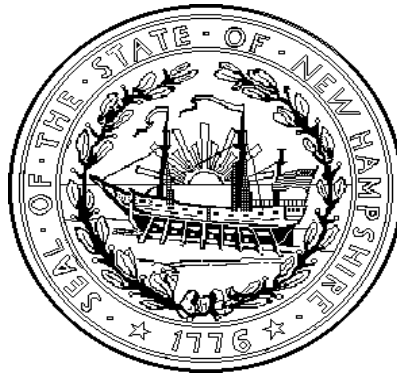


**State of New Hampshire
Department of Business and Economic
Affairs**



Office of Workforce Opportunity

Senior Community Service Employment Program (SCSEP)

RFP # 02-BEA-OWO - 2019

REQUEST FOR PROPOSAL

January 28, 2019

TABLE OF CONTENTS

SECTION 1: GENERAL INFORMATION	3
1. OBJECTIVE	4
2. BACKGROUND INFORMATION.....	5
3. ELIGIBILITY.....	7
4. QUALIFICATIONS.....	7
SECTION 2: PROPOSAL REQUIREMENTS	8
2.1 CONTRACT OFFICER.....	8
2.2 PROCUREMENT TIMETABLE	8
2.3 LETTER OF INTENT	8
2.4 PROPOSAL CONTENTS	9
2.5 ORAL PRESENTATIONS.....	10
2.6 KEY PERSONNEL INTERVIEWS.....	10
2.7 COST OF PROPOSAL PREPARATION.....	10
2.8 SUBMISSION OF PROPOSALS	10
SECTION 3: EVALUATION OF PROPOSALS	11
3.1 EVALUATION OF ORGANIZATION	11
3.2 PHASES OF EVALUATION.....	11
3.3 CONTRACT AWARD.....	14
SECTION 4: STATEMENT OF WORK	15
4.1 ORGANIZATION/AGENCY REQUIREMENTS	15
4.2 DIRECT SERVICE REQUIREMENTS	16
4.3 STAFF REQUIREMENT.....	22
4.4 PROGRAM PERFORMANCE REQUIREMENT	22
4.5 REPORTING REQUIREMENTS.....	23

Exhibits A-F

SECTION 1: GENERAL INFORMATION

The NH Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA) is the State Agency designated by the Governor of New Hampshire to serve as the grant recipient for all federal funds allocated through Title I of the Workforce Innovation and Opportunity Act (WIOA), as well as the portion of SCSEP funds allocated to the State to operate the State SCSEP program.

The State Workforce Innovation Board (SWIB) serves as the overarching oversight body for WIOA State Formula Funded (WIOA) programs operating within the state. Working together the SWIB establishes the overall workforce strategies to be employed, while BEA manages the implementation and ongoing program operations consistent with the guidance provided by the SWIB. A sub-group of the SWIB, appointed by the SWIB Chair, will select a SCSEP service provider based on the criterion outlined in *Section 3: Evaluation of Proposals* of this RFP.

The Office of Workforce Opportunity within BEA is issuing this Request for Proposal (RFP) to select a single-service provider (sub-recipient) to provide services to participants enrolled in the State-sponsored Senior Employment Community Service Program (SCSEP) funded through the US Department of Labor (USDOL). The service provider shall enroll program participants consistent with pre-determined enrollment goals and develop an equal number of work experience sites for unemployed economically disadvantaged participants 55 years of age or older to improve their employability. Through work experience sites, participants will acquire general skills, knowledge and work habits necessary to obtain and retain gainful employment.

Community service agencies (non-profit and public organizations) also referred to as “Host Agencies” provide part-time (typically 25 hours per week) job-specific training opportunities for program participants. The SCSEP participant is paid no less than NH minimum wage for each hour they are in training. Program funds are used to pay participant wages, worker’s compensation and other allowable support services paid directly to the participant by the service provider. Individuals must meet all of the following conditions to be eligible for participation in the SCSEP program:

- Be at least 55 years old and a state resident.
- Have an annual family income of not more than 125 percent of the established federal poverty income guidelines.
- Be eligible to work in the United States.
- Be currently unemployed.

The design and implementation of SCSEP activities is governed by federal statutes and regulations. These regulations identify specific program design policies and procedures that must be adhered to on the State and service provider level. Respondents to this RFP are strongly encouraged to review the Older American’s Act (Title V) and the corresponding regulations to gain a comprehensive understanding of SCSEP program implementation and management requirements.

SCSEP is authorized by the Older Americans Act (Title V), as amended by Public Law 109-365 on October 17, 2006. The [U.S. Department of Labor](http://www.dhs.gov) oversees and funds SCSEP; detailed information may be found at www.doleta.gov/seniors/html_docs/regs.cfm.

Statutes and Regulations governing the program are as follows:

- Title V, Older Americans Act (1965) [2006 Amendments](#)
- [Interim Final Rule \(2017\)](#)
- [SCSEP Final Rule \(2018\)](#)

The SCSEP provides a win-win for participants and their communities: Participants help community organizations extend their capabilities while developing their own job skills, self-confidence, and a restored sense of self-worth.

Benefits to Participants:

- Building confidence
- Learning new skills
- Providing paid training
- Providing in-demand work experience
- Providing added income

Benefits to Community Service Agencies:

- Providing older workers who, while training, expand agency's capacity to provide services
- Providing agency opportunity to evaluate loyal workers in training for possible hire
- Reducing "loss of productivity" due to reduced absenteeism from dependable older workers

Benefits to Employers:

- Providing a pool of experienced, dependable and qualified candidates for a variety of jobs
- Saving training dollars by providing loyal workers
- Accessing local agencies that know your area and business needs

1. Objective

SCSEP funds are allocated for the purpose of operating a standardized program of services that span multiple program years, and require significant training and program management experience and understanding. BEA through its Office of Workforce Opportunity (OWO) is requesting proposals from qualified entities capable of successfully operating the SCSEP in accordance with the requirements of the Older Americans Act and the United States Department of Labor (USDOL).

The successful bidder will be awarded an annual firm, fixed-price contract for work performed pursuant to this RFP. The contract term will be for four years (48 months) effective **July 1, 2019 through June 30, 2023** subject to the approval of the New Hampshire Governor and Executive Council.

The total amount of funding available per contract year is determined by USDOL annually. The contract amount available for Program Year 2019 is projected to be the same as the amount allocated for Program Year 2018, which is limited to **\$421,835**. Funding amounts for Program Years 2019–2022 will be subject to USDOL state allocations, which are typically announced in May of each year. For planning purposes the respondent should assume the same level of funding for each program year covered in this RFP (i.e., PY19, PY20, PY21, & PY22).

In addition, the service provider selected to operate this project must be able to provide no less than a 10% match (cash and/or in-kind) for the total federal award received by the State. The service provider selected must also have access to non-federal funds to reimburse the State for any program cost disallowed as a result of state and/or federal monitoring and/or an audit.

Please note that the entity awarded a contract as a result of this RFP must be prepared to immediately assume responsibility for SCSEP participants currently enrolled in the State SCSEP project (approximately 43 participants) with minimal disruption in services, including payments to participants. All current participants must be placed in unsubsidized employment or exit the program for other reasons before any additional participants may be enrolled in the program.

BEA reserves the right to modify services as specified in this RFP to conform to federal or state regulatory changes as they occur. If changes to the scope of service are necessary, the selected service provider and BEA will enter into good-faith negotiations to address additional/modified services and related costs.

Bidders are expected to carefully examine all requirements stipulated in this RFP and respond to each requirement in their proposals.

2. Background Information

The USDOL makes SCSEP funding available through two distinct funding channels; State Programs and National Programs.

- State Programs – approximately 22% of the total SCSEP funds available on the federal level is disbursed among the 50 States and US Territories to implement State-sponsored SCSEP projects. The Governor of each state/territory designates a State entity to serve as the grant recipient for State SCSEP funds. The amount of funding each State/Territory receives is based on a formula developed by USDOL based on population, number of older residents, number of unemployed residents, and other such factors.
- National Programs – approximately 78% of the total funds available on the federal level for SCSEP programming is disbursed among National Organizations (e.g., National ABLE, Experience Works, AARP, Goodwill Industries, etc.) pre-approved to compete to operate SCSEP programs in a State and/or region. The same formula described above is used to determine the level of funding for National Programs.

As stated earlier, BEA is the State Agency designated by the Governor of New Hampshire to serve as the grant recipient for federal funds allocated through Title I of the Workforce Innovation and Opportunity Act (WIOA), and the portion of SCSEP funds allocated to the State to operate the State SCSEP program. In this role, BEA is responsible for ensuring a comprehensive and coordinated service delivery system for the state sponsored SCSEP program. In addition, BEA is

responsible for developing the federally-required SCSEP State Plan and negotiating an Equitable Distribution Plan in consultation with all SCSEP providers operating within the State (i.e., a plan for enrollments that ensures a proportional level of service is available in each county with the state).

In New Hampshire, there are currently two SCSEP program operators. The State SCSEP program is administered by BEA, and the National SCSEP program is administered by Operation ABLE, Inc. in Boston, Massachusetts and operates locally in Manchester, NH. Consistent with the USDOL approved Equitable Distribution Plan the State SCSEP program provides services in three counties: Belknap, Merrimack and Rockingham. Operation ABLE offers services in the remaining seven counties.

Key elements of the SCSEP program include the following:

- The purpose of the SCSEP program is to provide meaningful part-time community service assignments with Host Agencies for persons with low income who are 55 years of age or older, while providing transition to unsubsidized employment. Service providers must develop appropriate work assignments for eligible individuals, which will result in the provision of community services and will promote unsubsidized employment opportunities.
- Service providers are required to provide eligible individuals wages for community service assignments and provide skill enhancement opportunities, periodic physical examinations, personal and employment-related counseling, assistance in transition to unsubsidized employment, and other benefits as allowed under the federal regulations that govern the program.
- All SCSEP enrollees must be assessed to determine the most suitable assignment for the individual and to identify appropriate employment, training, and community service objectives, which are documented on an Individual Development Plan (IDP).
- Some participants are hired by the agency they worked for or by an employer in the community; while others may move to another non-profit agency after several months in order to acquire new skills. *The ultimate goal and expectation for every enrollee is that he/she will find unsubsidized employment.*
- Host Agencies must be a governmental or non-profit, non-partisan organization. Organizations and agencies eligible to act as host agencies are public agencies operated by units of government and non-profit (501(c) (3)) agencies. Possible host agencies include, but are not limited to: Adult Education Centers, Community Action Agencies, Libraries, One-Stop Centers, Mental Health Agencies, Museums, Medical Clinics, Hospitals, Housing Authorities, Government Offices (Town, City, County, and/or Federal), Food Banks, Senior Citizen Centers and Public Schools.
- Host Agencies must agree to provide adequate orientation, supervision, instruction, and training on the job to each enrollee. Host agencies are also encouraged to consider hiring the SCSEP worker when an appropriate vacancy occurs. Employment of an enrollee funded by SCSEP shall be only in addition to budgeted employment, which would otherwise be funded by the host agency (i.e., shall not result in the displacement of currently employed workers, including partial displacement such as a reduction in hours or non-overtime work, wages or employment benefits).

- SCSEP Programs are assigned a specific number of participant enrollments (i.e., “slots” and/or “authorized positions”). The number of slots is determined by USDOL on an annual basis based on a standard cost per enrollee in relation to the amount of funds received by the provider. The number of assigned slots for Program Year 2018 is 43.
- The “slots” allotted for providers within the state must be apportioned among areas within the state in an equitable manner. This process is known as “Equitable Distribution.” At the beginning of each program year, the State (BEA) will work with service providers to negotiate an Equitable Distribution plan that shows the actual locations of authorized positions (slots) compared to the ideal locations in relation to the number of eligible persons and other pertinent considerations.
- SCSEP is a required partner in the NH Works One-Stop system. To the extent feasible, SCSEP staff will maintain a regular presence in the NH Works office(s) located in the program service area, and work to foster close working relations with NH Works staff. NH Works resources should be leveraged to supplement services provided through the SCSEP to fill gaps in training and employment services.
- A Memorandum of Understanding (MOU) between SCSEP service providers and the NH Works One-Stop Operator Consortium is currently in place to reinforce and support the importance of a coordinated service delivery approach.
- SCSEP operators are required to meet performance goals assigned by USDOL. Performance goals include the following:
 1. Community service hours
 2. Percentage of project participants who are in unsubsidized employment during the second quarter after exit from the project
 3. Percentage of project participants who are in unsubsidized employment during the fourth quarter after exit from the project
 4. Median earnings of project participants who are in unsubsidized employment during the second quarter after exit from the project
 5. Effectiveness in servicing employers, host agencies, and project participants
 - Customer Satisfaction (Participant and Host Agency)
 6. Number of eligible individuals served
 7. Service to most in need

3. Eligibility

Public or private non-profit employment and social services providers, private providers, and government entities are eligible to submit proposals in response to this RFP.

4. Qualifications

Service providers must have a minimum of three (3) years’ experience in providing employment services and/or social services. Preference will be given to respondents with a principal place of business in New Hampshire.

SECTION 2: PROPOSAL REQUIREMENTS

2.1 Contract Officer

This RFP is issued by BEA. The contract officer is the sole point of contact from the date of RFP release until the selection of the successful bidder. All questions and requests for clarification should be submitted in writing to the contract officer. A Microsoft Office compatible version of this RFP can be made available to prospective bidders upon request to the contract officer.

Meelynn Wong, WIOA Program Manager
 Department of Business and Economic Affairs
 Office of Workforce Opportunity
 1 Eagle Square
 Concord, NH 03301
 603-271-7275
Meelynn.Wong@livefree.nh.gov

2.2 Procurement Timetable¹

Procurement Activity	Dates	Time
Request for Proposals Issued	January 28, 2019	
Closing Date for Letter of Intent	February 11, 2019	Noon ET
Written Responses to Bidders Questions	February 18, 2019	
Closing date for Receipt of Proposals	March 4, 2019	Noon ET
Service provider Selection	March 11, 2019	
Contract Negotiation Complete	March 28, 2019	
Execute Contract	Between March and June 2019	
Initiate Review of Contract by Attorney General	Between March and June 2019	
Initiate Administrative Services Review	Between March and June 2019	
Governor and Executive Council Meeting	Between March and June 2019	

2.3 Letter of Intent

All agencies interested in submitting a bid in response to this RFP must submit a letter of intent; the letter may be submitted by e-mail to the Contract Officer. Such letter must be received by the Contract Officer by Noon Eastern Time on February 11, 2019. Bidders failing to submit a letter of intent by the stated deadline shall be disqualified.

¹ BEA reserves the right to adjust these dates, either moving a date earlier or later in the calendar. The primary consideration in adjustment of dates shall be to ensure the earliest possible Governor and Executive Council approval of a contract awarded as a result of this RFP.

2.4 Proposal Contents

The following items must be contained in the proposal to meet the minimum requirements for evaluation. The sections must be in the order described below and written in a straightforward and concise manner. To ease in preparation of proposals, templates are incorporated into this RFP as Exhibits (A-F). Bidders are expected to carefully examine all requirements stipulated in this RFP and respond to each requirement in their proposal.

There are certain requirements, established by BEA, with respect to proposals submitted in response to this RFP. The words "shall", "must" and "will" except when used to denote futurity, shall be considered as indicative of a requirement in this RFP.

A. Transmittal Cover Letter – EXHIBIT A

The bidder must fill in the requested information. The letter must be signed in ink, by an official of the bidding organization authorized to bind the bidder to the provisions of the proposal.

B. Bidder Summary of Corporate/Organization Background & Experience – EXHIBIT B

The bidder must fill in the requested information and where applicable, provide/attach the requested information/documentation.

C. Statement of Work – EXHIBIT C

The bidder must provide a Statement of Work that specifically explains how each of the requirements of the work described in Section 4 will be fulfilled by the bidder, including an implementation timeline for all new bidders.

D. Cost Proposal – Exhibits D, E and F

1. There are three components of the cost proposal. The three components are:
 - a. EXHIBIT D: Personnel Data. Fill in requested information for all personnel that will be charged to the contract. Identify any sub-service provider personnel as such.
 - b. EXHIBIT E: Budget Proposal. Fill in requested information that includes the complete budget for the first year of the project. Budgets for years two, three and four will be negotiated annually consistent with the federal award process.
 - c. EXHIBIT F: Budget Narrative. Provide written justification for the proposed expenses, by line item. The Budget Narrative should provide enough information that proposal evaluators need not seek clarification of the bidder's budget proposal.
2. The proposed budget must contain the cost for providing services in PY 2019 (FY2020) (12 month period). Actual funds for program years 2020, 2021 and 2022 should be available by no later than May of each program year, or upon recipient of the federal notice of award, if received later. For planning purposes assume **\$421,835** for each of the

four years covered in this RFP. The costs must be provided by program year (July 1 – June 30) in total.

3. The contract must provide information on how the required 10% Match will be met and how it will be used to support program activities. For information purposes, the 10% program match for this project is determined by using the following formula.
 - a. Divide the federal grant amount by .9 = the total grant amount
 - b. Subtract the federal grant amount from the total grant amount = non-federal share

2.5 Oral Presentations

Oral Presentations, are not anticipated, but may be requested for finalists and will include explaining or clarifying characteristics or significant elements related to the proposals.

2.6 Key Personnel Interviews

Key personnel proposed by bidders may be requested to participate in a structured interview to determine their understanding of the requirements of this effort, their authority and reporting relationship within the organization, and their management style and philosophy.

2.7 Cost of Proposal Preparation

The entire cost for the preparation of a proposal, and the attendance at any Oral Presentation or Key Personnel Interviews shall be borne by the bidder.

2.8 Submission of Proposals

- A. To facilitate the proposal evaluation process, bidders may email their complete proposal to the contract officer by noon on **March 4, 2019**. The bidder must clearly annotate the proposal package with the phrase “RFP 02-2019 SCSEP Bid Enclosed”
- B. If the bidder prefers to submit a hard copy proposal they shall submit no later than noon on **March 4, 2019**, one original and five hard copies and must label the original proposal (original signature[s] required) as "Original." The bidder must label the five copies as “Copy”

Proposals that arrive late will not be accepted and will be returned unopened to the bidder at the bidder’s expense. All proposals, whether rejected or accepted, become the property of the State of New Hampshire, Department of Business and Economic Affairs - Office of Workforce Opportunity.

SECTION 3: EVALUATION OF PROPOSALS

A sub-group of the State Workforce Innovation Board (SWIB) will serve as an Evaluation Team. The Evaluation Team will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. The Evaluation Team reserves the right to reject any and all proposals.

The cost of the proposal will not be the sole determinate factor for selection. The evaluation will be done in the phases outlined below and points awarded as determined by the Evaluation Team.

Total maximum number of points to be awarded is 100.

3.1 Evaluation of Organization

- A. An Evaluation Team will be established to select a single service provider.
- B. The Evaluation Team will be responsible for the review and scoring of all the proposals. This group will be responsible for the recommendation to the SWIB for approval.
- C. The OWO Director will notify the selected bidder and will execute the contract subject to the final approval of the Governor and Executive Council of the State of New Hampshire.

3.2 Phases of Evaluation

The evaluation will be conducted in the phases shown below. Each phase is dependent upon the previous phase. The assigned points for each are indicated. The Evaluation Team assigns points.

PHASE 1

Focus: Evaluation of Minimum Requirements
Pass or fail; there are no points assigned for Phase 1

PHASE 2

Focus: Evaluation of the Corporate/Organization, Background, Experience and Staff
Total of 50 points
Focus: Evaluation of Scope of Work
Total of 40 points
Focus: Evaluation of Cost Proposals
Total of 10 points

PHASE 3

Focus: Best and Final Offer Request and Submission. The Evaluation Team reserves the right to request best and final offers from those bidders whose proposal yields enough minimum points to make it to Phase 3.

PHASE 4

Final Evaluation

3.2.1 Phase 1 - Evaluation of Minimum Requirements

- A. The purpose of this phase is to determine if each proposal is sufficiently responsive to the RFP to permit a complete evaluation.
- B. Proposals must comply with the proposal content requirements and timetable specified in Section 2. Failure to comply with the instructions shall deem the proposal non-responsive and subject to rejection without further consideration. The minimum requirements for a proposal to be given consideration are:
 - 1. The proposal must have been received as provided in Section 2.8 and in the number of copies specified.
 - 2. The proposal must comply with all of the sections as provided in Section 2.4, follow the sequence of format and provide corresponding references to this RFP.
 - 3. The Department of Business and Economic Affairs reserves the right to waive this requirement due to minor irregularities in the bids.
- C. This section will be evaluated through a pass or fail determination.

3.2.2 Phase 2 - Overall Evaluation of Response

Evaluation of Corporate Organization/Project Staff Experience

The Evaluation Team will assess the experience, corporate/organizational resources, and corporate/organization qualifications of the bidder. In addition, the experience of all assigned staff will be evaluated. The Evaluation Team will determine to what extent the organization and assigned staff have the capabilities to deliver the services described in the RFP and the bidder's proposal. The bidder's financial ability to undertake the contract will also be evaluated. References may be checked.

Evaluation of the Statement of Work

- A. The quality of the Statement of Work will be evaluated including:

1. The bidder's understanding of each of the services described in the RFP and the inclusion of same in the statement of work;
 2. The bidder's knowledge of SCSEP and the bidder's ability to assume responsibility for current participants, recruit eligible participants as needed, develop appropriate host agency sites, and move SCSEP participants to employment;
 3. The bidder's ability to coordinate services with the NH Works centers and provide additional links to a network of statewide agencies and organizations that provide services to low income individuals; and
 4. The organization, completeness and logic of the proposed Statement of Work including the ability to transfer and pay wages to existing SCSEP participants without disruption in services.
- B. An oral presentation (Section 2.5) may be scheduled for finalists as part of Phase 3. Points will not be awarded for the oral presentation but the presentation will be used by the evaluation team to clarify points in the proposal relating to the work plan.

Evaluation of the Cost Proposal

- A. The cost of the proposal will not be the sole determinate factor for selection.
- B. The cost proposal will be examined to determine if the cost proposal meets all minimum requirements, is sufficient to support the services, as described in the RFP and by the bidder in the bidder's proposal, and contains accurate calculations. Any cost proposal that is incomplete or in which there are significant inconsistencies or inaccuracies may be rejected by the Evaluation Team.

3.2.3 Phase 3 - Best and Final Offer Phase

- A. The Evaluation Team reserves the right to make adjustments, clarifications, scope revisions and other similar changes which shall be formalized in the conduct of the Best and Final Offer (BAFO) phase.
- B. If adjustments are made, BAFOs shall be requested from each bidder whose proposal has reached this phase. This step will be done in the form of a business letter sent from BEA to the bidder requesting changes and the submission of a BAFO.
- C. BEA's request for a BAFO will describe changes that the Evaluation Team wishes to make to the RFP, if any, as well as the specific identification of deficiencies, problem areas or weaknesses in the bidder's proposal. Bidders will be permitted to clarify or amend their proposals, including the cost proposal, in the areas identified by the Evaluation Team.
- D. The Evaluation Team may decide to require another interview to discuss the issues raised in the business letter. If interviews are required, they shall be required of all bidders involved in this phase.
- E. The resulting changes to the proposal (including costs) will be entered into the final evaluation. The revisions must be clearly identified and referenced to the correct section

numbers of the RFP. The revised BAFO cost proposal must be separated as was required in the earlier phase.

3.2.4 Phase 4 - Final Evaluation

- A. The Evaluation Team will complete the final evaluation utilizing the same evaluation criteria used in the preceding evaluation phases for proposal revisions associated with Phase 3. Only the areas of each proposal affected by Phase 3 will be reevaluated.
- B. Bidder's scores will be reviewed and updated to reflect the final evaluation.

3.3 Contract Award

- A. The evaluation by the SWIB Evaluation Team may result in the selection of one or more proposals that are most advantageous to BEA. After analysis, evaluation and validation of bidder responses, the successful bidder will be notified in writing by BEA.
- B. The selected bidder may be required by BEA to participate in contract negotiations and to submit such price or other revisions to its proposal as may result from negotiations. A criminal records check of all employees, including sub-service provider staff, performing duties under the resultant contract will be required by BEA. Upon resolution of the final negotiations, BEA will prepare a final contract and submit the contract for Governor and Executive Council approval.
- C. BEA reserves the right to amend or scale down the requirements delineated in this RFP or to not award the bid. In the event this occurs prior to selection of the successful bidder, all bidders not previously excluded from ongoing participation in this bidding process due to technical difficulties shall be notified of such amendment(s). Additionally, an opportunity for bidders to amend their bids will be given if such amendment(s) present a reasonable likelihood that amendments to bids would be needed for bidders to effectively respond to the RFP.
- D. Any contract resulting from this RFP shall comply with the formatting requirement of BEA and shall include all of the terms contained in the State's standard contract form (Form P-37) and supporting documents. The contract shall be effective only upon approval of the Governor and Executive Council. Copies of contract documents may be viewed at www.nhworks.org
- E. All contract staff assigned to this project will be required to agree to the terms as stated in a confidentiality agreement and be required to sign the confidentiality agreement.
- F. The selected bidder must be in compliance with and/or agree to comply with all of the program assurances and certifications required by BEA and/or State and Federal law, which can be found at www.nhworks.org

SECTION 4: STATEMENT OF WORK

4.1 Organization/Agency Requirements

- A. The Service provider must provide services to eligible SCSEP participants consistent with SCSEP requirements outlined in the statues and regulations at:
www.doleta.gov/seniors/html_docs/regs.cfm
- B. The Service provider must carry out the direct service requirements as defined in Section 4.2 of this RFP.
- C. The Service provider must have the ability to:
- Maintain a payroll system for the payment of bi-weekly wages for 49-70 SCSEP participants, at any given time.
 - Maintain a system for the payment of worker’s compensation for all participants enrolled in training.
 - Maintain a financial system for the payment of allowable support services.
 - Secure matching grant funds (cash or in-kind) equal to 10% of the total federal grant.
 - Maintain participant files in a confidential environment for a minimum of three years.
 - Develop appropriate operational and fiscal policies and reporting procedures, to ensure federal and state goals, objectives and performance measures for SCSEP funds are met.
 - Achieve established performance goal outcomes within the timeframe allotted.
 - Provide timely access to SCSEP information and services for all applicants/participants seeking services.
 - Recruit, assess and enroll eligible individuals consistent with established enrollment goals.
 - Develop and maintain effective financial systems for the planning and budgeting of SCSEP funds in accordance with SCSEP regulations and OWO policy.
 - Ensure that sufficient qualified staff is available to manage the program and deliver services in each of the three counties – Belknap, Merrimack and Rockingham.
 - Ensure that all staff funded under this agreement is adequately trained in SCSEP process and procedures, particularly SCSEP eligibility for services, employability plan development requirements, assessment procedures, performance outcome measures and the appropriate use of approved process forms.
 - Maintain sufficient capacity (i.e., computer hardware and internet capacity) to ensure timely data entry of participant enrollment and case management information into SPARQ (SCSEP Performance and Results data management system). The service provider will be required to use the SPARQ system managed by USDOL for recoding and reporting data.
 - Ensure that participant hard copy and electronic case management system files are maintained in compliance with SCSEP rules and regulations, and any applicable BEA policies.

- Ensure that participant confidentiality is maintained at all times.

4.2 Direct Service Requirements

The SCSEP activities to be provided are as follows:

1. Determine participant eligibility in accordance with USDOL policy.
2. Orient participants to the SCSEP Program.
3. Conduct participant assessments, no less than annually.
4. Develop an Individual Employment Plan (IEP) for each participant in the program and update accordingly.
5. Develop Host Agency sites and place participants according to training need.
6. Develop procedures for the provision of support services.
7. Provide access to other training opportunities, as appropriate.
8. Assist participants in securing unsubsidized employment.
9. Conduct follow-up services (6 months/12 months) in accordance with USDOL policy.

The requirements below are mandated components of the SCSEP program consistent with SCSEP rules and regulations. Service providers must have an action plan for each of these requirements to effectively operate and manage a SCSEP project, and develop a line-item budget that supports policy and procedure for planned services.

(1) **Knowledge of Economic Conditions for the Service Area**

To be effective the service provider must have a working knowledge of the regional labor market and economic landscape: Provide an overview of the labor market and economic landscape in Belknap, Merrimack, and Rockingham Counties, where this SCSEP project will operate. The overview should identify industries that are growing in these regions, have high levels of total employment, or are otherwise critical to the success of the economy of these regions, and labor market information for specific occupations in those industries that offer career opportunities for SCSEP participants and how this information will be used to identify training opportunities specific to the current labor market demand for the region.

(2) **Recruitment and Selection of Participants**

Outline a comprehensive plan for recruiting program participants. This plan should include specific recruiting activities that the Service provider will use, including the role of partners that will be involved in these efforts, and milestones, resources, and timelines. This plan should include a description of the role that NH Works One-Stop Career Centers will play in recruiting activities.

The income definitions and income inclusions and exclusions for determining SCSEP eligibility, as described in TEGl 12-06, must be used to determine and document participant eligibility. Indicate how eligibility will be determined and documented. TEGl 12-06 may be accessed on www.doleta.gov/seniors under “Technical

Assistance.” Identify new strategies to recruit applicants who can meet the income eligibility guidelines, especially those who must have priority for service.

Priority is to be afforded to individuals who are 65 years of age or older OR:

- i) Have a disability;
- ii) Have limited English proficiency or low literacy skills;
- iii) Reside in a rural area;
- iv) Are veterans or spouses of veterans as defined in 20 CFR 641.520(a) (2);
- v) Have low employment prospects;
- vi) Have failed to find employment after utilizing services provided through the NH Works one-stop delivery system; or
- vii) Are homeless or are at risk for homelessness. (OAA sec. 518(b)(1)-(2))

(3) Continued Eligibility for Enrollment in the SCSEP (20 CFR 641.505)

The Service provider will be required to recertify the income of each participant at least once every 12 months. Indicate the schedule for certifying participants and the actions Service provider plans to take to deal with those found to be ineligible, including notification of their right to appeal the finding. Indicate where eligibility records will be maintained.

(4) Physical Examinations (20 CFR 641.565(b) (ii) (A) and (B))

Describe the process for offering physicals to participants as a fringe benefit as required under current regulations. Also describe the process for maintaining documentation of those participants who elect to take physicals and those who waive them.

(5) Orientation (20 CFR 641.535(a) (1))

Describe participant and host agency orientation procedures. The description should include mention of participant and agency responsibilities, permissible political activities, grievance procedures, etc.

(6) Assessment (20 CFR 641.535(a) (2))

Describe procedures for assessing the job aptitudes, readiness, and preferences of participants, their barriers to employment, as well as their potential for transition into unsubsidized employment. Training and supportive service needs of participants must also be addressed as part of this assessment. The Service provider must conduct assessments no fewer than two times during a twelve-month period.

(7) Individual Employment Plan (IEP) (20 CFR 641.535(a) (3))

Describe how the Service provider will use the assessment and labor market information to develop a participant’s IEP, how often the IEP will be updated, and how the participant will participate in this process.

(8) Assignment to Community Service Employment Activities in Host Agencies (20 CFR 641.535(a) (4)).

Describe how participants will be assigned to community service employment activities and receive training. Include such factors as:

- (a) Types of community service employment activities that will be emphasized in assigning participants, and how they were chosen;
- (b) Methods to be used to match participants with community service employment assignments;
- (c) Extent to which Service provider will place participants in community service employment assignments involving the administration of the project itself and how Service provider will ensure that all participants in a project are treated equally;
- (d) Types of host agencies Service provider will use and the procedures and criteria Service provider will utilize in selecting the community service employment assignments;
- (e) Process for ensuring that community service employment activities offered in communities provide training that prepares participants for unsubsidized employment;
- (f) Process for ensuring that community service activities support the regional economy by helping prepare participants for employment opportunities that are prevalent in key industries in the regional economy or are otherwise critical to the success of the regional economy;
- (g) Average number of hours per week for participants in community service employment assignments, including an explanation of circumstances if Service provider anticipates that this may be adjusted during the course of the grant year to accommodate over-enrollment;
- (h) Average hourly wage paid to participants during community service employment assignments, reflecting the higher of the local, State or Federal minimum wage as required (Part 641.565(a)), and the average hourly wage paid to participants assigned to project administration;
- (i) Time limits, if any, on the amount of time participants may spend at a particular host agency;
- (j) Procedures for ensuring that participants are given adequate supervision during their community service employment assignment by host agency staff; and
- (k) Procedures for ensuring that participants work in safe and healthy conditions.

(9) Participant Benefits (OAA sec. 502(c) (6) (A) (i))

The use of grant funds for benefits is limited to those that are required by State or Federal law (such as workers' compensation), the costs of physical examinations, compensation for scheduled work hours during which an applicant's or Service provider's business is closed for a Federal holiday, and necessary paid or unpaid sick leave that is not part of an accumulated sick leave program. Grant funds may not be used to pay the cost of pension benefits, annual leave, accumulated sick leave or bonuses. With the exception of physical examinations for participants, which are addressed in above, Service provider must describe benefits Service provider will provide to participants.

(10) Other Training

Describe the training that the Service provider will provide to participants in addition to training provided as part of a community service employment assignment, including, but not limited to, training provided through the NH Works One-Stop Delivery System. Identify the types of training provided (including occupation-specific training); the

credential(s) that training leads to, including industry-recognized credentials, where appropriate; organizations that will provide training; how no-cost or low cost training is being leveraged through partnerships; and how training is linked to IEPs and the needs of the community and will help prepare participants for unsubsidized employment, including employment opportunities that are prevalent in key industries in the regional economy or are otherwise critical to the success of the regional economy. Such training includes lectures, seminars, classroom instruction, individual instruction, online instruction, private sector on-the-job experiences, work experience or other arrangements.

- (11) Supportive Services (20 CFR 641.545)
Describe the supportive services that will be offered to help participants obtain and retain an unsubsidized job. Identify the source(s) of these services.
- (12) Placement into Unsubsidized Employment (20 CFR 641.550)
Describe the steps the Service provider will take to move or place participants into unsubsidized employment. Describe strategies for: identifying current employment opportunities and projected employment opportunities in regions, including employment opportunities in industries and occupations that are critical to the success of the regional economy; developing and maintaining partnerships with employers; efforts to identify employment opportunities with established career ladders; specific placement strategies, including strategies for placing individuals in industries and occupations that are critical to the success of the regional economy; strategies for placing participants in opportunities with established career ladders; and retention strategies once participants enter the workforce.
- (13) Average Participation (OAA sec. 502(b) (1) (C))
The 2006 Amendments require that grantees must meet an average participation cap for eligible individuals (in the aggregate) of 27 months starting on July 1, 2007, subject to extension for extenuating circumstances. Describe the procedures Service provider will implement to meet this requirement.
- (14) Maximum Duration of Program Participation (OAA sec. 518(a) (3) (B) (i))
The 2007 Amendments mandate requirements relating to the maximum time period a participant may spend in the program. The service provider will be required to have a Durational Limit Policy. Describe how the Service provider will institute procedures to ensure that eligible individuals may not participate in the program in excess of a maximum duration of 48 months in the aggregate (whether or not consecutive), except in certain instances when an exception is granted. Describe how Service provider will institute procedures to transition participants to unsubsidized employment or other assistance before the maximum duration time period has expired.
- (15) Terminations (20 CFR 641.580)
Describe participant termination policies for:
 (a) provision of false information;
 (b) income ineligibility determined at recertification;
 (c) incorrect initial eligibility determination;

- (d) cause; and
- (e) failure to comply with the terms of the IEP.

(16) Applicant, Employee and Participant Complaint Resolution (20 CFR 641.910)
Describe the system of due process for cases in which an adverse action is contemplated against a participant, an employee of the grantee or Service provider, or in cases in which an applicant for enrollment wishes to dispute an unfavorable determination of eligibility. Current SCSEP service providers may attach an example of the written explanation of the due process system that is given to each participant.

(17) Maintenance of Effort (OAA sec. 502(b)(1)(G))
Describe steps that Service provider will take to ensure compliance with the maintenance of effort requirements, which have been slightly modified from the current regulations as a result of the enactment of the 2006 Amendments:

Each project funded under Title V:

- (a) Must not reduce the number of employment opportunities or vacancies that would otherwise be available to individuals not participating in the program;
- (b) Must not displace currently employed workers (including partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits);
- (c) Must not impair existing contracts or result in the substitution of Federal funds for other funds in connection with work that would otherwise be performed; and
- (d) Must not assign or continue to assign any eligible individual to perform the same work or substantially the same work as that performed by any other individual who is on layoff.

(18) Procedures for Payroll and Payment of Workers' Compensation Costs
Describe how payroll and workers' compensation premiums are paid for participants. Include in this description an estimate of how much will be paid in a grant year for workers' compensation. *Service providers may not delegate this responsibility to host agencies.*

(19) Collaboration
Describe how Service provider will collaborate with other entities serving the same area to maximize opportunities for SCSEP participants to obtain intensive services and training, and to move into unsubsidized employment:

- (a) Coordination with the public workforce system. Describe collaboration with the NH Works one-stop delivery centers such as: stationing SCSEP staff at NH Works Centers; co-enrolling SCSEP participants at One-Stop Career Centers; utilizing intensive and/or training services available through WIOA; and partnering with One-Stop Career Center staff on employer engagement strategies;

- (b) Collaboration with other key organizations in the community. Describe other organizations in the community with which the SCSEP program will collaborate, including vocational rehabilitation providers, basic education and literacy providers, and education and training providers such as community colleges.

(20) Non-Federal Share (Required Match)

This project requires a 10% match. Match may be cash or in-kind. Outline Service provider's strategy for providing the non-federal share of project (i.e. the required match). This includes the specific cash and/or in-kind contributions that will be provided to satisfy this requirement.

(21) Leveraged Resources

Describe any strategy Service provider may have for leveraging other resources, in addition to the non-federal share (i.e. the required match), from other key partners in your region (including organizations in both the public and private sector) to support your SCSEP program. Organizations providing leveraged resources could include state and local government agencies, foundations, employers, community-based organizations, and other entities. Leveraged resources include the following:

- (a) Cash and/or in-kind contributions that could qualify as non-federal share (i.e. the required match), but are not included as part of the formal non-federal share (i.e. the required match);
- (b) Resources provided through involvement with other federal programs, such as Vocational Rehabilitation, Adult Education, and adult services funded through the Workforce Investment Act;
- (c) Cash and/or in-kind contributions that are allowable costs under OMB cost provisions, but are restricted and unallowable costs for the SCSEP program.

(22) Service to Minorities (OAA sec. 515)

The 2006 Amendments require that the Secretary prepare an annual report on the levels of participation and performance outcomes of minority individuals served by SCSEP. Accordingly, describe Service provider's plans to serve minority individuals in the service areas.

(23) File Maintenance

Describe how Service provider will maintain files for privacy. Include a description of how Service provider will ensure that participant files are maintained for three (3) program years after the program year in which all follow-up activity for a participant has been completed. [Note; participant files selected for data validation purposes must be obtained for an additional 3 years; therefore the service provider must have the capacity to maintain certain files for up to 6 years.]

Service provider should describe how Service providers will protect personnel records, including the I-9 forms for all participants, to avoid identity theft and other violations of

personal information. Specific steps should be outlined to assure that participant records are securely stored and access is limited to appropriate staff. If applicable, describe measures that Service provider will take to protect the electronic storage and retrieval of personnel information.

(24) Audits

Describe the audit requirements for your organization. To the extent feasible, provide dates, possible audit firms, and selection procedures for future audits. Provide specific references to the most recent audit. Include the name of the audit firm and the date.

4.3 Staff Requirement

- A. The contract must provide staff assigned to the program that shall at a minimum, meet the following requirements:
 - 1. Is of sufficient number to deliver the contracted program services and continues to do so without interruption due to vacations, sickness, or vacancies.
 - 2. Each staff member has a job title and specified duties and responsibilities attached to the program delivery.
 - 3. Staff who have been trained in specific SCSEP policy and procedures sufficient to ensure program compliance at all time.
 - 4. Staff whose criminal background check does not reveal violations or convictions that could adversely affect the participants served under this program.
 - 5. Staff that have read and signed a completed Statement of Confidentiality.
 - 6. Staff with sufficient computer literacy to perform accurate and timely data entry and other data collection functions.
- B. Any sub-contracted staff shall be identified as such by the service provider, and shall meet or exceed the staffing requirements articulated herein.

4.4 Program Performance Requirement

- A. The service provider shall be responsible for achieving SCSEP program performance goals. Performance goals shall be revised for each contract year on an annual basis. Performance goals are established by USDOL. Performance goals are tracked though the SPARQ Quarterly Performance Report. The chart below is an **example** of performance goals for the State SCESP program, based on PY18 measures.

Performance Measure	Performance Goal
Quarter 2 Employment	34.1%
Median Earnings	\$2,849

Quarter 4 Employment	35.4%
Service Level	155.8%
Community Service	77.2%
Participants Most in Need	2.87
Customer Satisfaction - Participant	80.3
Customer Satisfaction – Host Agency	79.9
Customer Satisfaction – Employer	85.8

B. The service provider must demonstrate achievement of the above outcomes on at least an annual basis and no more frequently than a quarterly basis. In the event an outcome target is not reached, the service provider shall provide BEA with a detailed plan for corrective action within thirty (30) days. Corrective action plans shall be subject to BEA approval. Failure to obtain an approved corrective action plan, or to reach outcome targets after an approved corrective action plan has been implemented, may be considered unsatisfactory Service provider performance. BEA/OWO reserves the right to terminate the contract, or any portion thereof, with sixty (60) days advance written notice, due to unsatisfactory Service provider performance.

4.5 Reporting Requirements

A. Reporting requirements shall include both program and financial reports and will include but not be limited to the following:

1. Programmatic:

- a. Timely and accurate data entry in the SPARQ case management system to ensure current information is available for Quarterly and Final Quarterly Performance Reports (QPRs).
- b. A quarterly narrative progress report for submittal to BEA and USDOL.
- c. A written year-end program performance report by no later than the last day of August following the program year end date.
- d. Corrective action reports as deemed necessary.
- e. Ad-hoc reports requested by USDOL and/or BEA as deemed necessary.

2. Financial:

- a. Invoice for services and related expenses shall be billed monthly (preferable) quarterly (at a minimum). Invoices are due by the 30th of the month following the calendar quarter end. Service providers are encouraged to bill monthly.
- b. Supporting documentation shall be attached to the invoice to allow BEA to comprehend and track the origins of the amount invoiced. The service provider shall maintain sufficient documentation on file in their offices to support invoices,

and make such documentation available for review by authorized BEA staff and/or its auditors.

- c. Reporting of match funds proportional to SCSEP fund expenditures. It is understood that in-kind contributions shall be at the same proportion of total grant funds expended as it is to total grant funds budgeted. In other words, since the required Match is 10% of the total federal grant amount, then documentation of in-kind expenditures must support 10% of the actual grant funds expended each quarter.
 - d. Reporting administration costs separate from program costs consistent with federal cash management policies and procedures.
3. Property Management:
- a. The service provider must maintain a fixed asset inventory system that clearly identifies all non-expendable property with a life expectancy of one year or more and a unit price of \$250.00 or more which is purchased or leased with SCSEP funds.
 - b. The service provider will be required to submit to OWO a complete a property inventory report that identifies all property (defined as a unit cost of \$250.00 or more) and equipment (defined as a unit cost of \$5,000 or more) at the end of each program year.

- B. BEA reserves the right to adjust reporting requirements, upon mutual agreement with the service provider, if such adjustments are deemed necessary to meet program objectives.

SECTION 5: SPECIAL CONDITIONS

- A. Continuation of funding is dependent on availability of federal funds and the service provider’s successful performance to be evaluated at the end of each program year.
- B. Attendance is required at any training during the program year deemed mandatory by BEA, and the service provider must ensure that funds are available to support such attendance.
- C. Workers’ Compensation coverage is required at all times during a participant’s training.
- D. Accurate SCSEP financial reports including accruals must be submitted on a quarterly basis.
- E. Any service provider/sub grantee that submits insufficient data or data that does not meet quality thresholds established by DOL will be subject to corrective action.
- F. The service provider will be legally obligated to enter all required data relating to participants served during the contract period in the SPARQ case management system. Service providers shall be responsible for keeping participants files up-to-date, especially in time to meet quarterly reporting deadline requirements.
- G. The service provider will be legally obligated to turn over complete data files in the specified electronic format, as well as hard copy case files, to the grantee at the time that the service provider ceases to operate the SCSEP.
- H. The service provider will be solely responsible for paying BEA any and all disallowed costs associated with the misappropriation of federal funds and/or costs expended on participants who were erroneously determined to be eligible for SCSEP services. Disallowed costs may not be paid with any other federal funds.
- I. The service provider will ensure that criminal record checks are performed for all employees who have direct contact with program participants.