



REQUEST FOR PROPOSALS
WORKFORCE INNOVATION & OPPORTUNITY ACT
YOUTH SERVICES

October 1, 2023 – June 30, 2024

Request for Proposals (RFP) Issued	June 12, 2023
Contact Information	Email: youthproposals@novaworks.org
Mandatory Bidders' Conference	June 22, 2023, 11:00 a.m. to 12:00 p.m. PST Meeting will be held virtually via Zoom Join Zoom Meeting: Link: https://us02web.zoom.us/j/87115066983?pwd=TGdIUHozelM4QzVpMkjkS0toWFg0UT09 Meeting ID: 871 1506 6983 Passcode: 809617 Phone: +1 669-900-6833
Proposals Due	July 17, 2023 3:00 p.m. PST Submit electronically to youthproposals@novaworks.org
Written Notification of Review Committee Recommendations	By July 31, 2023
Contract Begins	October 1, 2023

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

I. Introduction

Young adults are the future of our workforce, but it is estimated that close to 12,000 young adults in the NOVAworks region are not connected to two of the more significant economic stabilizing influences: education and early work experience. The NOVAworks Workforce Board (WB) issues this Request for Proposals (RFP) to solicit innovative workforce development programs to operate a Department of Labor (DOL) Workforce Innovation and Opportunity Act Title I Youth program, <https://www.govinfo.gov/content/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf>.

While programs will serve primarily WIOA-eligible at-risk young adults ages 16–24 residing or attending school in San Mateo County and northern Santa Clara County, they will also serve non-WIOA-eligible young adults who could benefit from outreach and intervention. While programs will primarily focus on out-of-school youth, they will also serve in-school youth.

Through this RFP, the NOVAworks Workforce Board intends to identify proposers that can successfully deliver the specified services. Please refer to **Appendix A - Glossary of Terms** for any unfamiliar terms or language used throughout this RFP. The aspiration for this funding is centered on expanding the young adult services in the NOVAworks workforce development area and helping young adults align their interests and skills with education, training, and jobs. The NOVAworks Young Adult Services Strategy and Action Plan has been attached in **Appendix B**.

The *mission* of the NOVAworks young adult program is to deliver year-round programs offering a wide variety of career services, including paid work experience, to young adults throughout the NOVAworks region. The *vision* is to provide young adults with opportunities to develop the skills and networks needed for economic mobility by building upon and leveraging community and industry partners.



NOVAworks' program goals include:

1. Serve 200 NOVAworks' young adults in the first year.
2. Develop paid work experience opportunities through industry partnerships across multiple industries (i.e., manufacturing, healthcare, trades, public sector, transportation, bioscience, IT and hospitality) that result in beneficial earn-and-learn opportunities that will position young adults for future career mobility and success.
3. Provide opportunities for career exploration through online tools and resources, and hosting job shadow days to increase awareness of career pathways in the local economy.

NOVAworks' strategic priorities include:

1. Make connections with K-12 systems to increase awareness of youth services and local career pathways for young adults and in-school youth.
2. Transform systems by coordinating services, codifying best practices, driving systems change and leverage resources.
3. Include youth voice by engaging young adults to share their experiences and inform service delivery.
4. Engage industry and labor partners to identify skill gaps and entry points for careers leading to quality jobs.

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

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

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

The NOVAworks Workforce Area, located in the heart of Silicon Valley, is home to low-income communities that are disadvantaged due, in part, to intentional and persistent racial and ethnic segregation and biases. The region's unequal and disconnected workforce ecosystem is not solely an issue of fairness or equity. Our economy suffers when talented individuals from marginalized communities lack clear pathways to careers that fuel the

economy. Providing disenfranchised youth with access to education and employment will benefit youth, families, communities, and the regional economy. The importance of combining career exploration with career navigation advice and occupational focus with networking for social capital will bridge the gap between hidden talent and opportunity.

Responses to this Request for Proposals (RFP) must include program designs that meet the employment and training needs of our community's at-risk youth, the mandated WIOA performance outcomes, and the priorities of the WB. The NOVAworks WB's goal for youth workforce development is to ensure that opportunities exist for youth to build the knowledge, skills, and attitudes necessary for employment and future economic independence.

Eligible Applicants

This RFP is made available to proposers from for-profit organizations, non-profit organizations, educational institutions, and public agencies with experience operating an innovative and inspirational youth workforce development programs and are familiar with WIOA and its regulations. See **Section I. Technical Qualifications** for detailed criteria relative to qualifications.

Funds Available

Funding for this program is made available primarily from NOVAworks' allocation of WIOA Title I formula funds. For the first contract period, about 73% (or up to \$550,000) will be federal funding and about 27% (or up to \$200,000) will come from the NOVAworks Foundation. In total, we anticipate that up to \$1,000,000 of funds will be available for contracted youth services for a 12-month period; **up to \$750,000 will be available for this first 9-month contract period.** All figures are planning estimates only. In the past, NOVAworks' cost per youth served was approximately \$5,000. This figure is provided as a guideline only; however, cost per person will be considered as part of budget evaluation.

It is required that a minimum of 75 percent of WIOA-funded contract costs be related to serving out-of-school youth; therefore, it is expected that proposals will focus in on a majority of out-of-school young adults. Proposals will not be considered that propose to provide services solely to in-school youth. However, it is expected that proposals will also serve some in-school youth.

NOVAworks reserves the right to adjust award amounts based on its final allocation, other sources of funding, and on the responses to this RFP, and to award contracts to one or multiple providers. Interested parties may submit responses for all or a portion of the funds identified.

The first contract period is anticipated to begin on **October 1, 2023** and end on **June 30, 2024**. The contract may be extended for up to three additional full years, dependent upon successful performance results and available funding.

II. Scope of Services

The response to this RFP will operate a WIOA Title I Youth program to serve primarily WIOA-eligible in- and out-of-school youth ages 16–24 residing or attending school in San Mateo County and northern Santa Clara County comprised of the seven cities of Cupertino, Los Altos, Milpitas, Mountain View, Palo Alto, Santa Clara, and Sunnyvale. While this is the primary focus, proposers are encouraged to also include serving non-WIOA-eligible young adults and in-school youth who could benefit from these services. All proposals must be comprehensive and address the full scope of services detailed in this RFP or demonstrate a partnership with other entities that together will deliver the full scope of services. Further details are provided under **C. Program Design Features**.

A. Priority Populations

Disconnected youth are teenagers and young adults between the ages of 16 and 24 who are neither working nor in school. There are about 12,000 disconnected youth and young adults in the NOVAworks service area alone.

The costs of disconnection are high, both for individuals and for society. Disconnected youth are cut off from the people, institutions, and experiences that would otherwise help them develop the knowledge, skills, maturity, and sense of purpose required to live rewarding lives as adults. The negative effects of youth disconnection ricochet across the economy, the social sector, the criminal justice system, and the political landscape, affecting all of us.

Too often these youth lack a sense of belonging and the feelings of worth and dignity that come with having a purpose in life. And they enjoy comparatively little protection from the adult consequences (such as prison time or very early parenthood) of the impulsivity and risk-taking that are hallmarks of the teenage and young adult years.

Locally, youth described in the previous paragraphs are defined as “Opportunity Youth.” They are young people between the ages of 16–24 who do not have a high school diploma, or have a high school diploma and are basic skills deficient or are English language learners but are not working and not in school, or who are underemployed. Proposals must demonstrate an understanding of this population – their needs and challenges, the interventions needed to support this population, and identify how they will engage and partner with regional and/or local businesses and educational entities to address these issues.

B. Eligibility

Proposers are responsible for outreach and recruitment of sufficient numbers of eligible youth to meet their enrollment obligations. The estimated goal with the total funding available for this first 9-month contract period is to serve approximately 200 young adults: 160 WIOA-eligible young adults and 40 non-WIOA-eligible young adults. NOVAworks will approve eligibility verification documents submitted prior to enrollment. WIOA eligibility requirements govern who may be served with WIOA Title I youth funds. Individuals must be authorized to work in the United States and, if applicable, be registered for the Selective

Service. In addition, for purposes of this RFP, WIOA-eligible youth must meet the following criteria:

Out-of-School Youth WIOA Eligibility

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

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

In-School Youth WIOA Eligibility

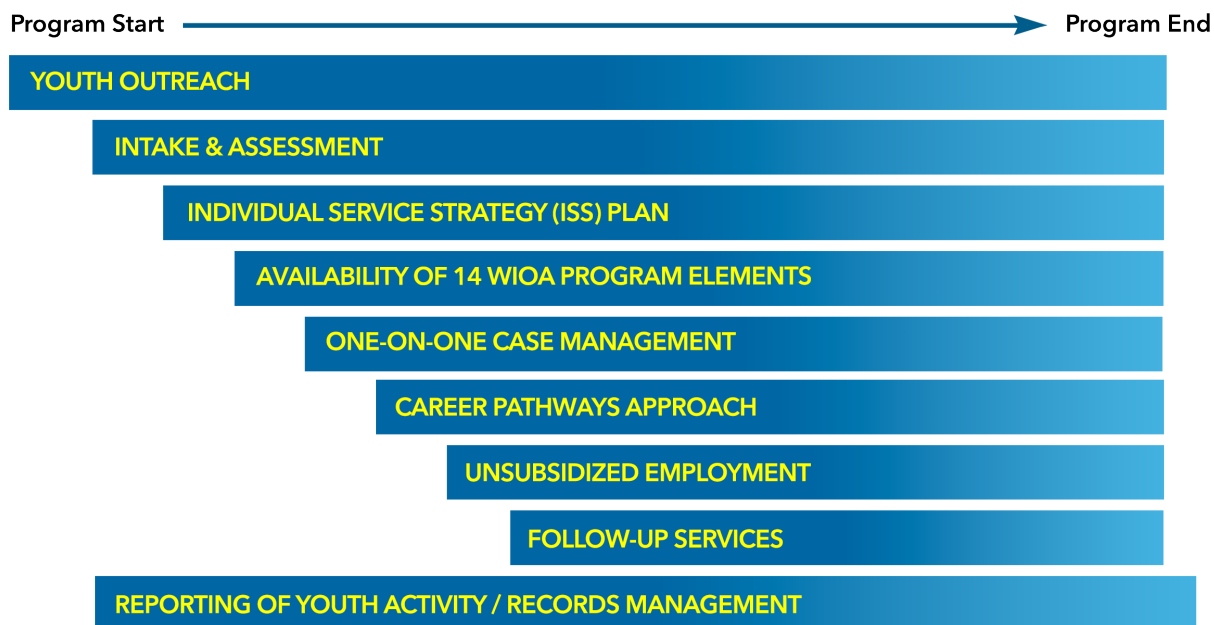
An in-school youth (ISY) is an individual who is: (a) Attending school (as defined by State law), including secondary and post-secondary school; (b) Not younger than age 16 or older than age 21 at time of enrollment; (c) A low-income individual; and (d) One or more of the following:

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

C. Program Design Features

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

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



- *Youth Outreach*
Successful Proposers shall plan to conduct outreach efforts focused on the youth within the NOVAworks service area ensuring equity and access for all disconnected youth and those with significant barriers. Outreach efforts should reflect the demographics of the service area.
- *Intake & Assessment*
Successful Proposers shall prepare plans to determine the eligibility of potential youth participants, secure documentation to support eligibility and retain complete individual participant files. Successful Proposers shall conduct a comprehensive assessment of eligible youth to determine the appropriate service strategy to address their academic and occupational skill levels and service needs. Educational assessments measure academic performance and cognitive ability and must be approved by NOVAworks. NOVAworks reserves the right to require specific assessment tools.
- *Individual Service Strategy (ISS) Plan*
Individual Service Strategy (ISS) is an individualized plan prepared jointly by a Career Coach and youth participant for the WIOA program elements/activities the youth will engage in while in the program. Each Career Coach and each youth are required to review together all assessment results. The ISS should create a mix and sequence of activities best suited to help the participant reach the agreed-upon goal(s), which may include referral to partner agencies. Both Career Coach and participant then sign the ISS, signifying their agreement to work together toward reaching the outcome(s). The ISS is a “living document” and must be reviewed by the Career Coach and youth at least quarterly during the first year of participation. Successful Proposers shall prepare an ISS for each enrolled youth. All services and activities included in the strategies shall be

based on the participant's assessment and result in outcomes that contribute to NOVAworks meeting federally established performance standards.

- *Availability of 14 WIOA Program Elements*

All Proposers must be able to provide directly or through linkages all of the 14 WIOA Program Elements to enrolled youth (WIOA section 129(c)(2)). Please refer to Enclosure III, WIOA 14 Elements Service Delivery Plan for the list of services. If a service provider does not directly provide the services listed, it must demonstrate the ability to make the services available through seamless referrals to appropriate providers of such services. The Proposer will have primary responsibility for coordinating the full continuum of services for each participant.

- *One-on-one Case Management*

Case management is the core of service provision for the WIOA youth program and successful Proposers shall designate adequate resources to provide such services. Distinct case management strategies/program elements shall be developed for all youth, directly linked to one or more of the performance indicators. Strategies shall focus on re-engaging youth with school or preparing them for work. It is expected that Career Coaches will meet with youth at a minimum of twice per month (can be virtual or in person). Proposers must also include strategies in their plan to ensure continued participation of youth in the program.

- *Career Pathways Approach*

The primary consideration of this RFP is to seek proposals that offer innovative approaches to providing youth with the skills essential to be successful in high-growth careers in local high-demand industries.

Successful Proposers should highlight a career-pathway-oriented framework that has the goal of increasing an individual's educational, skills attainment, and employment outcomes while meeting the needs of local employers and growing sectors and industries. Career Pathways Programs offer a clear sequence, or pathway, of education coursework and/or training credentials aligned with employer-validated work readiness standards and competencies.

A Career Pathways approach helps to simplify difficult to navigate systems, making training and credentialing programs more accessible to at-risk and Out-of-School Youth. It also creates easy-to-follow paths to industry-recognized credentials while providing the necessary support services. In addition, career pathways provide work-focused alternatives to traditional college settings by offering academic instruction within the context of particular occupations or industries at the basic and developmental levels while complementing and meeting the labor demands of growing industries.

- *Unsubsidized Employment*

The active participation of employers is critical to the success of the WIOA youth program. Successful Proposers must identify employers that will provide subsidized and unsubsidized employment for youth, as well as employers that will participate in the identification of appropriate training strategies to prepare youth for career-oriented employment. Employers should be engaged in confirming the skills and credentials required for occupations. Employers may provide vocational training, work experience (e.g., internships and apprenticeships), and ultimately, permanent jobs (unsubsidized employment) as part of the career pathways system. Transferable skills

are critical to ensuring customers are able to obtain employment in various fields and industries. Contracted providers may not serve as worksites for enrolled customers.

- *Follow-Up Services*

Successful Proposers shall follow up on the status of exited youth for a period of at least 12 months to determine if the service strategy was successful and if the youth continues to be enrolled in school or employed. Regular contact with youth shall continue through this follow-up period offering additional services including but not limited to leadership development, supportive services, adult mentoring, and comprehensive counseling services.

- *Reporting of Youth Activity/Records Management*

All activities from enrollment through follow-up will be directly keyed into the NOVAworks-approved WIOA case management system. Timely and accurate reporting of youth activities in accordance with state and NOVAworks guidelines shall be priority. Providers who fail to meet this requirement are subject to non-compliance.

Youth Incentives

Incentives to youth who achieve established goals as a result of WIOA program participation are allowable. Incentives must be tied to program goals on the youth's Individual Service Strategy and provided in accordance with the requirements in 2 C.F.R. part 200. Awarding of incentives is a means to encourage participation and reward achievement and attainment of individual goals that lead to successful outcomes and/or successful completion from the WIOA Youth program. Proposer will adhere to NOVAworks' *WIOA Youth Incentives Policy* (on NOVAworks website, <https://novaworks.org/about/rfp>) for criteria for award of incentives.

D. Work-Based Learning

This RFP requires that **not less than 25 percent (25%) of WIOA-contracted funds be spent on activities supporting paid and unpaid work experience** that have as a component academic and occupational education. This may include summer employment and other employment opportunities available throughout the year such as pre-apprenticeship programs, internships, job shadowing and on the job training opportunities. According to *Training Employment and Guidance Letter 23-14, WIOA Youth Program Transition*, <https://www.dol.gov/agencies/eta/advisories/training-and-employment-guidance-letter-no-23-14>, "Program expenditures on the work experience program element include wages as well as staffing costs for the development and management of work experience." These work-based learning strategies must serve as a next step in career development, whether the desired outcome is employment or enrollment in post-secondary education or advanced training.

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

E. Core Indicators of Performance

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

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

- **Credential Attainment.** Youth participants who obtain a recognized credential or secondary diploma during participation or within one (1) year after program exit.
- **Placement in Employment or Education in the 2nd quarter after exit.** Youth participants who are in education, occupational skills training or in unsubsidized employment during in the 2nd quarter after program exit.
- **Placement in Employment or Education in the 4th quarter after exit:** Youth participants who are in education, occupational skills training or in unsubsidized employment during the 4th quarter after program exit.
- **Median Earnings in the 2nd quarter after exit.** The median earnings of those youth participants who are in unsubsidized employment during the 2nd quarter after exit from the program.
- **Measurable Skills Gains.** Youth participants in education or training program that leads to at least one educational functioning level (EFL) or a recognized post-secondary credential.

As a point of reference, the youth performance goals established by the State of California for NOVAworks in Program Year 2022-2023 are as follows:

Credential Attainment	Placement in education or training activities, or unsubsidized employment <i>2nd Qtr after Exit</i>	Placement in education or training activities, or unsubsidized employment <i>4th Qtr after Exit</i>	Median Earnings	Measurable Skills Gain
79.0%	79.0%	75.0%	\$5,000	54.0%

These performance goals are provided as a reference only. Performance rates are negotiated annually between NOVAworks and the State of California. NOVAworks reserves the right to have higher performance goals than those set by the State.

Further details relative to performance measures may be found in DOL's *TEGL 10-16, Change 2*, <https://www.dol.gov/agencies/eta/advisories/tegl-10-16-change-2>.

F. Record Keeping

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

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

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

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

G. Site and Accessibility Requirements

Proposers must identify a minimum of one physical location within the NOVAworks Workforce Area that includes San Mateo County and the seven cities within northern Santa Clara County (Cupertino, Los Altos, Milpitas, Mountain View, Palo Alto, Santa Clara, and Sunnyvale) at which participant services will be provided. Proposers must indicate how the location is easily accessible to the youth targeted in the proposal. The location must be compliant with the Americans with Disabilities Act (ADA) and accessible by public transportation. Proposers should also include strategies that incorporate best practices in serving youth remotely, and describe staff approaches and competencies in providing remote/online workforce development services.

NOVAworks reserves the right to consider geographic distribution of service sites in its selection process. If an agency has not yet identified a location, they must provide assurances that they will provide a location within Santa Mateo County or northern Santa Clara County, identify the community that is being targeted, and the timeframe for securing location should it be awarded the contract.

Per guidance from the *State Workforce Services Directive 17-01*, https://edd.ca.gov/siteassets/files/jobs_and_training/pubs/wsd17-01.pdf, service providers must adhere to the following accessibility requirements:

No qualified individual with a disability may be excluded from participation in, or be denied the benefits of a recipient's service, program, or activity or be subjected to discrimination by any recipient because a recipient's facilities are inaccessible or unusable by individuals with disabilities. Recipients that are subject to Title II of ADA of 1990 must also ensure that new facilities or alterations of facilities that began construction after

January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards. In addition, recipients that receive federal financial assistance must meet their accessibility obligations under Section 504 of the Rehab Act and the implementing regulations at 29 C.F.R. part 32. Some recipients may be subject to additional accessibility requirements under other statutory authority, including Title III of the ADA that is not enforced by the CRC (*DOL's Civil Rights Center*). As indicated in 29 C.F.R. part 38.3(d)(10), compliance with this part does not affect a recipient's obligation to comply with the applicable ADA Standards for Accessible Design.

All WIOA Title I-financially assisted programs and activities must be programmatically accessible. This includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.

H. Confidentiality

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

I. Technical Qualifications

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

- Experienced staff, subcontractors, and/or partners to provide the services described herein or must show the ability to acquire such staff.
- Demonstrated experience in effectively performing similar types of services in the public or private sector.
- Capacity to deliver services remotely.
- Legal capability to enter into a contract for the delivery of these services, and ability to contract in a timely manner.
- Ability to fulfill contract requirements, including the indemnification and insurance requirements.

- If applicable, satisfactory performance under a current or past contract with NOVAworks for similar services.
- Capacity to maintain adequate files and records, comply with confidentiality mandates, and meet reporting requirements.
- Capability to fiscally and administratively provide and manage the proposed services on a reimbursement basis (no advance funding), to ensure adequate audit trail, to maintain audit-ready files, and to monitor its own organization files (internal audit function).
- Knowledge and understanding of Federal Fair Labor Standards Act and rules; and regulations and policy directives regarding the Workforce Innovation and Opportunity Act programs issued by the State of California Employment Development Department.
- Does not provide for the advancement or aid to any religious sect, church or creed, or sectarian purpose.
- Knowledge and understanding of OMB's uniform administrative requirements ("Uniform Guidance") at 2 C.F.R. part 200, et al; and 2 C.F.R. part 2900, et al.
- That it is an Affirmative/Equal Opportunity Employer. If selected for funding, the lead agency and the collaborative partner agencies will be required to meet nondiscrimination and EEO requirements.
- Compliance with requirements for lobbying, debarment and suspension, energy efficiency and other environmental regulations, the Stevens Amendment, and drug-free workplace certification, among others.
- Registered with the federal System for Award Management (SAM) and neither contractor nor its principals are listed on the government-wide Excluded Parties List System.

III. RFP Process Information

Contact Information

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

E-mail: youthproposals@novaworks.org

A Bidders' Conference will be held on **Thursday, June 22, 2023, from 11:00 a.m. to 12:00 p.m. PST**. The meeting will be held virtually via Zoom.

Join Zoom Meeting:

Link: <https://us02web.zoom.us/j/87115066983?pwd=TGdIUHozelM4QzVpMkjkS0toWFg0UT09>

Meeting ID: 871 1506 6983

Passcode: 809617

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

Attendance at the Bidders' Conference is mandatory. NOVAworks will take questions and promptly post guidance on the NOVAworks website, <https://novaworks.org/about/rfp>, such as clarifying information, but not guidance on actually preparing a proposal, directly after the Bidders' Conference.

Any questions concerning this RFP, the application process, or programmatic issues must be submitted via email to youthproposals@novaworks.org by **5:00 pm PST on July 10, 2023**. Answers to certain questions arising from the process, significant interpretations, direction, or revisions to the RFP will be posted on the NOVAworks website at <https://novaworks.org/about/rfp>. Proposers are encouraged to check the website for any updated information.

Submission of Proposals

Proposal must be submitted to youthproposals@novaworks.org by the **deadline of July 17, 2023 3:00 pm PST**.

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

Proposals received after the stated timeframe will be rejected.

All proposals shall be deemed public documents at the time of contract award to the successful Proposer. The RFP is intended to be worded in a manner so as not to elicit proprietary information. If proprietary information is submitted as part of the proposal, such information shall be clearly labeled "Proprietary" and accompanied by a request that the information be returned by the City of Sunnyvale (City) to the Proposer upon completion of this RFP process. If proposals contain proprietary information, then proprietary paragraphs and/or other data should be clearly marked as noted above.

The information on the pages of the proposal identified as proprietary will be used only for the evaluation of the proposal, but proposer understands that disclosure may be required

under the California Public Records Act or other Federal, State, and Local law, as determined by the City.

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

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

Review and Rating of Proposals

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

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

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

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

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

2. Demonstrated Effectiveness and Past Performance (15 points)

The proposals will be reviewed to ensure that the proposer has demonstrated a history of successfully addressing the short and long-term needs of economically disadvantaged, disenfranchised, and at-risk young adults to achieve a successful transition to productive adulthood, as demonstrated by measurable outcomes.

3. Program Management (20 points)

Proposals will be evaluated to ensure that the proposed program model demonstrates the ability to effectively manage all aspects of young adult program services and achieve the WIOA-mandated performance goals. The review will seek to ensure that the staffing plan is adequate and that the organization chart and resumes submitted demonstrate

that the staff has adequate and appropriate background and experience, that the agency has the required record keeping capability, and that the agency has an adequate fiscal management system.

4. Linkages with Other Agencies (10 points)

The proposal will be evaluated in terms of the degree to which the proposer can demonstrate linkages/collaboration with other agencies providing young adult services in the area, as well as local employers.

5. Budget / Budget Narrative (20 points)

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

6. Location of Services (10 points)

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

The Review Committee, with NOVAworks staff assistance, will prepare a recommendation to the NOVAworks Workforce Board (WB) for approval, followed by a recommendation to the Sunnyvale City Council, which has final authority over issuance of contracts. The Review Committee will recommend funding and service levels based on available funds, demographic goals, mix of providers, quality of linkages and partnerships, and WB needs, and may attach conditions for funding to its recommendation. The WB and Council will make their decisions at open public meetings. Agencies should visit the NOVAworks, <https://novaworks.org/>, and City of Sunnyvale, <https://www.sunnyvale.ca.gov/>, websites to confirm times, dates, and locations for these meetings.

NOVAworks reserves the right to contact any individuals, agencies, or employers listed in the proposal and/or others with experience or knowledge of the proposer's relevant performance and qualifications, and to verify references and the accuracy of all statements contained in the proposal. If this review reveals significant problems, contract negotiations will not be possible until such time that deficiencies are resolved. If such resolution exceeds 30 days, the NOVAworks WB reserves the right to terminate the contract negotiation process. Any outstanding review findings must be resolved prior to final execution of a contract.

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

This RFP does not commit NOVAworks to award a contract, to pay any costs incurred in the preparation of a proposal to this request, or to procure or contract for services or supplies. NOVAworks reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in its entirety, with or without cause, this Request for Proposal if it is in the best interest of NOVAworks to

do so. Should a failed competition (only one responsive proposal is received) result from this RFP, NOVAworks has the option to recompile the procurement or enter into a sole source procurement, whichever is deemed appropriate. NOVAworks may require the proposers selected to participate in negotiations, and to submit such price, technical, or other revisions of their proposals as may result from negotiations.

Type of Contract

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

Indemnification

To the fullest extent permitted by law, Service Provider shall hold harmless, defend at its own expense, and indemnify the City and its officers, officials, employees, agents, and volunteers, against any and all liability, claims, losses, damages, or expenses, including reasonable attorney's fees, arising from all acts or omissions of Service Provider or its officers, agents, or employees in rendering services under this Agreement; excluding, however, such liability, claims, losses, damages, or expenses arising from the City's sole negligence or willful acts. The defense and indemnification obligations of this agreement are undertaken in addition to, and shall not in any way be limited by, the insurance obligations contained in this agreement. Service Provider's responsibility for such defense and indemnity obligations shall survive the termination or completion of this Agreement.

Insurance Requirements

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

The service provider shall procure and maintain, at its own expense, during the life of this Agreement, policies of insurance, in compliance with this section below unless expressly waived, in writing, by the City Risk Manager. The City utilizes PINSAdvantage.com (PINS) to track and verify all insurance related documents. Before commencement of the agreement, the service provider shall furnish City Risk Manager, through the PINS system, certificates and endorsements showing the type, amount, class of operations covered, effective dates and dates of expiration of insurance coverage for approval by City Risk Manager.

Service Provider shall procure and maintain for the duration of the Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work by the Service Provider, their agents, representatives, or employees.

Minimum Scope and Limits of Insurance. Service Provider shall maintain limits not less than:

1. **Commercial General Liability:** coverage written on an occurrence basis with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate for bodily injury, personal injury and property damage. ISO Occurrence Form shall be at least as broad as CG 0001.

2. **Automobile Liability:** coverage with a combined single limit of not less than \$1,000,000 applying to all owned, non-owned, or hired vehicles used in conjunction with this Agreement for bodily injury and property damage. ISO Form shall be at least as broad as CA 0001.
3. **Workers' Compensation:** Statutory Limits and **Employer's Liability** \$1,000,000 per accident for bodily injury or disease.

Industry Specific Coverages. If checked below, the following insurance is also required:

Professional Liability / Errors and Omissions Liability coverage with limits not less than \$1,000,000 per occurrence or claim.

Valuable Papers and Electronic Data Processing with limits not less than \$10,000 each.

Cyber & Tech Liability coverage with limits not less than of \$1,000,000 per occurrence or claim.

Crime coverage with limits not less than \$500,000 to include third party premises endorsement.

If working directly with minors, the Certificate of Insurance must include coverage for **sexual abuse and molestation** with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

Deductibles, Self-Insured Retentions and Other Coverages:

Any deductibles or self-insured retentions must be declared and approved by the City of Sunnyvale, Risk Manager. The Service Provider shall guarantee payment of any losses and related investigations, claim administration and defense expenses within the deductible or self-insured retention.

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

Other Insurance Provisions:

1. During the term of the Agreement, the City of Sunnyvale, its officers, officials, employees, agents, and volunteers are to be covered as an additional insured in the Service Provider's commercial general liability policy (and if industry specific coverage is checked above, valuable papers, electronic data processing, cyber, and sexual abuse and molestation liability policies) with respects to liability arising out of activities performed by or on behalf of the Service Provider; products and completed operations of the Service Provider; premises owned, occupied or used by the Service Provider. The coverage shall contain no special limitations on the scope of protection afforded to the City of Sunnyvale, its officers, officials, employees, agents, or volunteers.

Additional Insured Endorsement for ongoing operations at least as broad as ISO CG 20 10 Scheduled, or automatic CG 20 38.

2. During the term of the Agreement, the Service Provider's Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City of Sunnyvale.
3. For any claims related to this agreement, the Service Provider's insurance shall be primary. Any insurance or self-insurance maintained by the City of Sunnyvale, its officers, officials, employees, agents and volunteers shall be excess of the Service Provider's insurance and shall not contribute with it and shall be at least as broad as ISO CG 20 01 04 13.
4. Any failure to comply with reporting or other provisions of the policies including breaches of warranties shall not affect coverage provided to the City of Sunnyvale, its officers, officials, employees, agents or volunteers.
5. The Service Provider's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
6. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, cancelled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the City of Sunnyvale.
7. Any umbrella or excess Insurance Liability policies shall be true "following form" of the underlying policy coverage, terms, conditions, and provisions and shall meet all of the insurance requirements stated in this document, including the additional insured, SIR, and primary and non-contributory insurance requirements for the benefit of City (if agreed to in a written contract or agreement) until all coverage carried by or available to the Service Provider's primary and excess liability policies are exhausted and before the City's own Insurance or self-insurance shall be called upon to contribute to a loss.
8. The policy limits of coverage shall be made available to the full limits of the policy. The minimum limits stated above shall not serve to reduce the Service Provider's policy limits of coverage. Therefore, the requirements for coverage and limits shall be (1) the minimum coverage and limits specified in this agreement, or (2) the broader coverage and maximum limits of coverage of any insurance policy or proceeds available to the named insured, whichever is greater.

Acceptability of Insurers:

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII, and who are admitted and authorized to do business and in good standing in California unless otherwise acceptable to the City of Sunnyvale's Risk Manager.

Verification of Coverage:

The City of Sunnyvale utilizes PINSAdvantge.com (PINS) to track and verify all insurance related documents. The City is no longer accepting Certificates of Insurance by mail and requires the use of PINS. The City will email the Service Provider requesting proof of insurance for this Agreement through the PINS platform (no-reply@pinsadvantage.com), which include instructions on how to upload insurance documents electronically. Service Provider shall furnish the City of Sunnyvale with an original Certificate of Insurance effecting the coverage required. The certificates are to be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates are to be received and approved by the City of Sunnyvale, Risk Manager prior to commencement of work.

The Service Provider shall provide certificate(s) evidencing renewals of all insurance required herein prior to the expiration date of any such insurance. Service Provider shall submit insurance certificates reflecting the policy renewals through PINS. The City reserves the right to require complete, certified copies of all required insurance policies, at any time.

Subcontractors

Service Provider shall require all sub-contractors to procure and maintain insurance policies subject to these requirements. Failure of Service Provider to verify existence of sub-contractor's insurance shall not relieve Service Provider from any claim arising from sub-contractors work on behalf of Service Provider.

Contract Award

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

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

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

Applicant/agency may also be subject to an on-site review, including but not limited to: inspection of facilities and/or equipment that include accessibility requirements; a review of the qualifications of staff, proposed curriculum, and administrative systems; and verification of audit and insurance requirements.

Award Notification and Debriefing Process

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

Applicants whose proposals are not recommended for funding by the NOVAworks Workforce Board (WB) may request a debriefing within seven (7) days of the date of the WB meeting. Requests must be submitted to youthproposals@novaworks.org.

Request for Proposals Timeline

RFP Release Date	June 12, 2023
Bidders' Conference	June 22, 2023, 11:00 a.m. to 12:00 p.m. PST Virtually via Zoom: Zoom link: https://us02web.zoom.us/j/87115066983?pwd=TGdIUHozelM4QzVpMkJkS0toWFg0UT09 Meeting ID: 871 1506 6983 Passcode: 809617 Phone: +1-669-900-6833 (San Jose) Attendance is mandatory.
Deadline to Submit Questions	July 10, 2023 by 5:00 p.m. PST Email: youthproposals@novaworks.org
Deadline to Submit Proposal	July 17, 2023 by 3:00 pm PST Proposal must be submitted to the email address: youthproposals@novaworks.org .
Proposal Review and Scoring	By July 27, 2023
Proposer Finalist Interviews if needed	By July 31, 2023
Written Notification of Review Committee Recommendations (sent to proposers)	By July 31, 2023
NOVAworks Workforce Board Approval and Recommendation to Sunnyvale City Council	August 9, 2023
Deadline to Request Debriefing	By August 16, 2023 at 5:00 p.m. PST Request must be submitted to the email address: youthproposals@novaworks.org .
Sunnyvale City Council Approval of Awards	By September 26, 2023
Contract Signed	By September 29, 2023
Services Begin	October 1, 2023

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

Proposal Instructions and Format

1. **Proposal is due by 3:00 p.m. PST on July 17, 2023 to the following email address: youthproposals@novaworks.org.**
2. All proposals must be submitted as requested. Late or incomplete proposals will not be considered.
3. Do not include literature or attachments beyond that necessary to present a complete and effective proposal. Failure to submit a concise, complete proposal shall be evidence of the proposer's inability to undertake program objectives.
4. All narratives will be typed in Arial (regular) or Times New Roman font, 12-point size or larger, on 8 ½" x 11" pages, with 1" for all margins. All narratives will be single-spaced with pages numbered sequentially. **There is a page limit of 15 pages for the narrative section (including Executive Summary).**
5. Complete the following and include in the proposal. Note that Word and Excel versions, as applicable, of Enclosures I, III, IV, and V are on NOVAworks' website at <https://novaworks.org/about/rfp>.
 - a. RFP Proposal Summary Form (Enclosure I)
 - b. RFP Narrative Section (Enclosure II)
 - c. WIOA 14 Elements Service Delivery Plan (Enclosure III)
 - d. Participant Plan (Enclosure IV)
 - e. Budget and Budget Narrative (Enclosure V)
6. Organize the proposal in a manner consistent with the instructions.
7. Proposals may be submitted in PDF format. Proposals should not be submitted via Google docs or other sharing platform.

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

Appendix A

Glossary of Terms

Capitalized terms used in this RFP shall have the meanings given to them in the RFP and as defined below:

WIOA: federal Workforce Innovation and Opportunity Act: signed into law in 2014, WIOA is a landmark legislation that is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skills workers.

NOVAworks Workforce Board: federally chartered Workforce Development Board overseeing the workforce development system in northern Santa Clara County and San Mateo County

WB: NOVAworks Workforce Board

Workforce Area: NOVAworks Workforce Board geographic service area of northern Santa Clara County and San Mateo County

WIOA Title I Youth: Workforce Innovation and Opportunity Act formula funding allocated by the U.S. Department of Labor to local Workforce Development Boards

RFP: Request for Proposals: request for an offer from proposers interested in providing the identified services sought to be procured

Proposal: offer to provide specific goods or services at specified prices and/or other conditions identified in the RFP

OMB: federal Office of Management and Budget

K-12: kindergarten through twelve grade that is considered primary and secondary school education

GED: High School Graduation Equivalency Degree

Subsidized Employment: WIOA funds are used to subsidize all or a portion of a participant's hourly wage for a specific period, while the participant receives training and/or employment.

Unsubsidized Employment: Employment for which the employer does not receive a subsidy from public funds to offset all or a part of the wages and costs of employing an individual.

Appendix B



MISSION, VISION & GOALS

Mission

To deliver year-round programs offering a wide variety of career services, including paid work experience, to young adults throughout the NOVAworks region.

Vision

To provide young adults with opportunities to develop the skills and networks needed for economic mobility by building upon and leveraging community and industry partners, and in so doing, to make NOVAworks' young adult services known as a relevant and accessible service to youth throughout the region.

Project Overview:

Young adults are the future of our workforce, but it is estimated that more than 12,000 young adults in the NOVAworks region are not connected to two of the most significant economic stabilizing influences: education and early work experiences. NOVAworks seeks to contract with one or more service providers in order to (1) outreach to young adults throughout San Mateo County and northern Santa Clara County, and (2) deliver career and education services.

Project Goals

1. **Increase Capacity to Serve NOVAworks Young Adults:** Utilize a combination of WIOA and unrestricted funds to serve at least 200 youth in year one, increasing the number of youth served, year after year.

Objectives:

- Identify one or more service providers to cover full NOVAworks service area
- Serve 160 young adults with WIOA funding
- Serve 40 young adults (may include undocumented) with unrestricted funds

2. **Develop Paid Work Experience Opportunities:** Identify and develop industry partnerships across multiple industries (i.e., manufacturing, healthcare, trades, public sector, transportation, bioscience, IT, hospitality) and provide young adults with earn-and-learn opportunities that will help set them up for future career mobility and success.

Objectives:

- Create network of apprenticeship programs
- Develop on-the-job training options
- Develop paid internship opportunities

3. **Provide Opportunities for Career Exploration:** Develop tools, resources, and job shadow opportunities for young adults in order to increase their awareness of career pathways in the local economy.

Objectives:

- Create online platform for career exploration
- Facilitate events for career exposure and information
- Develop job shadow opportunities



Young Adult Services Strategy and Action Plan

Strategic Priorities:

NOVAworks is building partnerships across industry sectors in order to improve education and employment outcomes for young adults. We work in partnership with government agencies, education institutions, philanthropic and community-based organizations, youth, and private sector employers.

Utilizing the strategic priorities below, we can improve systems designed to support young adult career and educational success.

1. Make Connections

- Outreach to K-12 systems to increase awareness of NOVAworks services, local career pathways for young adults, and in-school youth
- Develop information flows between organizations serving youth

2. Transform Systems

- Help to improve the impact of systems by coordinating service, codifying best practices, driving systems change, and expanding resources

3. Include Youth Voice

- Engage youth to share their experience and utilize their expertise to inform system change

4. Engage Industry and Labor Partners

- Identify skill gaps and entry points for careers leading to quality jobs



Young Adult Services Strategy and Action Plan

Project Action Plan:

The following objectives and strategies will be implemented to achieve the goals of NOVAworks' expanded young adult programming:

- I. Establish a community-wide awareness campaign of NOVAworks services and local career pathways**
 - Increase career readiness and knowledge of local career pathways for ISY and OSY youth across high school districts and agencies serving youth
 - Implement social media campaign
 - Present information at local adult education and community college consortia
 - Connect with key staff at local offices of education
 - Enhance the NOVAworks website to provide referral information of available resources and programs
 - Participate in career fairs in high school districts throughout the region
- II. Develop relationships and partnerships with agencies serving young adults**
 - Assess landscape of agencies serving young adults
 - Quantify each agency's available services and resources, including targeted number of disconnected youth
- III. Seek external resources to bolster comprehensive services for young adults**
 - Align and access federal, state, and local public resources such as WIOA and other local resources to be deployed in an integrated service approach
 - Identify new funding resources to enhance services and resources (i.e., supportive services), training, *and* paid work experience
 - Optimize affiliation with Roadtrip Nation
 - Develop online learning platform(s)
- IV. Develop baseline data and outcome measures**
 - Establish baseline measures of number and rate of young adults to be served by collaborative partners
 - Ensure all communities are actively represented and participating, including system-involved youth (i.e., foster, justice), youth with disabilities, LGBTQ+ youth, and those communities disproportionately disconnected to education and careers
 - Create and distribute an annual report to the NOVAworks Workforce Board on progress to goal, changes in strategies, and narratives of impact

NOVAworks Workforce Board

YOUTH SERVICES RFP

Proposal Summary Form

Proposing Entity Information:

Legal Name: _____

Fiscal Agent, if applicable: _____

Address: _____

Contact Person: _____

Telephone: _____ Fax: _____

Email: _____

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

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

Proposed Service Area (cities or portions thereof): _____

Certification:

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

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

Name and Title of Authorized Representative (typed)

Signature of Authorized Representative

Date

Proposal Narrative

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

Executive Summary:

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

Main Purpose of Program:

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

Goals/Objectives and Performance Level:

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

Target Groups:

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

Program Description:

- Detail your program model and the specific programs and services you will offer, including type of services, current capacity/enrollment in each service/program, and potential for expansion.

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

Demonstrated Effectiveness:

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

Staffing Plan:

- Indicate the number and job descriptions of staff positions that will be dedicated to the program. For example, include the anticipated ratio of participants to career advisors, instructors, and/or counselors and related fiscal and administrative support staff that will be providing program and expenditure reports.
- Provide information on the qualifications and experience of each individual associated with the service delivery and management of this proposal, other than clerical or other administrative support staff. Of particular importance are the expertise, certifications, and skills of the staff that will be working directly with your participants. Resumes of existing staff or job descriptions including the qualifications and minimum requirements for program staff should be included (not included in page limit) and should describe the minimum education and work experience requirements for all critical staff positions.
- Attach an organization chart (not included in page limit) showing a clear and detailed depiction of the structure of the proposer organization and the specific unit

within the organization that will be responsible for this project. Job titles on the organization chart should match those in the budget narrative. Positions to be hired should be clearly identified.

Facilities/Location:

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

Administrative Capacity:

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

Budget and Budget Narrative:

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

WIOA 14 Elements Service Delivery Plan

ORGANIZATION: _____

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

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

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

<p style="text-align: center;">ELEMENT</p>	<p style="text-align: center;"><i>Indicate YES or NO if your agency directly provides this element</i></p>	<p style="text-align: center;">Briefly describe your plans for this service. <i>What will be included and how will it be provided? If your agency is NOT directly providing this element, identify with whom you will partner to provide this required element (i.e., name of organization, address, and contact person to confirm).</i></p>
<p>10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth</p>		
<p>11. Financial literacy education</p>		
<p>12. Entrepreneurial skills training</p>		
<p>13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services</p>		
<p>14. Activities that help youth prepare for and transition to post-secondary education and training</p>		

Participant Plan

In School Youth (ISY) Participant Plan				
Organization Name:				
TERM: 10/1/2023 - 6/30/2024				
I. Quarterly Participation (Cumulative)				
Quarter End Date (MM/YY)	12/23	3/24	6/24	
A. Enrolled Participants				
B. Participants Exited				
C. Participants Carried Out	-	-	-	-
II. Program Services - Total Participants to Receive the Following Services				
A. Youth Services				
B. Youth Work Experience				
C. Occupational Training				

Out of School Youth (OSY) Participant Plan				
Organization Name:				
TERM: 10/1/2023 - 6/30/2024				
I. Quarterly Participation (Cumulative)				
Quarter End Date (MM/YY)	12/23	3/24	6/24	
A. Enrolled Participants				
B. Participants Exited				
C. Participants Carried Out	-	-	-	-
II. Program Services - Total Participants to Receive the Following Services				
A. Youth Services				
B. Youth Work Experience				
C. Occupational Training				

Total Youth Participant Plan				
Organization Name:				
TERM: 10/1/2023 - 6/30/2024				
I. Quarterly Participation (Cumulative)				
Quarter End Date (MM/YY)	12/23	3/24	6/24	
A. Enrolled Participants	-	-	-	-
B. Participants Exited	-	-	-	-
C. Participants Carried Out	-	-	-	-
II. Program Services - Total Participants to Receive the Following Services				
A. Youth Services	-			
B. Youth Work Experience	-			
C. Occupational Training	-			

Budget and Budget Narrative

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

BUDGET SUMMARY PLAN				
Organization Name:				
Project Title: WIOA Youth Program				
Term: 10/1/2023 - 6/30/2024		In School Youth (ISY)	Out of School Youth (OSY)	Total
I. Expenditures:				
A. Staff Salaries				-
B. Staff Benefits				-
Staff Benefit Rate (%)				
C. Staff Travel				-
D. Operating Expenses				-
E. Leases				-
F. Equipment - Prior approval required				-
G. Work Experience				
1. Staff Salaries				-
2. Staff Benefits				-
3. Youth Salaries				-
H. Occupational Training				
I. Supportive Services				-
J. Other (attach detailed description)				-
K. Indirect Costs				-
Indirect rate (%)				
Total		-	-	-
Cost per Participant				
Number of Staff Full-time Equivalent (FTEs)				
Name of Cognizant Agency for Indirect Rate				