting further information or documents from the protestor. Therefore, the initial protest submittal must include all grounds for the protest and all evidence available at the time the protest is submitted. If the protestor later raises new grounds or evidence that was not included in the initial protest but which could have been raised at that time, the Panel will not consider such new grounds or new evidence.

**Determination of Protest Submitted After Notice of Intent to Award:** Upon receipt of a timely and proper protest, the Panel will investigate the protest and will provide a written response to the protestor within 10 business days of receipt of the protest. If the Panel requires additional time to review the protest and is not able to provide a response within ten (10) business days, the Panel will notify the protestor. SCWDB at its sole discretion, may elect to withhold the contract award until the protest is resolved or denied or proceed with the award and implementation of the contract. The determination of the Panel is final.

**Protest Remedies:** If the protest is upheld by the Panel, SCWDB will consider all circumstances surrounding the procurement in its decision for a fair and reasonable remedy, including the seriousness of the procurement deficiency, the degree of prejudice to the protesting party or to the integrity of the competitive procurement system, the good faith efforts of the parties, the extent of performance, the cost to the SCWDB, the urgency of the procurement, and the impact of the recommendation(s) on the SCWDB. SCWDB may recommend any combination of the following remedies: re-solicit the requirement; issue a new RFP; award a contract consistent with statute or regulation, or other such remedies as may be required to promote compliance. Notwithstanding that a protest is upheld, SCWDB reserves the right to proceed with the protested selection or award of contract, and to implement a contract with the firm selected or awarded the contract.

## **ATTACHMENT C: Assurances and Certifications**

The authorized representative agrees to comply with all applicable State and Federal laws, regulations, and policies governing the Workforce Innovation Opportunity Act, Workforce Investment Boards, and any other applicable laws, regulations, and policies and directives (state and/or local). In addition, the authorized representative assures, certifies, and understands that:

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization possesses legal authority to offer the attached proposal.
3. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
4. The proposing organization has all appropriate insurance coverage, and will produce a certificate of such, as requested.

Name of Authorized Representative \_\_\_\_\_

Title of Authorized Representative \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## ATTACHMENT D: Non-Collusion Affidavit

The Applicant is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the South Central Workforce Development Board or Local Elected Official (LEO) Consortium whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting of the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this Applicant **entered into** any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

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

Print or Type Name: \_\_\_\_\_

Subscribed and sworn to me this \_\_\_\_\_ day of \_\_\_\_\_

Notary Public \_\_\_\_\_

County of \_\_\_\_\_

Commission Expiration Date \_\_\_\_\_

## ATTACHMENT E: Bidder Experience Reference Form

The below named organization is in the process of responding to a Request for Proposals (RFP) released by the South Central Workforce Development Board, the workforce development board for the 10-county Barren River Development District in Kentucky. This RFP is soliciting proposals from entities interested in providing services for Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, and Youth programs. We are requesting that this form be completed by organizations for which the respondent performed a scope of work similar to that described above.

### Name of Respondent:

### SECTION 1: REFERENCE INFORMATION

Evaluating Organization:

Evaluator Name & Title:

Phone: Email:

Organization Address:

Period of Contract/Performance (From – To):

Contract/Program Type: WIOA Adult      WIOA DW      WOA Youth      Other:

*May we contact you if we have follow-up questions?*      Yes      No

### SECTION 2: PERFORMANCE EVALUATION

Please provide a rating for each of the following service delivery areas and activities using the Likert scale below:

5 = Excellent / Exceeds Expectations      4 = Very Good      3 = Satisfactory / Meets Expectations

2 = Needs Improvement      1 = Poor / Does Not Meet Expectations

Performance Area	Rating
Quality of Services / Work	
Timeliness / Meeting Deadlines	
Responsiveness to Technical Direction	
Responsiveness to Performance Challenges	
Achievement of Contract Performance Goals	
Customer (Participant & Employer) Satisfaction	
Communication with Board / Oversight Staff	
Case Management & Service Coordination	
Data Management & Reporting Accuracy	

Staffing (Hiring, Retention, Supervision)	
Management Effectiveness	
Continuous Quality Improvement	
Compliance with Contract & Regulations	
Cost Control / Fiscal Management	
Partner & Stakeholder Relationships	
Flexibility & Problem Solving	
Innovation & Value-Added Practices	

### **SECTION 3: NARRATIVE COMMENTS**

**Strengths / Excellent Performance (please include data where applicable):**

**Areas for Improvement (if any):**

### **SECTION 4: INTEGRITY & RECOMMENDATION**

Please indicate Yes or No:

Completed all contracts satisfactorily:	Yes	No
• Contract ever terminated for cause:	Yes	No
• Any questioned or repaid costs:	Yes	No
• Demonstrated high integrity and ethical conduct:	Yes	No

**Would you recommend this organization for future work? Yes      No**

If No, please explain:

### **SECTION 5: CERTIFICATION**

I certify that the information provided is accurate to the best of my knowledge.

Evaluator Signature:

Date: